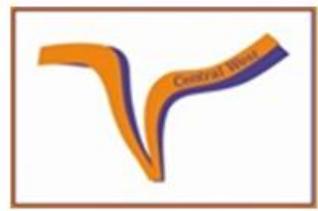




"Making Bathurst a better place to live"



# VOLUNTEER MANAGEMENT TRAINING

## Recipes for Volunteer Managers

This series of short workshop assists volunteer managers to implement the **National Standards for Involving Volunteers in Not for Profit Organisations**, and ensure their policies and procedures are clearly documented. It helps you avoid costly volunteer turnover and produce memorable recognition events.

This can include workshops on

- management of volunteers
- recruitment, selection and orientation
- designing volunteer roles and role descriptions
- recognition
- workplace health and safety
- training and development
- service delivery
- continuous improvement

## Way 2 Go- A Toolkit for Volunteer Managers

This workshop assists volunteer managers to

- implement the National Standards for involving volunteers in not-for-profit organisations
- understand best practice in the way we involve and manage volunteers

It provides:

- information and tools for the development and management of volunteer programs
- generic information for the development of policy and processes that are compliant with national Standards
- resources and templates that can be easily adapted and amended to suit individual needs of organizations

## Recruitment & Selection

This workshop helps you engage the best volunteer for the job by having well-documented volunteer recruitment, selection, and orientation policies and procedures. During the workshop, we shall work on your existing documents or develop new ones to ensure you comply with the National Standards. Ideas can be shared, job descriptions developed and ads created.

## Reward & Recognition

This workshop explores ways to encourage a good volunteer experience and to maintain and improve the retention rates of volunteers. Retention has been shown to occur when volunteers feel appreciated and their motivations for volunteering are being fulfilled.

During this workshop, you shall

1. Evaluate strategies to recognise, reward and appreciate
2. Develop an Action Plan to recognise, reward and appreciate
3. Improve volunteer experience by assessing and addressing volunteers' motivations and feedback

## Developing Social Interaction Skills with the Elderly and People with Disabilities

This workshop is for volunteers who visit or liase with the elderly or people with disabilities over short time frames

This Toolbox of strategies in conversation starters and stoppers will help participants to:

- Develop strategies to create and maintain social capital through effective social interactions
- Improve awareness of benefits of social interaction for our clients, carers and volunteers
- Improve awareness of roles and responsibilities facing service consumers (clients, carers and volunteers)
  - Valuing volunteers
  - Privacy and confidentiality
  - Duty of care
  - OH&S