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# HARNESSING VOLUNTEER MOTIVATION

RESOURCE PACK



Developed for



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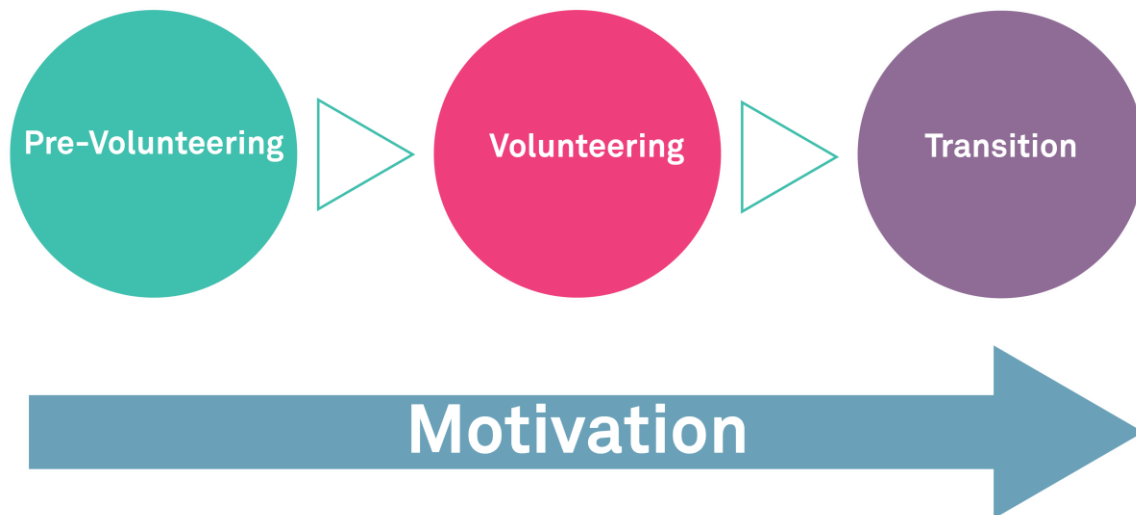
    Your responsibilities as a volunteer are: ..... 8

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*Volunteer motivation is integral to all your management procedures.*

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## STRATEGIES FOR MAINTAINING MOTIVATION THROUGHOUT THE VOLUNTEER LIFECYCLE



### Pre-volunteering Stage:

- To promote or attract a volunteer – use words such as opportunity rather than ‘we need’.  
Mention the benefits that learners/clients will gain due to the volunteer’s involvement in the role as well as the benefits of the role to them as a volunteer. [Standards 2.1, 2.2, 4.1 & 4.2]
- At application and interview stage - ask potential volunteers why they would like to volunteer in the role and in the organisation or what attracted them to the role and/or organisation  
Ask the volunteer to identify 3 goals that they would like to achieve during their volunteer experience. [Standards 4.3 & 4.4]
- Placement – do your best to place a volunteer in a role that matches both their needs and the organisations. If the volunteer is unsuitable for the role or organisation, refer them to a volunteer resource centre or your peak volunteer organisation in your state. [Standards 4.3 & 4.4]

### Volunteering Stage:

- Orientation or induction includes providing a job description, a briefing on the organisation’s policies and procedures, a meet and greet with the team and a tour of the organisation. [Standards 1.3, 3.3, 5.1, 6.2 & 6.3]
- Consider offering a trial period which gives the volunteer an opportunity to experience the role without an obligation to stay, if it isn’t the right fit for them. [Standards 4.3 & 5.1]

- Provide ongoing training and opportunities for volunteers relevant to their goals and role. [Standards 5.3]
- Support and Supervisions can be a formal 1 on 1 interview or a structured group discussion, after the initial training/trial period (for Leep we do it at 3 months and then every 6-12months). Whilst a face to face format is ideal another option, if you are time poor, is to use an online tool such as survey monkey.

During supervision it is important to use this time to revisit the volunteer's original goals. Discuss their progress in achieving them and if required, reset their goals for moving forward. [Standards 3.4, 5.2, 5.4 & 5.5]

- Involve volunteers in planning and decision making. This could be a formal planning meeting or an informal request for an opinion. [Standards 8.4]
- Communication is a key element in keeping the whole team feeling connected as well as being a practical step to inform them of any changes such as when a new volunteer/s start, or a procedure is improved.

It is also important to dedicate some time each day to chat with your volunteers. Make the volunteer experience FUN whenever possible! [Standards 6.1 & 7.2]

- Make volunteers part of your public persona by using their faces or quotes on brochures or other mediums such as your website. Volunteers may also be asked to represent your organisation at forums or events. Their stories could be shared in blogs and newsletters to encourage others to volunteer. [Standards 7.3 & 7.4]
- As you would observe any team members remember to also monitor the mood and demeanor of your volunteers. If you notice anything affecting them ask if there is anything you can do to help. [Standards 6.1 & 6.3]

## Transition:

- Exit Interview – this could be an online survey, a face to face interview and or a video interview. This is a great opportunity for your organisation to receive feedback on your performance. [Standards 8.2, 8.3 & 8.4]
- Acknowledge their contribution with a public thank you which could be a card signed by all the team or a little ceremony. You may also like to include a 'mock up' award such as 'You're the Best' award. [Standards 7.3]
- A positive exit experience is not only good for the organisation with referrals happening by word of mouth, but it is good for the volunteer who will continue to be inspired to take up other volunteer opportunities. [Standards 6.1]

## VOLUNTEER SUPPORT AND SUPERVISION TEMPLATE

(To be conducted after 3 month trial period)

<b>Volunteer name:</b>	<b>Volunteer role:</b>
<b>Interviewer:</b>	<b>Date:</b>
<b>How do you feel you are settling into the volunteer role?</b>	
<b>What are you mostly enjoying about your volunteer role?</b>	
<b>Is there anything related to your role or otherwise that you would like more information on?'</b>	
<b>What aspects (if any) of the role do you find difficult?</b>  <b>Where would you like greater support?</b>	
<b>How is your relationship with the other volunteers? Are you feeling included and part of the team?</b>	
<b>Are you happy with the amount of volunteer hours you are currently undertaking? (More/Less)</b>	

<p><b>When you first started, you identified 3 skills that you wanted to develop. They were:</b></p> <p>a) b) c)</p> <p><b>Do you feel that you are developing these skills in your role?</b></p>	
<p><b>Are you prepared to continue in the role?</b></p>	
<p><b>Now that you have been in your volunteer role for 3+ months, what are your goals now? (e.g. Continue skill development, things wanting to learn, employment, etc)</b></p> <p><b>How can we assist you in achieving those goals?</b></p>	<p>a) b) c)</p>
<p><b>Is there any training that you are personally interested in undertaking?</b></p> <p><b>Is there anything you'd like to bring to our attention?</b></p>	
<p><b><u>Supervisor Feedback</u></b></p> <p><b>(Dot points about volunteer performance e.g. punctual, reliable, communication, skills).</b></p>	
<p><b>Do you have any other comments or suggestions?</b></p>	
<p><b>Next 1:1 scheduled: (6 months)</b></p>	

<p><b>Date Document Developed:</b></p>	<p><b>Approved By:</b></p>
<p><b>Date Reviewed:</b></p>	<p><b>Approved By:</b></p>

## USEFUL RESOURCES

### WAY TO GO TOOLKIT – IS A TOOLKIT FOR VOLUNTEER MANAGEMENT

<http://vrb.org.au/resources/way2go-volunteer-toolkit/> (Cost \$199)

### 101 RECOGNITION IDEAS – VOLUNTEERING AUSTRALIA

<https://volunteeringaustralia.org/wp-content/uploads/VA-Managers-101-Ways-to-Recognise-Your-Volunteers.pdf>

### NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT

<https://www.volunteeringaustralia.org/policy-advocacy/national-standards-and-supporting-material/>

### LIST OF STATE PEAK AND VOLUNTEERING RESOURCE CENTRES

<https://govolunteer.com.au/about-volunteering/volunteering-centres>

## **RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS**

**AS A VOLUNTEER YOU HAVE THE RIGHT:**

**TO have a job description and agreed working hours**

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**TO negotiate the job, times and days**

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**TO say no**

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**TO be provided with orientation to the organisation**

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**TO be provided with sufficient training to do your job**

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**TO work in a healthy and safe environment (refer Work Health and Safety Act 2011 NSW)**

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**TO be adequately covered by insurance**

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**TO supervision and instruction**

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**TO be reimbursed for out of pocket expenses**

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**TO be given a copy of the organisation's volunteer policy and any other policy that affects your work including grievance procedures**

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**TO have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and**

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**TO be recognised as a valuable team member**

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**NOT to fill a position previously held by a paid worker**

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**YOUR RESPONSIBILITIES AS A VOLUNTEER ARE:**

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**TO respect the confidentiality of all staff, volunteers and people you come in contact with in your role**

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**TO take reasonable care for your own health and safety.**

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**TO ensure your actions don't affect the health and safety of others in the workplace, for example, other volunteers, a client you are assisting or the general public.**

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**TO follow any reasonable instructions given to you by the organisation you volunteer for**

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**TO comply with the policies and procedures of the organisation you volunteer for. This will include for example safe work procedures, reporting hazards and incidents, Code of Conduct.**

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**TO be reliable, punctual and committed to the performance of the set task**

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**TO give agreed prior notice if you are unable to keep appointment times**

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**TO discuss any problems, needs or concerns that arise with the coordinator**

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**TO attend training sessions**

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**TO treat all people, volunteers and staff with dignity and respect**

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**TO maintain and uphold the good name and reputation of your organisation**

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