

# Managing Volunteers

**Duration: 1 day**

Successfully supporting and managing volunteers is the key to providing them with a rewarding experience and importantly ensuring that their efforts meet your requirements. Volunteers can be vital to the work that you and your organisation deliver and they can also bring valuable additional skills and experience.

## Who should attend this course?

Individuals who supervise or manage volunteers in their role.

## Course Objectives

Upon completion of this course participants will be able to:

- Understand the potential benefits of using volunteers in their organisation
- Understand the scope of responsibilities in managing volunteers
- Have identified some of the potential pitfalls and actions to avoid
- Have identified methods of attracting and recruiting volunteers
- Understand the legislative and good practice reasons for good record keeping
- Set out good induction practice for new volunteers
- Explored and identified relevant and effective support and reward activities

## Course Outline

### Introduction

- Definition of volunteering
- Identifying what tasks and activities can be undertaken by volunteers
- Role and responsibilities of a volunteer manager

### Recruiting volunteers

- Where to find volunteers
- Attracting volunteers
- Clarifying expectations

### Record keeping

- Overview of legislative and good practice guidelines
- Quiz

### Induction

- Why, what and how
- Action plan

### Support and reward

- Identifying support processes
- Identifying reward processes
- Development planning
- Case study – bring it to life

### Personal Development

- Making the most of the potential benefit, avoiding pitfalls
- Developing an action plan for volunteer management to use in the workplace