



CHARITIES • VOLUNTEERS • BUSINESSES

**Volunteer Co-ordinator's Forum**  
**16<sup>th</sup> January 2018 - Lancing Parish Hall**  
**Flipchart notes**

**Why is it important to retain volunteers?**

- Skills retention across a cross section of roles
- Diversity of age
- To ensure Project outcomes are met
- Costs of training volunteers especially in specialist roles
- Staff time to train / support
- To keep the connections that the volunteer has build up in the community
- Reputation, particularly if the volunteer leaves unhappy
- Continuity – avoid service users needing to get used to new people
- Quality

<b>Motivations of the volunteer</b>	<b>Approaches the co-ordinator can take</b>
Understand what to do	Induction
Be integrated into the service	Personal induction / not tokenistic / touching base regularly / No difference between Staff and Volunteers
Understanding individuals goals	Best Fit / Good match role / Expectations / outcomes i.e Reference
Feel Supported	Regular catch-up / Saying Thanks / Reward / Group Activity / Integration
Understanding Volunteers Interest, Values and Strengths	Role Description, Regular meetups and 1:1s Active listening, valuing contributions and ideas.
Forming friendships and the social experience	Peer Support, Social opportunities, Drop in sessions, buddies, space to chat / meet
Understanding the objectives of the organisation	Set the context / AGM. Organisational updates Promotion events
Professional experience Vs Easy going stress free opportunity	Setting appropriate tasks
Learning and Development	Feedback, training & mentoring Levels of responsibility
Different Roles (staving off the boredom)	1:1s, training and updates
Flexible Working	Adapting the role to suit personal needs Consider Micro volunteering

**Can a Volunteer stay too long?**

- Comfort
- If they become pivotal
- Boundaries blurred
- Key part of organisation
- Inappropriate behaviour
- Suitability
- Social situation better than the volunteering role
- Timeframes and boundaries
- Personal circumstance
- Positive transition
- Keep the volunteers moving through the organisation
- Recognising good consistent work
- Moving them to other roles
- Include in staff recognition i.e. awards

**Learnt from today**

- Breadth of thinking
- Personal approach benefits
- Tailoring role to individual
- Value those who just get on with it
- Perspective and shared learning

**Case Studies – How might your organisation respond?****Accessibility**

- Break out room / communication preferences

**Peer Support**

- Similar experiences
- Confidence growth
- Vol : Vol Buddying
- Mentoring
- Increased Confidence, and Self Esteem
- Nurturing
- Ownership

**Training**

- References
- Progression
- Training

- Funded accreditation for staff and volunteers

#### **Individual**

- Adapt
- Tailored support
- Understand values and personality
- Use an outcomes star (Hazel do you want to attach this)
- Baby steps Strength mapping
- What do you enjoy doing

#### **Praise and recognition**

- Constant
- Certificate
- Consultation

#### **What we want from today**

Join Group / Networking / Share Ideas

'Feel of' Worthing recruitment

Retention Ideas

Engage/ Motivate Volunteers/Fun

Rewarding Volunteers

Recruiting Ideas

What Works?!