

### SUPPORTING VOLUNTEERS WHO SUPPORT YOUR CLUB

What does the future hold for recruitment, retention and recognition of volunteers?











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# **Learning Objectives**



The aim of this session is to help you explore the subject of good practice in volunteer leadership, we will cover the following topics



- 1 The state of volunteering globally
- 2 Expectations of volunteers and organisations
- **3** Engaging volunteers
- Recruitment and selection of suitable volunteers
- **5** Barriers to volunteering

# Before we start















Turn off distractions, close other applications Please display your own name on screen We will send you the slides shortly afterwards Submit your questions anytime, we'll do Q&A

Please use mute feature when not speaking There will be one x 7 minute comfort break

# About me











Worked in private and in the not for profit sector. Primary role was as a Youth Worker

Worker volunteer.ie Volunteered in a youth work setting for 28 years, at local regional and national levels 7 years unpaid and 11 years paid experience as a Volunteer Manager Qualifications
in Human
Resource
Management,
Event
Management,
H&S, Volunteer
Management

Delivering
Volunteer
Management
and Leadership
training in
Ireland and
overseas for 12
years

# **About Volunteer Ireland**



Support body for all Volunteer
Centres and
Volunteering
Information
Services

Promote & celebrates volunteering in Ireland through campaigns and events

Support
volunteer
involving
organisations in
best volunteer
management

Provide various services to the Community and Voluntary & Corporate sectors

# **About Waterford Volunteer Centre**



Advertisement of volunteer opportunities and sign posting of roles for volunteers

Volunteer Leadership Training & Volunteer Managers Forums

Support
volunteer
involving
organisations to
develop
volunteer roles

Garda Vetting, link to national programmes and a range of other services for VIOs and volunteers



Sharon Higgins, Manager

Email: sharon@volunteerwaterford.ie

Phone: (083) 026 8144



# TAKE OUR ONLINE POLL

Select your answer in the on screen window and press submit





### INTRODUCE YOURSELF



Your name



The name of your organisation



One difference your organisation is making that makes you proud



What you'd like to get out of this training

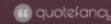


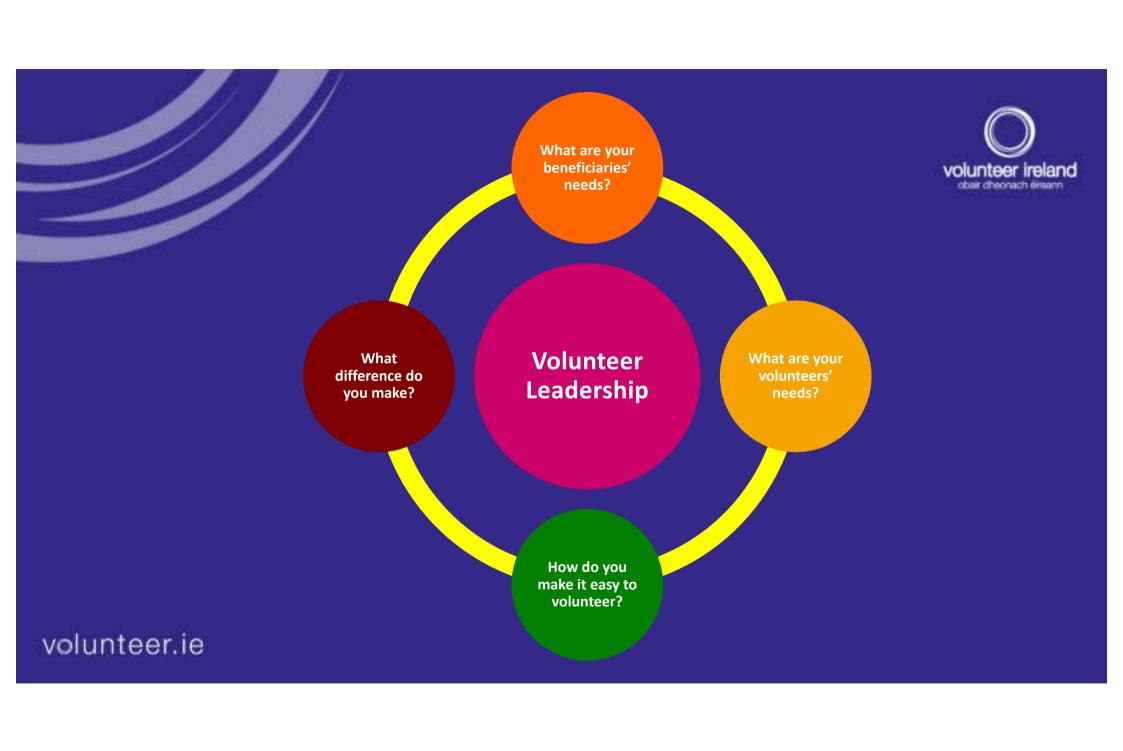


### I'm always learning something.

# Learning never ends.

Raymond Carver



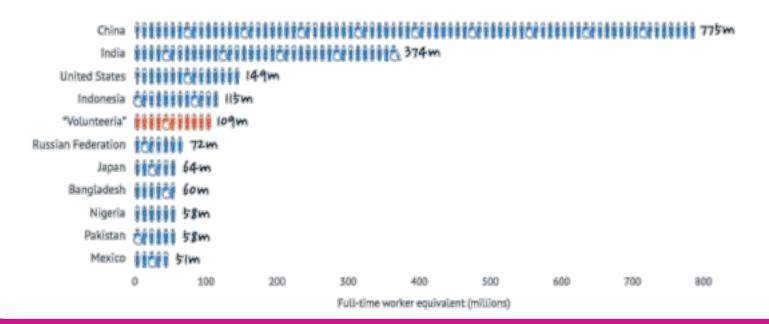




# Global Volunteering Figures



The global volunteer workforce exceeds the number of people employed in more than half of the 10 most populous countries, 2016

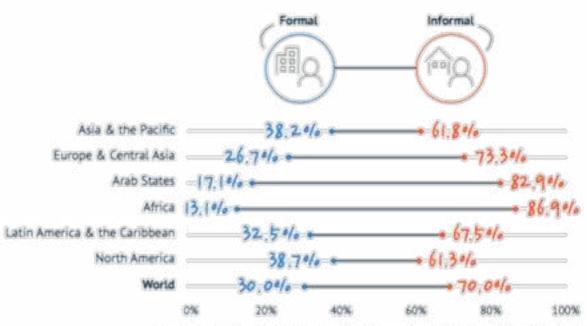


# **Informal Versus Formal**





Informal volunteering exceeds formal volunteering in all regions



Formal and informal volunteer work as a percentage of total volunteering by region

# Informal Versus Formal

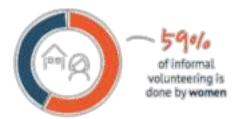


Figure 1.6

Women take on the majority of all volunteering globally



Women take on 57% of all volunteering globally





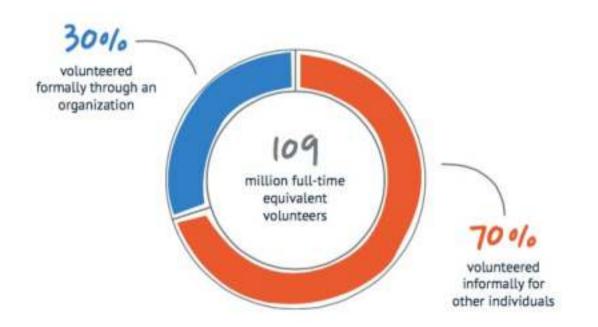
Globally, formal volunteering is more evenly distributed between the sexes than informal volunteering

Source: UNV 2018a

# **Informal Versus Formal**



Majority of volunteering globally is informal



Source: UNV 2018a

# World Giving Index 2019



50,542 A3,74				_(=)_	<u></u>		
	CAF World Giving Index 5 year ranking	CAF World Giving Index 5 year score (%)	Helping a stranger 5 year average (%)	Donating money 5 year average (%)	Volunteering time 5 year average (%)	CAF World Giving Index 1 year score (%)	Difference between 1 and 5 year score
Myanmar	1	64	52	90	48	54	-10
United States of America	2	60	75	62	43	58	-2
New Zealand	3	59	65	68	43	58	-1
Australia	4	58	66	69	39	59	- 11
Ireland	5	56	61	66	40	56	0
Canada	6	56	65	64	39	49	-7
Indonesia	7	55	44	73	47	59	5
United Kingdom	8	54	61	70	31	55	1
Kenya	9	53	72	44	44	54	1
Sri Lanka	10	53	57	54	48	45	-8

Source: CAF (Charities Aid Foundation) World Giving Index (2019)



# IMPACT OF COVID ON VOLUNTEER PARTICIPATION IN IRELAND

**OMNIPOLL RESEARCH** 

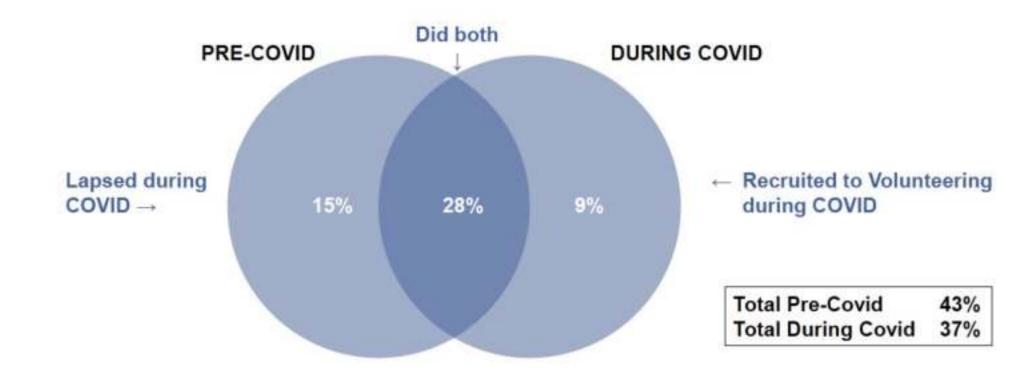




### **VOLUNTEER PARTICIPATION - PRE VS. DURING COVID**



Around 3 in 10 respondents volunteered both pre and during COVID.



Seon: All reopondents aged 15+ : 1,000



### HIGHLIGHTS



### Before COVID

- Just over four in ten respondents (43%) volunteered pre-COVID (from March 2019 to February 2020).
- Among volunteers, weekly was the typical frequency of volunteering.

### During COVID

- Volunteer participation declined by six points to 37% during COVID (since March 2020).
- Overall, three-quarters of respondents (75%) engaged in some form of volunteering (incl. non-assigned 41%) during the crisis.
- Grocery shopping (40%), befriending someone who was lonely (31%) and collecting prescriptions (29%)
  were the main ways in which people helped others during COVID.

### After COVID

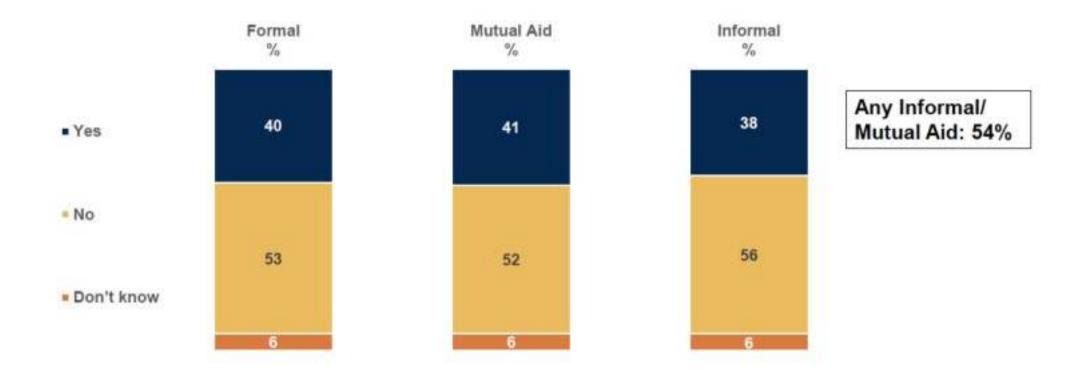
- Over six in ten respondents (62%) expect to volunteer post-COVID which is a nineteen-point increase on the measure obtained pre-COVID (62% vs. 43%).
- · All forms of expected volunteer participation have increased:
  - 40% expect to volunteer formally vs. 27% pre-COVID
  - 54% expect to volunteer informally/mutually vs. 34% pre-COVID.
- COVID is expected to have a greater impact on the number of people volunteering than the amount of time they devote to volunteering once the crisis is over.



### INTENTION TO VOLUNTEER POST COVID







Q.5 Once the COVID axis is over - that is, restrictions has been lifted and we are no longer in a pandemic - sto you plan on giving any voluntary unpaid help in any of these ways?

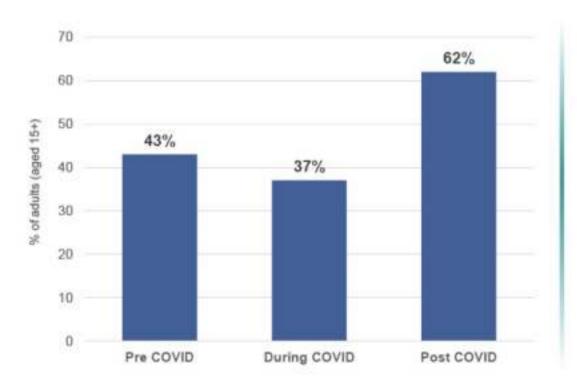
Base: All respondents aged 16+ 1,000



### TREND IN TOTAL VOLUNTEERING PARTICIPATION

(Formal, mutual aid and informal)





- Volunteer participation pre-COVID stands at 43%.
- Slight decrease in volunteering participation during COVID to 37% (Note: this rate is for seven months compared to pre-COVID being 12 months).
- Expected volunteering participation post-COVID is significantly higher (19 points) than pre-COVID (62% vs. 43%).

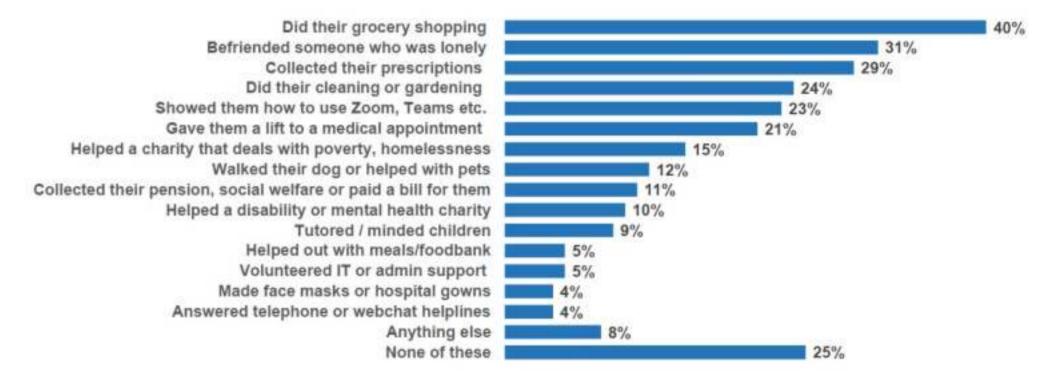
Base: All respondents aged 15+ : 1,000



### VOLUNTEERING DURING COVID (NON-ASSIGNED)



Doing their grocery shopping (40%), befriending (31%) and collecting prescriptions (29%) were the main ways people helped others during COVID.



9.2a And since COVID, have you fellped asmeone outside your family, unpaid, in any of these ways?
9.2b And since COVID, have you volunteered with any of these ways?

Base: All respondents aged the: 1,000



### Successful Volunteer Management & Leadership



Planning and resource allocation

Volunteer role development

Recruitment

Interviewing and screening

Orientation and training

Building
Volunteer &
staff
relationships

**Coordination** and support

**Supervision** 

**Evaluation** 

Recognition

Recording keeping and reporting

Volunteer Input and feedback





### BREAKOUT ROOMS GUIDE



Please interact and chat



Cameras and microphones on



Ask for help if you need assistance



Use reaction button to show support



Agree a rapporteur to take notes and feedback



You will get a 60 second count down at the end





### GROUP EXERCISE IN BREAKOUT ROOMS

You will now be assigned to a breakout group for an exercise. Please be clear of your task or the question being asked of you.







### **DISCUSS:**

WHAT MOTIVATES
PEOPLE TO
VOLUNTEER WITH
YOUR CLUB?





# CLEAR AND REASONABLE EXPECTATIONS

# **Expectations of organisations**



- Belief in your ethos and mission
- Bring specific skills
- Have tasks done in a particular way, to a certain standard and within certain timeframes
- Punctual attendance and see through time commitment
- Fits in with team
- Adds something by being there



# **Expectations of volunteers**



- Clear role description including clear time commitment
- Trained appropriately
- Managed well including support & supervision
- Appropriate policies & procedures in place
- Reimbursement of out-of-pocket expenses
- Recognition and appreciation for a job well done



## Volunteering is changing







Some essential services groups need more trained volunteers on the front lines to help with no-contact or low-contact tasks.

Some volunteer involving organisations are not currently recruiting volunteers, and are working on new options to engage volunteers safely.



### **Informal Volunteering**

Informal volunteering might not be the best way to serve the most vulnerable who require complex or longer-term care.

Volunteers who act independently can have liability if they harm someone else while volunteering. You must follow best practice and health & safety guidelines.

### **History of Virtual Volunteering**



Virtual volunteering dates back to 1971



Offers more flexibility than other volunteering



In 1995
Impact Online
promoted
virtual roles







# The appeal of virtual volunteering



Allows
volunteering
to continue
with
flexibility

Use time effectively, Doesn't require a commute

Lets people serve despite disabilities

Contribute to a cause which isn't located locally

Helps an organisation reach more volunteers

Apply the use of technology to doing good

# The challenges





Information overload



Real time is needed



Not everyone is online



**Communication is key** 



Literacy is still an issue



Video chat is not for everyone



Constant IT and software upgrades



The Cloud doesn't always work



#### IT'S TIME FOR A SHORT BREAK

Time for a cuppa, get up, walk around, stretch your legs. Get some fresh air. We will see you shortly.









#### SUPPORTING VOLUNTEERS WHO SUPPORT YOUR CLUB

What does the future hold for recruitment, retention and recognition of volunteers?









# Removing barriers to SUCCESS

# Barriers to volunteering



- Lack of knowledge or experience
- Awareness of organisation
- Timing or non-availability of transport
- No provision for volunteer support mechanisms
- Fear of over commitment
- No provision for Child / Adult Care
- Perceptions of Inclusion / diversity
- Not wanting to volunteer on own
- Previous negative volunteering experience









\_\_\_was the estimated population of Ireland in 2019
 \_\_\_was the number of Non Irish nationals living in Ireland in 2019
 \_\_\_was the number of different nationalities represented in Ireland in 2016
 An estimated \_\_\_people in Ireland have a disability
 (1) \_\_\_, (2) \_\_\_, (3) \_\_\_ and (4) \_\_\_ are the top immigrant nationalities in Ireland
 An estimated \_\_\_% of people in Ireland are from the LGBTI+ Community
 1 in \_\_\_ people in Europe had a mental health disorder in 2016
 \_\_% of the population of Ireland has recorded as having a mental health disorder in 2016
 The number of members of the Traveller Community in Ireland was \_\_\_ in 2016
 The number of people in Ireland who have dyslexia is estimated to be \_\_\_
 By 2030, \_\_\_ in four Irish people will be 65 years or older
 Ireland ranks at number in the World Giving Index in terms of the time we donate to volunteering

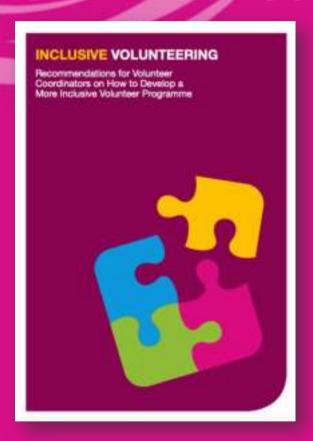
# How diverse and inclusive is your volunteer programme?



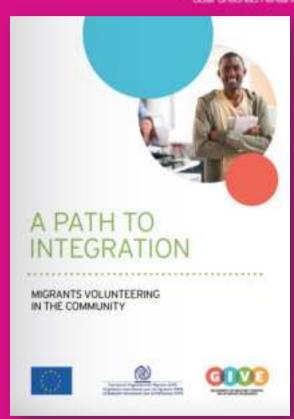
- 1. 4,921,500 was the estimated population of Ireland in 2019
- 2. 622,700 was the number of Non Irish nationals living in Ireland in 2019
- 3. 148 was the number of different nationalities represented in Ireland in 2016
- 4. An estimated 643,131 (13.5%) people in Ireland have a disability
- 5. (1) Polish, (2) United Kingdom, (3) Lithuanian & (4) Romanian are the top immigrant nationalities in Ireland
- 6. An estimated 10.8% of people in Ireland are from the LGBTI+ Community
- 7. 1 in 4 people in Europe had a mental health disorder in 2016
- 8. 18.5% of the population of Ireland has recorded as having a mental health disorder in 2016
- 9. The number of members of the Traveller Community in Ireland was 30,987 in 2016
- 10. The number of people in Ireland who have dyslexia is estimated to be 450,000
- 11. By 2030, 1 in 4 Irish people will be 65 years or older
- 12. Ireland ranks at number 5 in the World Giving Index in terms of the time we donate to volunteering

# Online Resources











# TASK BEFORE ASK

#### WHY MEETING PURPOSE

ZEARA ASOUT 223 309G F 2MINE

HOW THE IT THINGS THEY DO ?

#### THEIR MOTIVATION

HOW BOD THEY START DEGRUSKE WHAT DID THEY WANT TO PCHIEVE

RELATE TO CHER

#### THEIR TEAM

THEY HAVE ALL INTERNAL TEAM ?

DEDICATED SHARED?

TI ZAPWICH SLEGGLASEP S

PER DE WOH WORK TOGETHER?

HOW THE WELFT VIEW UP TO DIE WHH THEIR ACTIVITY ?

#### THEIR PAISINASEO PROCESS

WHAT WERE THE M EGATZ WIAM THE OBGANISING PROCESS ?

#### CACH SEE

- · WHO THES WHITE!
- בורמוסף מופק •
- · SUCCESS INVOICES

COUDE THEM THEOLOGH ENCHI STEP er vicine speakers.

SPERMERS THE . TIMBUS THEM? - CHOOLING THEM? - COMMUNICATING ?

THE LOCKDICS

ANG

100LS THEY USE

21001 TAHW DID THEY USE?

FIRT OLD CHOM START WOME THEM ?

· SEXZON/HERCE

HOW TOO THING DHIODSE SE THEOHASE THEM?

PIRE THEY SATTISFIED WITH THEM?

SEARCHED FOR E WILL NO ATION!

## Recruitment is the third step



1

Know why you want to involve volunteers

2

Design valuable volunteer assignments

3

Develop and implement your recruitment plan

Don't forget. Waterford Volunteer Centre is here to help

# Clear and concise is the key



The need

The challenge

The task

The fears

The benefits

Next Steps

## Address their fears & concerns



I wouldn't be able to do that

l've never done anything like that before

How much time do they want for me?

## Talk about the benefits to them



Making a difference

Work and life experience



The training on offer

Social element

# Volunteer screening





# **Volunteer Screening tools**



Risk Assessment

Clear Role Description

Fair Recruitment Process

Application Forms

**Interview** 

**References** 

Garda Vetting

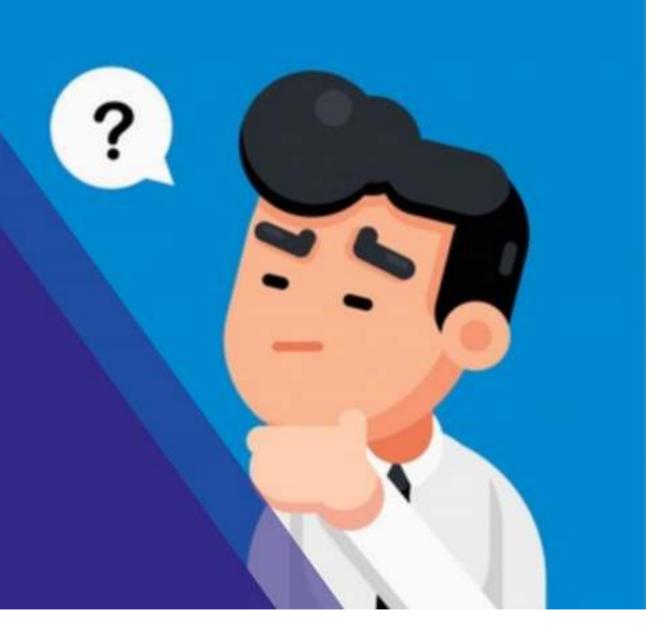
Orientation & Training

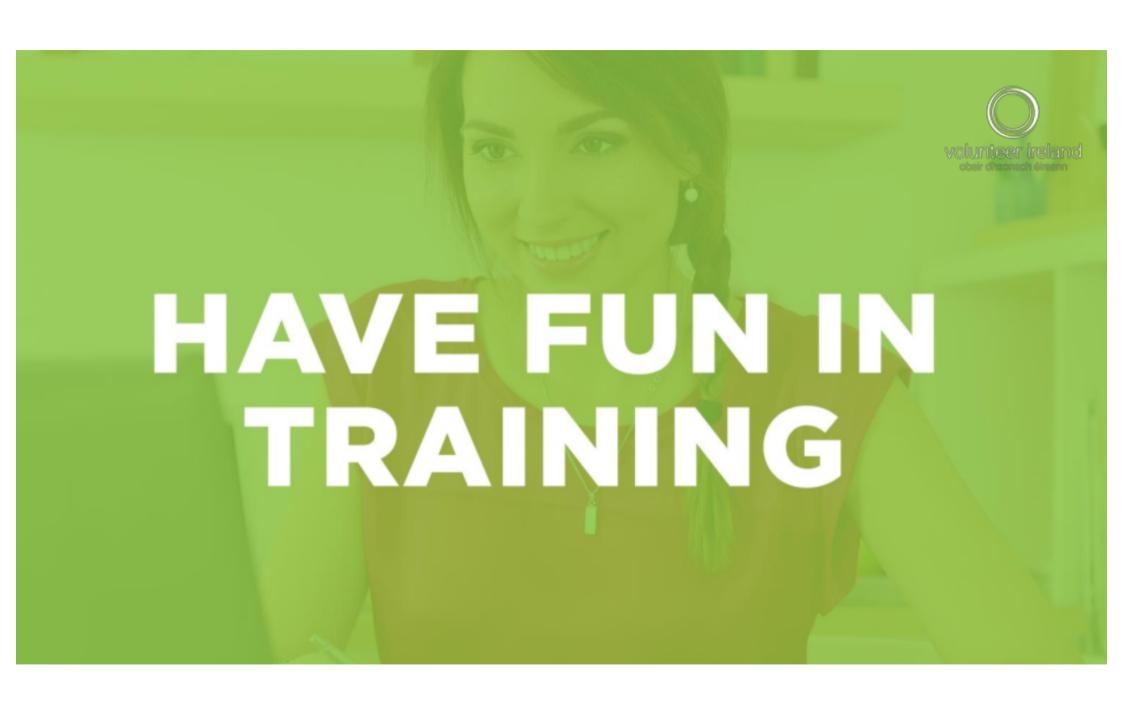
Day-to-Day Support Follow up and Feedback



# QUESTION & ANSWER TIME

If you have a question please let me know







Evaluate the learning programme

**Volunteer Learning Cycle** 

needs

Design the learning programme

Implement the learning programme



# REWARD & RECOGNITION: PERFECT WAY TO SAY, YOU ARE OUR ROCKSTAR





#### GROUP EXERCISE IN BREAKOUT ROOMS

You will now be assigned to a breakout group for an exercise. Please be clear of your task or the question being asked of you.







#### **DISCUSS:**

WHAT THINGS
CAN YOU DO TO
RECOGNISE THE
CONTRIBUTION OF
VOLUNTEERS?





#### GROUP EXERCISE IN BREAKOUT ROOMS

You will now be assigned to a breakout group for an exercise. Please be clear of your task or the question being asked of you.







#### WELCOME BACK FROM YOUR BREAKOUT ROOM

We hope you had an engaging discussion

We will now take feedback from the rapporteur in each breakout room











# **Learning Objectives**



The aim of this session is to help you explore the subject of good practice in volunteer leadership, we will cover the following topics



- 1 The state of volunteering globally
- 2 Expectations of volunteers and organisations
- **3** Engaging volunteers
- Recruitment and selection of suitable volunteers
- **5** Barriers to volunteering

# Finally





Thank you for your participation today



We will send on the slide set afterwards



Submit your overall questions now

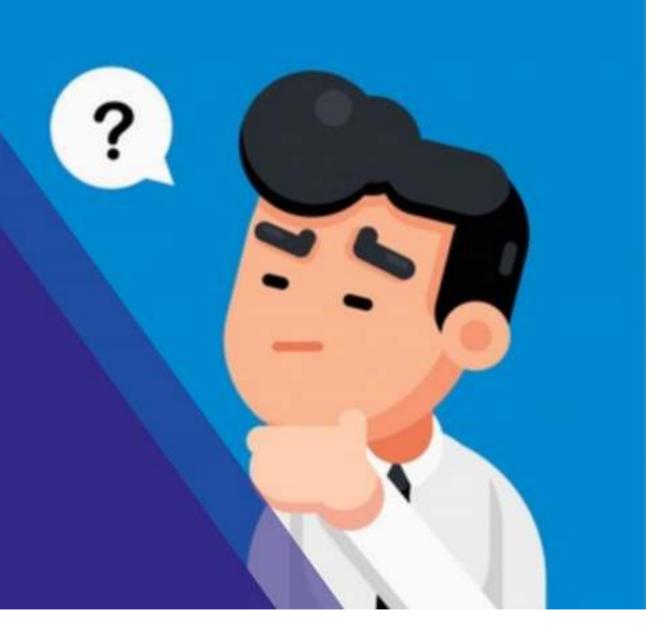


Please complete our short survey afterwards



# QUESTION & ANSWER TIME

If you have a question please let me know





#### SUPPORTING VOLUNTEERS WHO SUPPORT YOUR CLUB

What does the future hold for recruitment, retention and recognition of volunteers?











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