

FEE FOR SERVICE PACKAGES

CUSTOMISED LEARNING & DEVELOPMENT

In the dynamic landscape of volunteer engagement, it's essential that volunteer managers and organisations can find tailored solutions that meet their unique needs and challenges. Our customised fee for service learning and development packages are designed to do just that. Whether you're a non-profit, a community group, or an individual seeking to enhance your volunteer management capabilities, our diverse range of training options will elevate your volunteer management practices and help to create a more engaged and impactful volunteer workforce.

Two Hour Sessions (you can select two to create a four hour session)

Planning for volunteer involvement

Aimed at not-for-profit organisations, groups and clubs who are looking to involve volunteers for the first time. This session will guide you through the initial steps from planning, to establishing best practice models in volunteer leadership and management.

By the end of the session you will have a better understanding of:

- the definition of volunteering
- why an organisation would involve volunteers and the benefits they bring
- the key motivations to volunteer
- rights and responsibilities of volunteers and organisations
- the Volunteer Protection Act & WHS Laws.

Volunteer coordination for beginners

If you're new to volunteer coordination or setting up a new volunteer program to support your club, group or not-for-profit organisation, this session provides tips to begin successfully engaging with volunteers. It will cover planning, compliance and regulatory requirements and the pillars of volunteer engagement best practice.

In this session you will learn:

- the importance of a mission statement to your volunteer engagement
- the value volunteers can add to your organisation's objectives
- the key planning considerations
- the compliance and regulatory requirements
- the pillars of volunteer engagement best practice.

Effective recruitment & selection

How do you attract and recruit volunteers who will be committed to your cause and more likely to stay longer term? Volunteers are more interested in making a difference than filling a role, so how do you write your recruitment message in a way that will attract the ideal volunteers? This session will provide tips and best practice models on how to create new volunteer opportunities, and how to attract a new generation of volunteers to your organisation.

In this session you will learn:

- the importance of planning volunteer recruitment
- how to develop a volunteer persona and how this will help to attract your ideal volunteers
- how to write a role description to attract the volunteers most suited to your roles
- how to develop a selection process.

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🕒 **Two Hour Sessions** (cont.)

Advertising, interviewing and screening volunteers

How do you advertise with impact, interview for success, and decide what screening requirements are best for your organisation? This session offers best-practice guidelines when advertising, interviewing and screening volunteers.

In this session you will learn:

- how to prepare to advertise volunteer roles
 - how to write a powerful advertising message
 - why it's important to interview volunteers and the process involved
 - about various screening requirements.
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Induction, orientation, supervision & support

How can you help your volunteers to have a positive experience from day one, and support them to thrive long-term? This session covers best-practice models for successful on-boarding and engagement and tips to ensure volunteers will want to continue supporting your organisation.

In this session you will learn:

- why it's important to guide volunteers through an orientation process and learn what a typical orientation should include
 - ways to reduce volunteer on-boarding 'red-tape' and the essential policies to consider
 - Tips for supporting and supervising volunteers.
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Recognising and celebrating volunteers

Learn why acknowledging volunteers is one of the most important elements to successful engagement. This session will look at how to value volunteers' contributions in ways that keep them coming back and volunteering long term.

In this session you will learn:

- the importance of acknowledging volunteers and the benefits to both the volunteer and the organisation
 - about the key motivators to volunteering which impact the ways we recognise volunteers
 - how to develop a volunteer recognition plan
 - about the different ways to recognise volunteers
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Succession planning

A process so often overlooked by organisations, clubs and groups, this session provides an overview of how to prepare and manage when volunteers, board or committee members move on.

In this session you will learn:

- tips for succession planning to secure the future of your club, group or organisation
- the five key steps of succession planning
- the benefits of succession planning and what will happen if you don't

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🕒 **Two Hour Sessions** (cont.)

Introduction to governance

An introduction to governance, including the legal responsibilities and requirements of the board or committee, and ways to enhance your board's effectiveness. This session looks at the governance framework, the roles and responsibilities of the board and the board members' legal requirements.

In this session you will learn:

- about the definition of governance & the governance framework
- the roles and responsibilities of board/committee members
- the legal requirements of board/committee members
- some tips on how to be an effective board or committee member.

Difficult conversations

Turning a difficult conversation into a courageous one. This session delves into the importance of preparing for challenging conversations with volunteers that may be necessary from time to time. We'll cover why they are important and how to manage them with confidence, courage, and respect.

In this session you will learn:

- how to prepare for having a courageous conversation
- some strategies to having a courageous conversation
- the importance of effective communication.

Work, health & safety, and wellbeing

Ensuring volunteers are provided with a safe and healthy environment to conduct their role is just as important as paid staff. This session will cover the topic of Work, Health and Safety best-practice models and tips for ensuring volunteers are safe and happy. We'll look at the importance of wellbeing and some practical strategies that can be incorporated into our every day lives to ensure we are increasing wellbeing for everyone.

In this session you will learn:

- Workplace safety laws and how they apply to volunteer involvement
- The importance of assessing risk within a volunteer team
- The importance of a grievance and complaints policy
- How volunteering can benefit wellbeing
- About burnout and how to avoid it

Developing volunteer leadership skills

Quite often people who lead and manage volunteers have never been in such a role before and feel ill-equipped to succeed. This session provides some tips on how to develop leadership skills and how to lead volunteers towards loyal and committed engagement.

In this session you will learn:

- about the skills required to lead volunteers
- how to foster loyalty and greater commitment from volunteers
- tips on how to build confidence to be a great volunteer leader

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🕒 **Four-hour in-person workshops** 9.00 am to 1.00 pm, including morning tea break

Volunteer recruitment & engagement

This session looks at all the elements of volunteer recruitment from the initial planning to welcoming volunteers into your organisation, group or club for the first time, to providing on-going support. This interactive workshop will take a detailed look at how to plan for successful volunteer engagement at every stage of the process.

In this session you will learn:

- the importance of planning volunteer recruitment and how to write a role description to attract the volunteers most suited to your roles
- how to develop a volunteer persona and how this will help to attract your ideal volunteers
- how to write a powerful advertising message
- why it's important to interview volunteers and the process involved
- about the various screening requirements
- why it's important to guide volunteers through an orientation process and learn what a typical orientation should include
- tips for supporting and supervising volunteers
- the importance of acknowledging volunteers and the benefits to both the volunteer and the organisation.

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🕒 **A full day (7 hours) workshop** 9.00 am to 4.00 pm, including morning tea, lunch and afternoon tea

A full day workshop ideal for large organisations with multiple staff that engage with volunteers, or multiple services or programs that involve volunteers. The session looks at best practice guidelines across all aspects of a volunteer's engagement with your club, group or organisation.

In this session you will learn:

- best practice models in recruiting, advertising, interviewing, and screening
- onboarding, support and recognition and,
- the importance of planning volunteer recruitment and how to write a role description to attract the volunteers most suited to your roles.
- how to develop a volunteer persona and how this will help to attract your ideal volunteers.
- how to write a powerful advertising message
- why it's important to interview volunteers and the process involved
- about the various screening requirements
- why it's important to guide volunteers through an orientation process and learn what a typical orientation should include.
- why it's important to support volunteers well and the benefits this will bring to your club, group or organisation
- the importance of acknowledging volunteers and the benefits to both the volunteer and the organisation.
- how to manage through the various ways volunteers end their engagement with your club, group or organisation.

Please contact our Learning and Development team if you would like to discuss your training needs further.

Email: training@vsant.org.au

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