



Volunteering Central West

Contact

Deborah Langfield

Volunteer Management Programs Trainer

voltraining@binc.org.au

Web

<http://www.binc.org.au/Volunteering/Volunteer-Training>

Phone (02) 6332 4866

Fax (02) 6332 1244

Post

PO Box 1469
Bathurst
NSW 2795

Location

The Neighbourhood Centre
96 Russell Street
Bathurst
NSW 2795

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Training For Volunteer Involving Organisations

Welcome to Central West

Volunteer Management Training!

We offer

- ◆ customised training for Volunteers, Managers of Volunteers and Boards of Management
- ◆ on-the-job learning, information & support at times to suit you
- ◆ facilitation of strategic planning, quality and review workshops.

Our programs are free for not-for-profit organisations which involve volunteers. They focus on

- ◇ Governance
- ◇ Volunteer Management ◇

Volunteer Training

All of our training is aligned with:

- ⇒ National Standards (NS) for Involving Volunteers in Not for Profit Organisations
- ⇒ Community Care Common Standards
- ⇒ Certificate I, II and III in Active Volunteering
- ⇒ Certificate IV in Volunteer Management Coordination-CHC42712

Please complete the attached form or online to let us know how we can best support your organisation

Volunteering
Central West



Let us know in what ways we can support you by numbering the three most critical areas in each section or online at <http://www.binc.org.au/Volunteering/Volunteer-Training>

www.binc.org.au/Volunteering/Volunteer-Training

MANAGEMENT/COMMITTEE/BOARD

- Governance
- Strategic planning
- Constitutions- reviews & updates
- Compliance
- Risk management
- Roles and responsibilities
- Policies and procedures
- Using a risk management approach to
- Quality management processes
- Forming partnerships and alliances
- Running effective meetings
- Performance appraisals
- Other.....

VOLUNTEER MANAGEMENT

- Program planning (NS2,6,7)
- Job descriptions (NS1,3,7)
- Recruitment and selection (NS 3)
- Retention and recognition (NS 5)
- Volunteer orientation (NS3)
- Updating Policy and Procedures (NS1, 7,
- Continuous Improvement (NS8)
- Staff/volunteer relationships (NS4, 5)
- Grievance procedures & Volunteer dismissal
- Risk management (NS 2,4)
- Developing a volunteer handbook or forms
- Other.....

FOR VOLUNTEERS

- Rights and Responsibilities
- Having Enabling Conversations
- Social interaction Skills
- Personal Boundaries & Conflict of Interest
- Managing challenging situations
- Cultural awareness
- Confidentiality & Duty of care
- Working with the elderly
- Grievance procedures
- Recognising abuse of the elderly
- Conflict resolution
- Team work
- Other.....

RESOURCES

What support do you need in developing or updating any of your documentation?

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Name of
 Organisation.....
 Location.....
 Contact person.....
 Phone.....
 E-mail.....

