



VOLUNTEER MANAGEMENT: 30 TOP TIPS FOR SUCCESS

Volunteers Week is the annual celebration of the fantastic contribution made by volunteers across Northern Ireland and takes place 1 - 7 June. Volunteer Now believes that implementing good practice in volunteer management helps organisations to value, reward, recruit and keep volunteers. So staff members were asked to give a personal favourite tip for success. Here we have Volunteer Now's Top 30 Tips for successfully involving volunteers.

- ☆ Value the gift of time and think about what you can offer the volunteer, not just what you need.
- ☆ Make it easy for people to volunteer by being creative and flexible when designing volunteering opportunities.
- ☆ Ask volunteers why they want to volunteer and try to meet their needs.
- ☆ Communicate, communicate, communicate – give information to volunteers and ask for feedback from them.
- ☆ Time, skills and experience are what volunteers offer, don't waste this valuable resource and make sure there is a suitable role for your volunteer.
- ☆ Treat volunteers as you would want to be treated.
- ☆ Take time to listen and talk to your volunteers.
- ☆ Recruitment can be the easy part it's keeping the volunteers that can be a challenge, support and training doesn't stop at induction.
- ☆ Have fun with your volunteers.
- ☆ Keep an open mind about who can be a volunteer.
- ☆ Say 'thank you' and in lots of different ways – a tin of biscuits, a Christmas card, a Volunteers Week event.
- ☆ Never take your volunteers for granted.
- ☆ Pay attention to what your volunteers are saying, they can be a great source of wisdom and ideas.



VOLUNTEERS' WEEK
time to say thank you

- ☆ Be flexible, involving volunteers is a two way relationship, a bit of give and take is important.
- ☆ Connect your volunteers together to build peer support and team work.
- ☆ Offer new opportunities to existing volunteers, most people like a bit of a change now and then.
- ☆ When offering or providing training to your volunteers keep it relevant and interactive.
- ☆ Keep your volunteers safe – pay attention to health & safety and risk management.
- ☆ Think about your recruitment messages, know what it is you are looking for and what you need doing.
- ☆ Take time to provide the support that enables volunteers to enjoy their role and enhances their contribution.
- ☆ Help volunteers to take pride in what they do and the contribution they are making to the cause, the clients or the organisation.
- ☆ Be open and honest with your volunteers, especially when there is an issue to be addressed.
- ☆ Think about what your volunteers do and then what they could do, you might be amazed at what other roles you can offer.
- ☆ Involving volunteers is not a static process, keep looking for ways to improve the volunteering experience.
- ☆ Don't let your volunteers over commit; remember they have lives outside of their volunteering.
- ☆ When you ask for a volunteer be ready to act - don't take their details and never contact them or contact them weeks later.
- ☆ At times we all need to be re-energised, encourage your volunteers to try something different, learn something new.
- ☆ Think of your volunteer's comfort – a hot cup of tea, a better chair, the right type of equipment to get the task done.
- ☆ Volunteers are not necessarily free, there needs to be an allocation of appropriate resources for support including provision of out of pocket expenses.
- ☆ Volunteer Now is **your** one stop shop for volunteering information, look up www.volunteernow.co.uk or give us a



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