

# Strategies to engage and retain skilled volunteers in your CLC



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queensland



We acknowledge the traditional custodians of this land we share and pay respects to their elders past and present and emerging leaders of today.

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# Introducing Volunteering Queensland



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# **VOLUNTEERING**

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**Is time willing given for the common good  
and without financial gain**

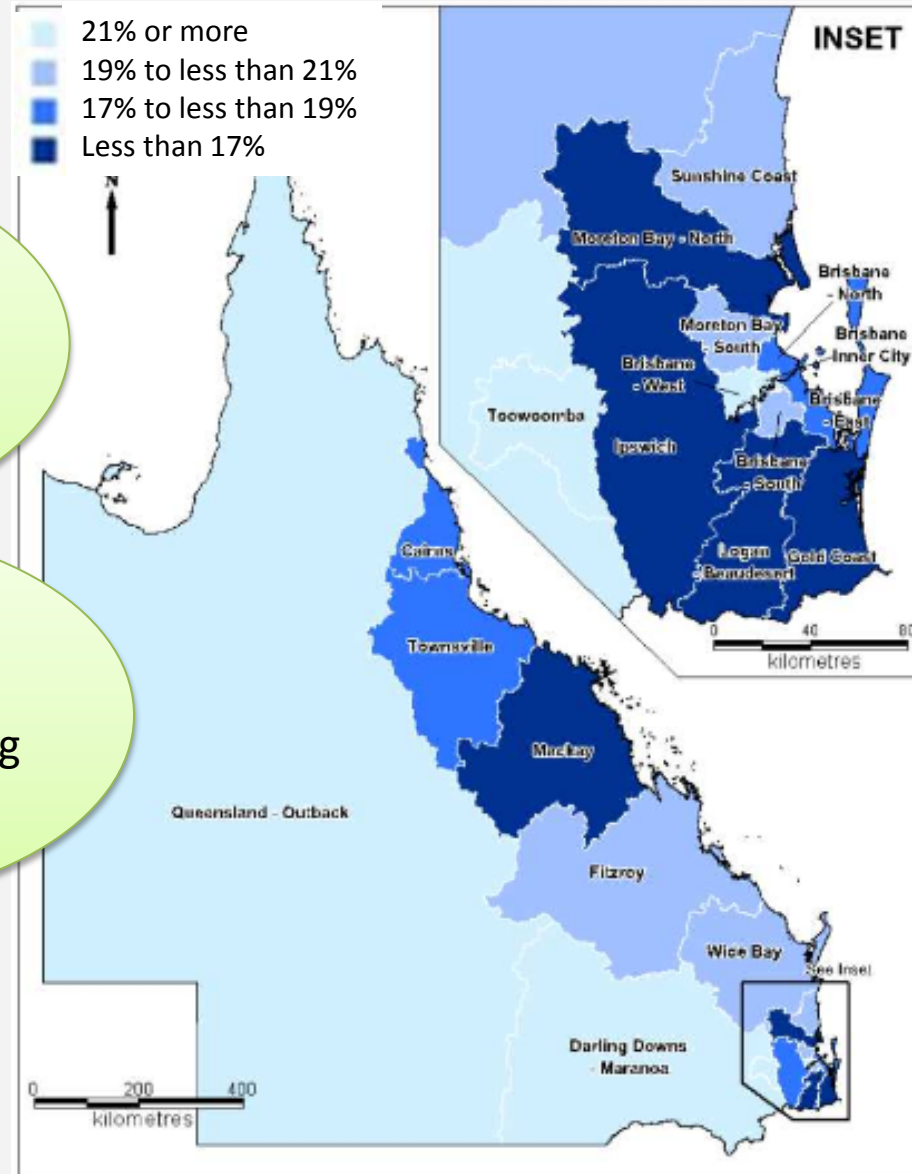
# Volunteering in Queensland

**3.6 million  
Australians, or  
19% of the  
population  
volunteer.**

Qld varied by region,  
but were on average,  
on par with the  
nation.

60% of volunteers  
improved their  
patience skills during  
volunteering.

**Nationally, 72% of  
people in Australia  
born overseas  
participate in informal  
volunteering**





Do you volunteer?

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## Informal volunteering

Helping the community not including family

## Episodic volunteering

Cause related, events, projects

## Corporate volunteering

Corporate Social Responsibility (CSR)



# Pathways (Skilled) volunteering

Students, Work Experience, Professional Development

# Virtual volunteering

Graphic design, social media, proofreading, newsletters

# Spontaneous volunteering

Emergencies, local cause, reactionary

# Family volunteering

VolTourism, 'groups'



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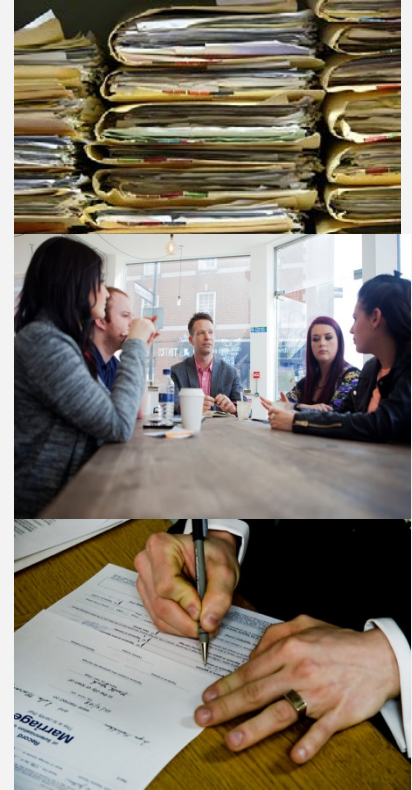


How many volunteers  
do you have in your  
service?  
Which category do you  
fit in?

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# Administering the Volunteer Program

What does your Volunteer Program look like?



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# THE NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT

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## **LEADERSHIP AND MANAGEMENT**

The governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement

## **COMMITMENT TO VOLUNTEER INVOLVEMENT**

Commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation's strategic direction.

## **VOLUNTEER ROLES**

Volunteers are engaged in meaningful and appropriate roles which contribute to the organisation's purpose, goals and objectives.

## **RECRUITMENT AND SELECTION**

Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.

## **SUPPORT AND DEVELOPMENT**

Volunteers understand their roles and gain knowledge, skills and feedback needed to safely and effectively carry out their duties.

## **WORKPLACE SAFETY AND WELLBEING**

The health, safety and wellbeing of volunteers is protected in the workplace.

## **VOLUNTEER RECOGNITION**

Volunteer contribution, value and impact is understood, appreciated and acknowledged.

## **QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT**

Effective volunteer involvement results from a system of good practice, review and continuous improvement

## National Standards Gap Assessment

		Met	Partially Met	Not Met
<b>Standard 1: Leadership and Management</b>				
1.1	Responsibilities for leading and managing volunteer involvement are defined and supported.			
1.2	Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.			
1.3	The organisation's risk management processes are applied to the organisation's volunteer involvement.			
1.4	Volunteer involvement records are maintained.			
1.5	...			

<b>Standard 4: Recruitment and Selection</b>				
4.1	If the organisation recruits volunteers, it uses planned approaches to attract volunteers with relevant interests, knowledge, skills or attributes.			
4.2	Potential volunteers are provided with relevant information about the organisation, the volunteer role and the recruitment and selection process.			
4.3	Volunteers are selected based on interest, knowledge, skills or attributes relevant to the role, and consistent with anti-discrimination legislation.			
4.4	Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation.			

How many standards are improved just by supplying valid relevant job descriptions...

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# VOLUNTEER RIGHTS

The rights of volunteers are addressed by a range of legislation but volunteers are not covered by awards or work-place agreements.

## **Volunteers have the right to:**

- work in a healthy and safe environment
- be adequately covered by insurance
- be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- have a job description and agreed working hours
- have access to a grievance procedure
- be given accurate and truthful information about the organisation for which you are working
- be provided with orientation to the organisation
- be provided with sufficient training to do your job
- be given a copy of the organisations volunteer policy and any other policy that affects your work
- be reimbursed for out of pocket expenses
- not fill a position previously held by a paid worker
- not do the work of paid staff during industrial disputes
- have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988

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# VOLUNTEER RESPONSIBILITIES

While volunteers might not have a formal contract with the organisation, just as the organisation must ensure volunteer rights, volunteers must fulfil their responsibilities to the organisation.

## **Volunteers have a responsibility to:**

- follow policies and procedures of the organisation such as: accounting for finances, recording information, protecting privacy, following anti-harassment or grievance procedures
- be loyal to the organisation
- accept direction
- respect and maintaining privacy and confidentiality
- maintain safe work practices in accordance with health and safety
- speak up regarding important issues or concerns regarding regulations that apply to the organisation
- carry out your agreed duties in the agreed time frame
- be dependable and reliable
- work the hours agreed
- be accountable and accepting evaluation and feedback
- comply with the legal and organisational requirements of your volunteer position

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# Recruitment Recognising and Retention



Belief systems

Values

Culture

Expertise

experience/competence

working styles

Past experiences

Educational background

Thinking and learning styles

Interpersonal style, interests

Language

Mental abilities



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# Why do people volunteer?



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## How does recruitment currently happen at Community Legal Centres?

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# Recruiting Volunteers. The Courting Analogy



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# Vacant Position

Chocolate Country is looking for a teenager whilst they still know everything to join our team at weekends. This position would suit someone maybe still at school who wants to relieve the burden from their parents of having to pay for everything.

The life skills your parents need to have passed to you to join the real world of employment are :

Be able to look people in the eye when you speak to them.

Open your mouth fully when speaking and not grunt.

Know what a dishwasher is and how to load one.

Be able to push a brush like you mean it.

Be able to last eight hours without your phone.

Must be able to hold a conversation with adults when required.

Be able to last eight hours in day light away from your bedroom.

If you think that you are the teenager we are looking for or have heard there is one that exists in another area please contact us so we can give them a job.

or email your resume to

chocolatecountry@gmail.com

CHOCOLATE CO

## Recruitment messages

Need to grab attention

Feature what you are  
offering

Advantages and feel good  
stuff

Benefits to them.



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# Recognising and Rewarding Volunteers.

WIIFM



# Retention



# How to NOT retain a volunteer

Why would you not want a person to continue as a VIP?

Do you manage poor performance? Is it just at review time?

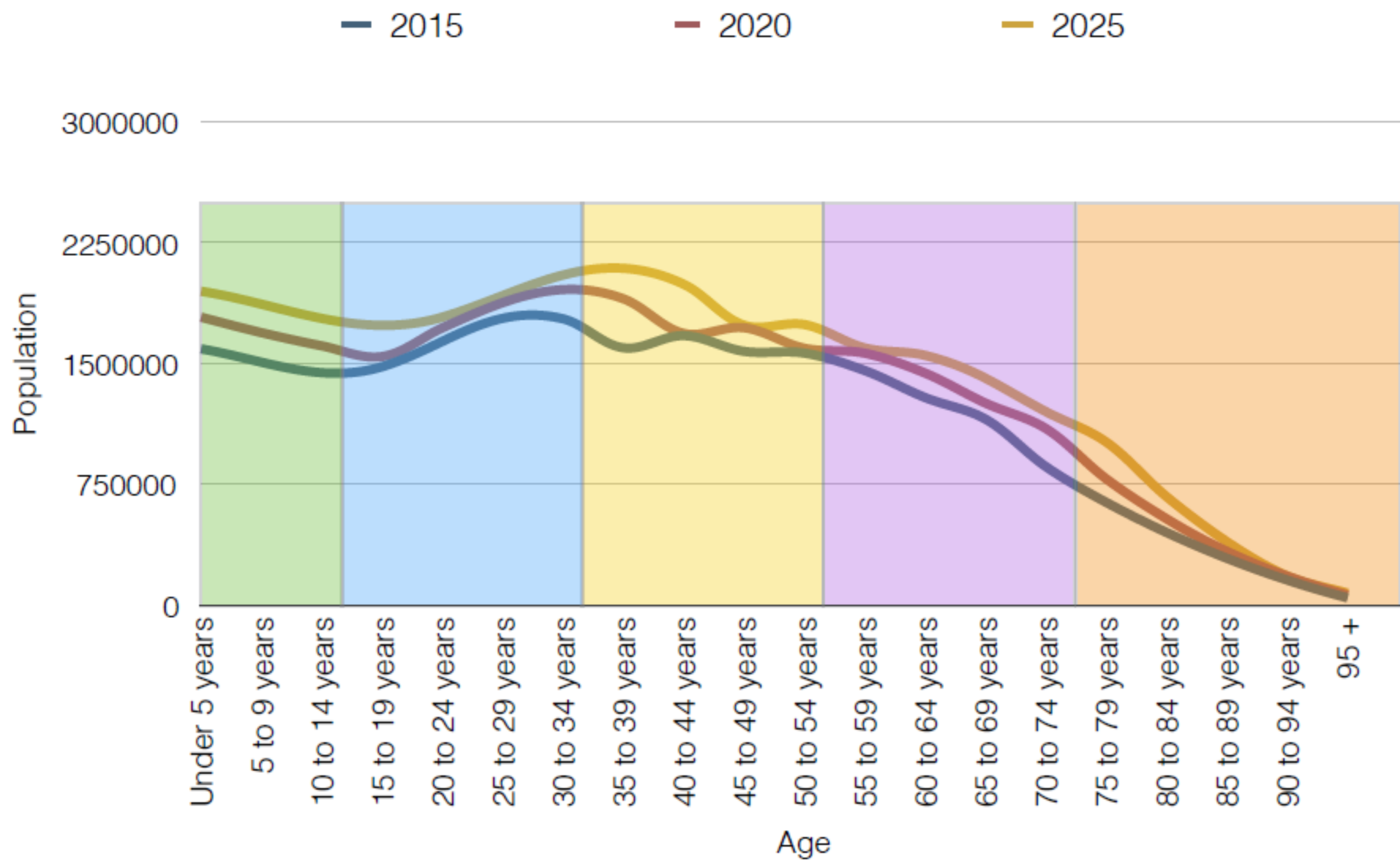
Who has the tough conversations? What did you say?

What are some reasons you have to ask VIP's to finish up?  
How do you state this to them?

Why is it harder to ask a volunteer to leave than it is to finish with paid staff or personal relationships? The motivations still need to be met – you can help redirect or guide them....

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	Silent Generation 1925-1946 'Radio' Generation	Baby Boomers 1946-1964 'Television' Generation	Generation X 1964 – 1980 'Computer' Generation	Generation Y 1980-1990 'Digital' Generation
Time	Patience for quality outcomes, and see patience as having its own reward. Willing to delay gratification. Feel they have time.	<b>Time is precious, highly valued and in short supply.</b>  Seek quick outcomes or milestones. Tend to be impatient when don't know if progress is being made.	Time is highly valued, and convenience is priority. Innovative shortcuts and efficiency are important, attracted to pragmatic approaches.	Live in the moment. Expect speed and fast turnarounds. <b>Live in the 24/7 world of multi-tasking and get impatient if things take too long.</b>
Work	High degree of loyalty; duty before pleasure. Will maintain dedication to a job once they take it on, limited adaptability.	Known for overworking to climb corporate ladder. Increasing need for personal satisfaction. Troubled by rapid change and likely to change career. Loyalty to work questioned: is the company loyal to me?	<b>'Work to live' attitude.</b>  Open to contracts, and want clear expectations from employers.  Feel responsible for own satisfaction, and likely to change careers. Don't expect loyalty.	Work in fits and starts; and have no loyalty.  <b>Tend to ask why would I want to be loyal?</b>  Demand clear expectations to ensure productivity.  Have several career changes.
Views on Authority	<b>Respect authority, and will rarely challenge it, even though it may frustrate them.</b>	Willing to challenge the status quo. Some concern for how this is done. Desire accountability.	Tendency to mistrust authority, cynical of authority and large organisations. Authority is self and peers. <b>Expect accountability.</b>	Authority is irrelevant.  <b>Question frequently, WHY?</b>  Demonstrate respect after they are treated with respect. Demand accountability.
Learning	Need a learning environment that is structured and stress free.  <b>Require full orientation and motivated to learn when it is for the good of the organisation.</b>	<b>Need a learning environment that is interactive.</b>  Respond well to brainstorming and group discussions.	<b>Prefer self directed life-long learning.</b>  <b>Focus on real life and informal learning,</b> combine learning and entertainment. Rely heavily on internet and are big 'scanners' of information.	Respond well to learning environments which combine personal challenge, teamwork, technology and visually appealing materials. <b>Appreciate group work and interaction.</b>

[illegible]

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# Deadly Sins of Recruiting Volunteers.....

Expect announcement to get volunteers

Ask personally. Ask for that date.

Go it alone

Develop recruitment partners and networks. Make contacts

Recruit volunteers who can make long term commitments

Consider projects.

Assume that “No” means “Never”

“No”, means, “Not now” or “Not this project”

Recruit anyone

Recruit specific roles with Job Descriptions

Treat professionals like lackeys

Ask them to use their skills – eg Leadership

Use those four words

“Oh, by the way”

Be clear about your expectations

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McKee and McKee 2012

