Recruiting and Managing Volunteers

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with the

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Introduction

- Who volunteers and why
- A strategic approach to managing volunteers
- Law and internal policies
- Recruitment
- Creating a support framework
- Recognition and reward
- The benefits of volunteering

Volunteering - who and why?

- Diverse range of people – young and old
- Wide range of experience and abilities
- Urban and rural settings
- Seasonal and more frequent

- To give something back
- Learn new skills
- Gain a social network
- Improve employability
- Overcome boredom
- Commitment to a cause

Volunteer management

- **Essential**
  - Avoids burnout for managers of projects
  - Delegation to a Volunteer Co-ordinator – thereby creating further development opportunities for existing staff and volunteers
  - Organised approach = morale booster for volunteers as they see that they are taken seriously
- **If its worth doing, its worth managing!**

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Initiation and planning

- **Some considerations:**
  - ☐ Engage Trustees to gain buy-in and job design
  - ☐ The Law
  - ☐ Policy and procedure
  - ☐ Insurance
  - ☐ Job Descriptions and Person Specifications
  - ☐ Volunteer Agreements
  - ☐ Support framework
  - ☐ Induction training

The Law

- Health and Safety at Work Act 1974

- Consumer Rights Act 2015

- Trade Descriptions Act 1969

- Data Protection Act 1998
  - Not an inclusive list
  - Seek advice – DTA Wales, WCVA.

Policy and procedure

- Volunteering
- Safeguarding
- Equality, Diversity and Inclusion
- Health and Safety
- Lone Working

- Data Protection
- Procurement
- Recruitment and Selection
- Training and Development
- Industry specific policies

Volunteering Policy

- A detailed statement about:
  - Intentions as an organisation – values and principles
  - The role of the volunteer
  - Recruitment, selection, training and development
  - Management of the volunteer – dealing with problems
  - Volunteer rights and responsibilities
  - Volunteer expense payments
  - Recognition for volunteering
    - www.wcva.org.uk/advice-guidance/volunteers

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Safeguarding

- The protection of children and vulnerable adults
  - Children Act 2004
  - Care Act 2014

Equality, Diversity and Inclusion

- **Equality** – ensuring that all volunteers are treated fairly, equally and no less favourably, specific to their individual needs.

- **Diversity** – recognising, respecting and valuing peoples' differences, including:
  - race, ethnicity, national origin, gender, sexual orientation, age, politics, religion, disability, parental rights, pregnancy.

- **Inclusion** –actively engaging and promoting opportunities to a wide variety of potential volunteers throughout the communities we work in.

Job Descriptions and Person Specifications

- Describe the jobs you are creating or advertising
  - Title, tasks, duties, roles, responsibilities, reporting.
- Specify the kind of person whom you need to do the jobs
  - Qualifications, skills, abilities, knowledge, experience needed to do the job
- The starting point for the creation of job opportunities
- Jobs designed to further the aims of the enterprise
- If jobs are worth doing – they are worth describing, along with the neccesary attributes of the people who should do them.

Volunteer Agreements

- Non-legally binding contracts – in honour only
- Defines what can be expected of both parties – community enterprise and volunteer
- The organisational goals and the volunteer role in achieving them
- Reporting arrangements, training, meetings
- Expenses – travel, meal allowance etc.
- Complaints procedure
- Health and safety, equality, confidentiality etc.
  - See WCVA – *'Sample Volunteer Agreements'.*

Recruitment

- Promote opportunities with:
  - Community open-days
  - Taster days
- Advertise
  - CVCs, Volunteer Bureaus, social media – Facebook etc.
- Interviews, appointments and trial periods
- Appoint a Volunteer Co-ordinator or Supervisor
- Have more than one way to volunteer
  - Create a variety of opportunities to attract a variety of people.
    - www.volunteering-wales.net

Support framework

- Clear job description
  - Show how the job contributes to goals
- A policy and procedural framework
  - These are designed to protect workers, customers and community
- Clear reporting arrangements
  - e.g. to a supervisor or Volunteer Co-ordinator
- Individual Learning Plan
  - With induction and ongoing training
- Aware and supportive staff
  - Train existing staff/volunteers to support the new volunteers – teamwork.

Honouring – recognition and reward

- Recognising and thanking people makes them feel good
    - It boosts their morale and performance
    - It improves their goodwill towards you
    - Attracts attention - customers, community, more new volunteers.
- Reward with, for example:
    - Time Credits
    - Discounts
    - Social events
    - Awards

Benefits

The volunteer	The enterprise	The community
Learn new skills, empowerment	Injection of new skills	Improved service provision
Contribute to a cause/community	Contribute to community	Sense of community ownership and empowerment
New social network	Advance organisational objectives	Alleviation of key social problems

Conclusions

- Strategic approach – led from the top
  - A clear purpose - contribute to strategic objectives
- An organised approach – Volunteer Management
  - See '*Volunteer Managers National Occupational Standards – Skills Third Sector*'
  - Create a support framework
  - Involve the whole enterprise
  - Use 'Good practice'
- Research through WCVA and other sources.
- **A positive experience all round – ENJOY!**

- Useful sites:
  - https://www.wcva.org.uk/advice-guidance/volunteers
  - https://volunteering-wales.net

- Thanks for listening!

- Now for your questions please.