



## Volunteering



Volunteering should be providing 'added value' to organisations/groups. The fact that volunteers are not paid does not make them free. Volunteers need to be recruited, interviewed, inducted, trained and supervised. They need adequate management, use of the proper equipment where required and treated as part of the staff or team. It is important not to view volunteers as an accessory, separate from the rest of the organisation.

### Do you need volunteers?

Ask yourself 'How could involving volunteers contribute to improve organisational effectiveness and sustainability?'

Develop some desired outcomes so you can shape the process and measure the impact of the volunteer involvement you adopt.

Have a statement of its mission, vision and values on your volunteering opportunity, this shows the potential volunteer your commitment. Make sure they are relevant and current to your needs.

Think through where you most want input or support – be realistic and honest about how much involvement/influence volunteers can have.



### Involving volunteers



Volunteering roles are to assist team members and not to replace paid staff or to support the aims of the group.

Volunteers are very professional and have a varied skills set.

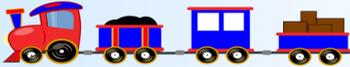
Engaging volunteers with the correct skills to enable your service delivery is essential in a successful matching process.

Roles should not be too onerous but varied enough to make the role exciting and engaging; and fulfilling enough to keep the volunteer returning and engaging long term.

However, roles can also be flexible and offer short term placements, one offs and taster sessions.

#### Ways to make a volunteer feel more integrated:

- Create a role description for them to follow
- Hold a proper induction
- Request feedback
- Involve them in team briefings/meeting and encourage their contribution – after all they are a valued member of the team
- Recognition, say 'thank you'
- Remember when it's their birthday, anniversary, holiday, children, pets or illness – remember to ask them how things went/are going – this makes them feel valued.



## Getting everyone on board



Gain support and participation for the volunteering initiative from all organisational staff and personnel ensure they fully understand the volunteering role on offer.

Put yourself in the volunteer's shoes or ask what techniques and approaches might help them in their role and to offer the kind of feedback you are looking for – make the volunteering role fun and participative.

Give feedback to staff and volunteers. Champion the outcomes of volunteers internally – demonstrate how they make a difference.

Overall, treat volunteers extremely well – as you would a new member of staff, stakeholders or funder.

### Micro-volunteering

Micro-volunteering can be described as: easy, no commitment, free to participate, actions that can be completed in less than 30 minutes. They are mostly online based but there are some which can be done offline. What if you're a non-profit organisation or a grassroots initiative wanting to tap into the huge potential that the micro-volunteering market can offer? Would you know how to set up a micro-volunteer action?

#### Things you'll need for micro-volunteering:

- time
- resources
- internet
- a micro volunteering action idea

For more information on this subject go to: [www.knowhownonprofit.org/how-to/how-to-set-up-a-microvolunteering-project](http://www.knowhownonprofit.org/how-to/how-to-set-up-a-microvolunteering-project)

How to set up a Micro-volunteering project: [www.helpfromhome.org/microvolunteering-project.pdf](http://www.helpfromhome.org/microvolunteering-project.pdf)