

Volunteer Management

- What can you do for your volunteers?
- What can you do to attract more volunteers?
- What can you do to make your volunteers feel valued?



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- **Who volunteers (what ‘type’ of person)?**
- **What kind of activities might they volunteer to do?**

Volunteer Typologies

- **Stepping Stone Volunteers**
 - Reached a turning point in their lives
- **Project Hopper Volunteers**
 - Move from project to project
- **Stalwart Volunteers**
 - ‘lifers’

Job Substitution

- Monotonous / unattractive roles
- Not replace paid staff
- Level of responsibility
- Avoid critical roles

Volunteering England

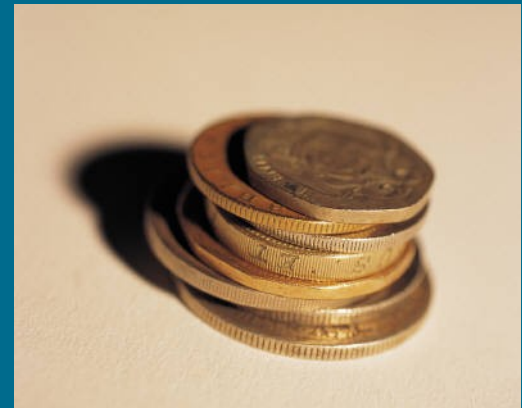
The essence of volunteering...



...is flexibility

The legal position

If volunteers receive payment, then the organisation is at risk of implying a 'contract of employment' with their volunteers. Payment is not simply limited to cash, it can be any perk that has monetary value.



- Statement of your intention
- Two aspects
 - If a volunteer raises a problem
 - If a complaint is levelled against a volunteer
- The stages:
 - who is involved?
 - how quickly will it be dealt with?
 - any right to appeal?

Retiring volunteers

- Things to consider:
 - Level of physical demand?
 - Safety?
- Asking them to leave:
 - Ask the volunteer to self-assess
 - Be ready with alternatives / suggestions
 - Show gratitude
 - Ask their advice

So what....?

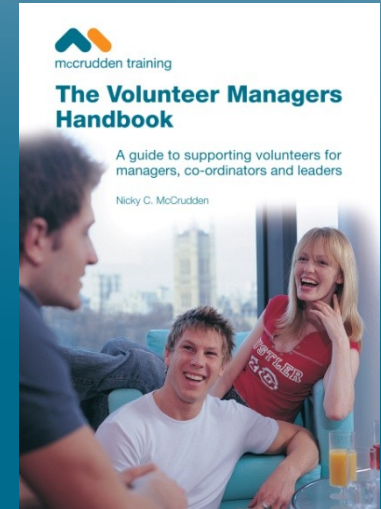
- What did you already know?
- What was new to you?
- What do you still need to know?
- How are you going to find out?



The Volunteer Managers Handbook

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