

Volunteer Management Review as a tool for change

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Project Officer





Volunteering Tasmania's Community Development Framework

“being part of and working with communities to maximise inherent strengths and build resilience...

sharing resources within that community to build on existing strengths and empower groups and individuals to reach their potential...

to foster relationships that enhance the ability of groups and individuals to have a sense of belonging, ownership and a desire to support those around them.”



Volunteering Tasmania's Community Development objectives

“Volunteering Tasmania works to a model that values local skills and knowledge; builds, facilitates and strengthens relationships for mutual benefit; ensures change is sustainable...”



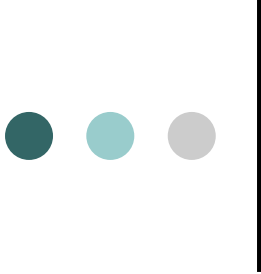
Volunteer Management Review

- External review of an organisation's volunteer management practices
- *National Standards for Involving Volunteers* as the framework for review
- An Australian first in the volunteer sector



National Standards for Involving Volunteers

- Adopted by Volunteering Australia in 1998 as the benchmark of best practice volunteer management
- 8 standards cover the key areas of volunteer management:
 1. Policies and procedures
 2. Management responsibility
 3. Recruitment, selection and orientation
 4. Work and the workplace
 5. Training and development
 6. Service delivery
 7. Documentation and records
 8. Continuous improvement



National Standards as the basis for the Volunteer Management Review

- The 8 core statements from the Standards are the framework
- 42 “practices to be reviewed”
 - derived from the criteria under each of the 8 Standards



For example:

Standard 1: Policies and Procedures:

An organisation that involves volunteers shall define and document its policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.

Practices to be reviewed:

- 1.1** Policies and procedures are in place to cover all key areas of volunteer management.
- 1.2** All volunteers have read and understood the policies and procedures that relate to their work.
- 1.3** The policies and procedures of the volunteer program are regularly reviewed.



What happens in a Volunteer Management Review

- Meeting to discuss the review process & preparation
- ↓
- Review questionnaire sent to volunteers
- ↓
- On-site review conducted
- ↓
- Report & recommendations presented to senior management and manager of volunteers
- ↓
- Action Plan for progressing recommendations
- ↓
- Follow-up evaluation of outcomes, benefits and further support requirements



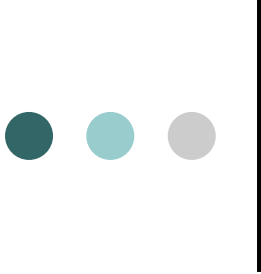
Intent of the Volunteer Management Review

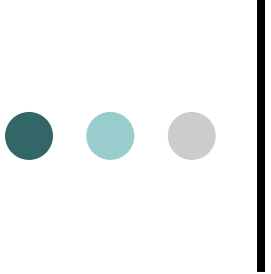
- Guided continuous improvement
- Provides education and information about volunteer management
- A way of promoting professional support and development for volunteer management staff.

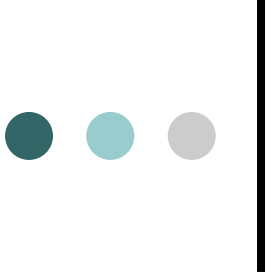


Some questions to consider...

- Does your organisation have a robust, smoothly functioning volunteer management system?
- Are you confident that the way you manage volunteers is supported by appropriate policies and procedures?
- Do the staff who manage volunteers have their role clearly and accurately described in their position description?
- Do you document and keep records of the selection processes used for volunteers? (eg. keeping notes on interviews and reference checks)

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- Do you have a documented procedure for dealing with a volunteer who isn't acting appropriately?
 - Do you identify and plan for the training needs of your volunteers?
 - Do you collect (and act on) information about customer satisfaction with the services delivered by volunteers?
 - Are there adequate resources available to undertake continuous improvement activities?
 - Does your volunteer management system encompass the flexibility to move with the times and meet the challenges of a changing volunteer environment and a new model of interacting with consumers?

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- If you answered “yes”
 - you will want to have a Volunteer Management Review
 - If you answered “yes” and “no” and “partly”
 - you will want to have a Volunteer Management Review
 - If you answered “oh s#*%t”!
 - you will want to have a Volunteer Management Review



To book a Volunteer Management
Review for your organisation please
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