

# Engaging volunteers – an empowering approach to delivering social services



**PROVOBIS**

CENTRUL NAȚIONAL DE RESURSE PENTRU VOLUNTARIAT



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Programul Tineret în acțiune



DG Educație și cultură



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# What are we going to do today?

*If you want to know more about:*

- *The principles of volunteering*
- *Why work with volunteers*
- *The steps to volunteer management*

*"I never teach my pupils; I only attempt to provide the conditions in which they can learn." (Albert Einstein)*

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# Principles of volunteering

- Volunteering has benefits both for the community and the volunteer.
- Volunteering is not paid.
- Volunteering is directly related to free will and comes from one's own initiative.
- Volunteering provides a framework for citizens to participate in activities for and within the community they live in.
- Volunteering is a method by which individuals or groups of people can help solve social, environmental etc. problems.
- Volunteering must not replace paid work or paid staff.
- Volunteer activities respect the rights, dignity and culture of others.
- Volunteering helps promote human rights and equality.

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# Values for volunteer involvement

- Volunteer involvement is vital to a just and democratic society.
- Volunteer involvement strengthens communities.
- It promotes change and development by identifying and responding to community needs.
- Volunteer involvement mutually benefits both the volunteer and the organization.
- Volunteer involvement is based on relationships.

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# Potential benefits of involving volunteers include the following:



- An increased ability to serve clients and respond to the needs of the community (e.g., increased services, expanded hours of operation )
- Greater staff diversity (e.g., age, race, social background, income, education)
- Increased skill set
- Expanded community support.

# “Measure twice – cut once.”



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- It highlights the importance of careful planning in any type of work. The same type of careful attention should be given to working with and through volunteers.
- Why does volunteer engagement matter to your organization?
- What needs will be met, or objectives fulfilled?
- Have we engaged our staff or members of the board in the important decision-making that surrounds this initiative?

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# The steps to volunteer management



1. Preparing the organization for involving volunteers
2. Volunteer recruitment
3. Volunteer selection
4. Volunteer orientation (induction) and training
5. Motivating volunteers
6. Acknowledging the volunteers' efforts
7. Supervising volunteers
8. Evaluating volunteers and volunteer programs

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# It may be appropriate to use volunteers when:

- The organisation can adequately resource managing volunteers.
- There is adequate **induction, training, support and supervision** available.
- There is appropriate **selection** procedures in place.
- Their **expenses can be paid** and special clothing/equipment provided.
- Adequate insurance cover exists.
- There is someone who has a clear line of responsibility for the volunteer and that the volunteer is fully aware of what this line is.
- There is a mutual (written?) agreement between volunteer and organisation on hours of work, duties, responsibilities etc.
- Paid staff are **committed** to the value and ethos of volunteering.
- All staff **agree** regarding the nature and purpose of volunteer involvement.
- Specific tasks are identified for which volunteers can take responsibility.
- Tasks assigned to volunteers do **not** replace the work of paid staff
- The task is something the volunteer both wants to do and is of benefit to the community.
- There is an opportunity for volunteers to use and develop their skills/talents.
- Organisations enable volunteers to participate in the decision making process.

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Thank you! 😊

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