

Involving Volunteers



Overview of courses 2010

A series of full and half day courses which take you through the whole process of involving volunteers in your organisation; pick the ones that you want, or do the whole programme for a reduced cost.

1 Developing a Volunteer Programme

Aim: To identify areas of good practice and apply a range of techniques to develop a successful volunteer programme.

At the end of the course you will be able to:

- Describe what 'good practice' means when involving volunteers
- Identify the policies and procedures that need to be in place
- Identify legal requirements when involving volunteers
- Describe techniques to overcome possible barriers to involving volunteers
- Create an action plan that can be used to assist the development of your volunteer programme

2 Developing a volunteer policy

Aim: To assist you in designing and implementing a volunteer policy. This course will illustrate how to make the whole process from policy to procedure effective and 'user friendly'.

At the end of the session you will be able to:

- Identify the benefits of having a volunteer policy
- Describe what needs to be included in a policy
- Create an outline of a volunteer policy suitable for your own organisation

3 Creating volunteer roles

Aim: To assist you in designing a variety of appropriate volunteer roles for the benefit of your organisation and your volunteers

At the end of the session you will be able to:

- Describe different volunteer motivations
- Describe how to create more flexible and meaningful roles
- Identify ways of involving other staff members in creating meaningful roles
- Identify different roles that match different volunteer needs
- Describe the difference between appropriate and inappropriate volunteer roles
- Create a suitable volunteer role for your organisation

4 Recruiting and selecting volunteers

Aim: To assist you in identifying appropriate strategies to attract the right people to fill voluntary roles. This course will look at recruitment sources, interview / selection criteria and techniques as well as what initial support you would provide for volunteers.

At the end of the course, you will be able to:

- Identify ways of planning for recruitment, including creating the right information
- Identify the sources, targets and options for recruiting volunteers
- Describe fair interview and selection criteria
- Describe how to ensure good selection procedures are in place when selecting volunteers
- Identify ways of dealing with difficult issues that can arise during interviews
- Identify future ongoing support and training for new volunteers

5 Support and supervision of volunteers

Aim: To identify areas of good practice and apply a range of techniques to get the best from your volunteers. This course will give you the opportunity to explore good practice techniques when supporting volunteers.

At the end of the course, you will be able to:

- Describe the importance of and different types of induction
- Identify the difference between support and supervision
- Describe how volunteer motivations change and how this needs to be reflected in support and supervision
- Describe the techniques to provide good support and supervision
- Identify different ways of providing recognition for volunteers

6 Dealing with difficult volunteer issues

Aim: To identify the range of difficult volunteer issues that you may have to deal with; the difference between good and bad practice when dealing with particular issues. The course will give you a range of techniques you can use to deal with those issues.

Using a case study approach, we will explore real situations and how to deal effectively with them. You will be encouraged to provide examples of situations or issues prior to the session, which will then be discussed in a supportive environment, with realistic outcomes being formulated that can then be used by you in your organisation.

Examples of situations provided by you will be dealt with in a confidential manner with the name(s) of those involved being removed from the case studies before the session

7 Measuring the impact of your volunteers

Aim: To look at ways of measuring the impact volunteering has on your service and / or service users; your volunteers; your organisation; the community; and help provide evidence of the value of your volunteers for funders.

At the end of the course you will be able to:

- Describe what an impact assessment is and the different types of research that can be used
- Identify the benefits for your organisation internally and externally
- Describe the different ways of assessing impact
- Have practical tools that can be used to demonstrate the value of volunteers to the wider community

Volunteer Centre Liverpool.151 Dale Street, Liverpool. L2 2AH. Tel: 0151 237 3975. Fax: 0151 237 3976
Email: training@volunteercentreliverpool.org.uk

Registered Charity Number 1046111. Company Limited by Guarantee Number 304 1905

Booking form for Volunteer Centre Liverpool training

Name:

Organisation:

Tel no:

Email:

Dietary / access requirements

I would like to book _____ place(s) for the _____ workshop(s)
on _____ date(s)

I enclose a cheque for £
(cheques to be made payable to Mersey Volunteer Bureau and returned to: Eluned Hughes, Volunteer Centre Liverpool, 151 Dale Street, Liverpool. L2 2AH).

Workshops

1 Wednesday 20th January	Developing a volunteer programme	full day
2 Tuesday 9th February	Developing your volunteer Policy	half a day
3 Tuesday 16th February	Creating volunteer roles	full day
4 Tuesday 9th March	Recruiting and selecting Volunteers	full day
5 Tuesday 16th March	Support and supervision of volunteers	full day
6 Tuesday 23rd March	Dealing with difficult volunteer issues	half a day
7 Tuesday 30th March	Measuring the impact of your volunteers	half a day

Costs: *Please circle which income band your organisation comes under*

Voluntary / community / social enterprise organisations
with an annual income of:

	Half a day	Full Day
Band A Up to £100,000	£50	£90
Band B Over £100,000	£70	£120
Band C Statutory / public / private sector	£110	£200

There will be a **20%** discount if you book on all 7 workshops.

Times of sessions:

Full Day	9:30am – 4:30pm	(lunch provided)
Half a day	9:30am – 1:00pm	

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