

# COMMUNITY ACTION: MIK

promote·support·engage·involve



# Workshop Introduction

- Introduction
- H&S - Fire Alarm
- Toilets Location
- Rules of engagement - bearing short time allocation
- Run through plan for the workshop

# Workshop Outline

**Aims:** this session will help you to understand the background work required to be an excellent volunteer involving organisation and will touch upon the best practice approaches, policies and procedures for working with volunteers.

- **Recruiting Volunteers**

- The importance of having a strategy and agreements for working with volunteers
- How to create clear and effective volunteer roles
- Where to recruit volunteers
- **Information:** How to be an inclusive and accessible volunteer involving organisation

- **Retention**

- Volunteer Induction, Training and Support
- Manage and support your volunteers: thank them, train them, keep them safe, cover expenses

- **Raising awareness of the MK Volunteering Strategy**

- Draft Volunteering Strategy Consultation and Form

# Volunteer Recruitment

## Activity 1: Recognising current good practice in organisations

### Ice-breaker activity

Talk to the person next to you to identify ways which your organisation works with volunteers that makes you feel proud - 3 minutes

### Feedback

Benefits of having a volunteering strategy and agreement for your organisation.

### Resources

[Volunteer Management: Strategy and Agreement](#)

# Volunteer Recruitment

## Activity 2: Example of Volunteer Role Description

### **What could be different?**

Share a copy of a Volunteer Role and critique

### **Feedback**

Share best practice of what to include in a role

### **Resources**

[Volunteer Management: Preparing Role Descriptions](#)

[Volunteer Management: Example Role Description for Review](#)

# Volunteer Recruitment

## Activity 3: Where to promote

### **Where can you share your Volunteer Roles?**

Work in pairs and come up with ideas.

### **Feedback**

Share

### **Resources**

[Volunteer Management: Where to Recruit](#)

# Volunteer Recruitment / Retention

## Activity 4: Inclusive Volunteering - Understanding Equity, Diversity and Inclusion

### Identify...

- Groups not represented in your current volunteer pool
- Any barriers to inclusion, these could include:
  - Convoluted and formal recruitment processes
  - Physically accessing a workplace
  - Transport, could travel expenses be paid?
- Where flexibility matters.
  - Could this role be fulfilled remotely?
  - Could the hours be changed to suit a prospective volunteer's availability?
  - Could audio versions or large print documents be useful?
- Is your organisations Equality, Diversity and Inclusion Policy reflective of your volunteering process?

### Engage

- Form **meaningful** networks with under-represented groups, avoiding 'tokenistic' or short-term engagement
- Use **inclusive** language and imagery
- Advertise roles widely and across as many mediums as possible ie do not limit your promotion to online-only, reach out to organisations who may have a newsletter to feature in or why not print posters for community noticeboards?

### Assess

- If any additional training would be useful for staff, volunteers or as part of your volunteer induction
- Your E, D and I policy annually
- Where learning can be shared?

### Resources:

[Volunteering Management: Equity, Diversity and Inclusion](#)

# Volunteer Retention

## Activity 5: Retaining Volunteers

- **Induction, Training and Support**
  - **This underpins good volunteer retention**
- **Grow with them.** Change is inevitable, circumstances, life, work and family commitments all change, so it's important to be able to be flexible and move with your volunteers
- **Thank them.** It seems obvious but volunteers really appreciate your thanks. Thanking them after every session says that you are acknowledging the difference that they are making, it's easy and costs nothing. If you have the chance, why not organise an event to thank all of your volunteers, perhaps use National Volunteers Week (1st week of June each year) or International Volunteers Day (every 5th December).
- **Keep their role interesting.** Volunteering is a two way relationship, by understanding what motivates a volunteer you will be able to keep them satisfied in their role. So get the role to work for both of you. Consider what they are looking for, is it:
  - To learn new skills
  - To share existing skills
  - To address a community/ societal issue
  - Have fun
  - Gain work experience
  - Contribute to their community
  - Make friends and network



# Volunteer Retention

## Activity 5: Retaining Volunteers

- **Create a secure environment.** Having a safe place to come and volunteer is very important, even if the volunteering takes place in a stressful environment there should be a clear way of identifying any potential hazards and coping with or avoiding them. Complete a risk assessment for each individual volunteer role. It is also absolutely vital that all of your volunteers are covered by your insurance.
- **Communicate and work through problems openly.** Occasionally problems arise for volunteers and voluntary organisations, it's important to be as open, honest and tactful about these as possible. Ensuring good communications at all times between staff and volunteers will help prevent and resolve issues as they arise.
- **Manage expectations.** By being clear with all your staff and volunteers about what is expected of them and what they can expect from you, you will help prevent any confusion. It always helps to know exactly where you stand and exactly what is expected.
- **Pay out of pocket expenses. (See also 'Legal Issues')** Volunteering should not simply be the privilege of those who can afford to do it. In all your budgeting and fundraising planning you should include a small provision to pay for any out of pocket expenses such as transport, parking costs and refreshments, and this may also mean refunding costs of telephone calls and stationery if the volunteer is carrying out the role at home.

### Resources:

[Volunteering Management: Induction](#)

[Volunteering Management: Training](#)

[Volunteering Management: Support](#)

# Volunteering Strategy

## Volunteering Strategy

### About this consultation:

Community Action: MK is consulting on a [draft Volunteering Strategy for Milton Keynes](#).

This draft strategy is a Vision for Volunteering for MK and will be a tool to improve health and wellbeing through the power of volunteering.

It has been co-produced with Volunteer Managers and VCSE (Voluntary, Community and Social Enterprise) Sector Groups in the City and it is really important to us that we gather more views from groups.

Please help us make this strategy even better by [sharing your views](#) with us **by Friday 24th May 2024**.

**Thank you!**

**Thank you!**

[Evaluation Form](#)