

7 steps to finding the right volunteers

PART 1



Thinking using volunteers?

FreddyMatch is here to help you find your perfect volunteer and succeed, but please keep in mind that although we make the match, you need to make the change. Check with your organisation first to make sure that you are able to use and support volunteers. To ensure the right fit, we recommend a careful consideration of the volunteer donating their time. We want you to get the most out of the experience, and who knows what you're looking for better than you? This fact sheet is designed to help you make an informed decision and support your choice to use volunteers.

Having a problem finding suitable volunteers? Here at FreddyMatch, we have identified seven steps that will make it easier for you to understand the type of volunteer you are looking for and help provide the best experience for all involved.

Let's start with you

1. FOCUS

What is your mission and vision for the company? What values underpin your work? What are the aims for your volunteers?

If you do not have them written down, state what they are in 20-25 words. Having a clear understanding of the overall picture will enable you to find the most suitable candidates.

2. PLANNING

Be clear about what will work best for you and for your volunteers. This should include information on the flexibility, range and limitations of the opportunities you offer. Identify how volunteers will contribute to your mission and vision. Identify specific aspects of your work that are suitable for volunteers. List some of the things you hope volunteers will gain from being part of your organisation, such as:

- Meeting new people
- Supporting a local group
- Sharing expertise
- Feeling part of a wider community
- Wanting to give something back

State any previous experiences you would like volunteers to have had.

Write a position description that is clear and concise.

Create an application form if needed.

3. RECRUITING

Ensure your recruiting process is fair and mindful of equal opportunities. The best person can come from anywhere.

Use the FreddyMatch.org website to advertise and manage volunteer applications.

Make sure communication with potential volunteers is effective and efficient.

Be clear about your expectations concerning commitment, flexibility, time, illness, and holidays.

If you need to take up references, provide some guidance on the types of references that volunteers should use.

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PART 2



Now let's figure out your best options

4. MANAGING

Identify who will manage your volunteers and make sure they have a clear role in your organisation.

Ensure time and effort is given to managing your volunteer programme.

Identify and use software to manage the day-to-day work of volunteers, where appropriate.

Implement data protection policies to ensure information on volunteers is safe, that everyone is aware of what data is kept, and how they can get access to their own information.

5. TRAINING

Identify someone responsible for the induction and training of new volunteers.

Implement a mechanism for identifying current and future training needs.

Make the aims of the training programmes clear and establish a programme of continuing development of all staff and volunteers.

Allocate resources to training needs.

6. CARING

Make sure volunteers feel part of the organisation and are valued for their contribution.

Identify someone volunteers can turn to if they need help or advice.

Ensure you have a Health and Safety Policy that is understood by all. Do you have work, health, and safety (WHS) materials? Do you know about the different state vs national laws?

Understand the risks for your organisation and your volunteers, share them and minimise them.

If your volunteers need insurance cover make sure it is in place.

Clarify your position on expenses. For example, will you pay for parking and travel?

Volunteers will benefit from feeling part of a team. Make opportunities for volunteers and salaried staff to meet informally and formally. You might just find the person you were looking for to fill a vacancy or hear about a great new idea.

7. RECOGNISING

Establish mechanisms for volunteer feedback to be welcomed and acted upon. These might include formal group review sessions or questionnaires. For example:

What could have done better or what did we do really well?

What would have made the volunteering experience easier or more enjoyable for you?

Were you given clear instructions and directions? etc.

Consider how feedback is used to support the growth and development of the organisation as well as the experiences of the volunteers themselves.

Establish a review process for volunteers.

Make volunteers feel valued by implementing a rewards and recognition scheme.