

## UPDATE



volunteering waikato  
"enriched lives and communities  
through volunteering"

NEWSLETTER

JULY 2011

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## From the General Manager...

Last week we had one of those weeks... I don't know whether it is as a result of lots of publicity during Volunteer Awareness Week, or just one of those things, but we have been exceptionally busy! Yay!

By lunchtime on Monday we had filled every one of our appointments for the week, and the phone just kept going.

Perhaps the miserable weather has made people feel the urge to connect with others, but our 'befriending' roles seem to be popular right now.

I use the words 'heart-warming' a lot, but they are very appropriate words to use when we see so many people prepared to give their time to help others, and to assist

organisations such as ours, and many of the other 180 groups we are currently working with.

Not only have the team of interviewers in our centre been kept busy, but our online registrations and applications have been steadily increasing.

In the first six months of this year, we have worked with 637 online volunteers, who between them have applied for a total of 582 positions. Both of these figures have doubled, when compared to the first six months of 2010.

Most of these volunteers and applications are based in, or close to, Hamilton. Our biggest focus in the coming year is to continue to increase our number of member organisations, available

voluntary positions, volunteers and applications in other towns around our geographically large region. This is a task that our new Regional Co-ordinator Carol is just beginning to sink her teeth into. This is also made possible by the awesome website that we are very proud of indeed. We thank W3 Design for their continued support, patience and vision.

Finally, please note that I will be taking a much awaited holiday and will be away from Thursday July 14, returning on Monday, August 1. In my absence my team will be able to assist you with any enquiries.

Heather Moore  
GENERAL  
MANAGER



## WORKSHOP: Leaders of Volunteers

## Working in your spheres of influence to be the best you can be...

Volunteering New Zealand leads the Managers of Volunteers project - a national initiative promoting the recognition and professional development of Managers of Volunteers. This project aims to strengthen the Community and Voluntary Sector by taking the national lead role in:

- Raising awareness amongst those who influence the delivery of volunteer services about the need for good management of them, and the critical role of Managers of Volunteers in achieving this.
- Formalising a learning and development pathway for managing volunteers, with multiple entry points and recognition of prior learning, allowing skilled practitioners to gain recognition for their study and skills.

## Workshop participants will leave with:

- Ideas and tools for how you can work in your personal spheres of influence to be the best you can be as leaders of volunteers
- Knowledge of the VNZ Managers of Volunteers Project: why it exists, what it's up to and where it's going
- Insights from the latest New Zealand-based research on Managers of Volunteers
- Ideas for your individual role in a community-wide plan for the support and development of people leading volunteers, in every capacity



Date: Tuesday, 23 August 2011, 9.30am – 12.30pm

Register on enclosed form or online at [www.volunteeringwaikato.org.nz/train\\_up.php](http://www.volunteeringwaikato.org.nz/train_up.php)  
or email [admin@volunteeringwaikato.org.nz](mailto:admin@volunteeringwaikato.org.nz)



*“Though government has an important role to play in meeting the many challenges that remain before us, we are coming to understand that no organization, including government, will fully succeed without the active participation of each of us.*

*Volunteers are vital to enabling this country to live up to the true promise of its heritage”.*

*~ Bill Clinton*

## Launch of new Health and Safety Guidelines for Employee Volunteering...

The importance of health and safety in volunteering and the particular issues faced by employee volunteers has led to a new publication, the Employee Volunteering Health and Safety Guidelines, published recently by Volunteering New Zealand.

“It is recognised that employees going from their usual workplaces to do short term volunteer assignments may be going into a very different work environment and there is a need to pay special attention to their health and safety requirements,” said Tim Burns, Executive Director of Volunteering NZ (retired).

“The aim of the guidelines is to meet this need by providing background information, comprehensive checklists and other reference material which can be used by all the parties involved.”

The guidelines are intended to be used by host community organisations assisted by employee volunteers, the employees themselves and their employers, and those agencies such as volunteer centres which help organise employee volunteering projects.

The production of the guidelines has been made possible for Volunteering NZ through the generous support of Mobil Oil NZ which provided the funding to meet the costs involved.

In addition to employee volunteers, the guidelines will also help other groups of volunteers who come from organisations such as church and welfare groups who wish to assist other community organisations.

“They would also be a very useful reference tool for those situations where groups of spontaneous volunteers are mobilised,” said Mr Burns.

“The health and safety of those who joined the Student Volunteer Army and the Farmy Army in Christchurch was recognised very early and measures put in place as their roles developed. Having this resource available online at the start would have been very useful for them” he said.

*Volunteering Waikato has some hard copies of this resource available - contact our Office Administrator, Liddy, to get a copy or you can download it from the resources page on our website:*



[www.volunteeringwaikato.org.nz/res.php](http://www.volunteeringwaikato.org.nz/res.php)

## From the Community Project Co-ordinator...

June for me was all about Arbor Day. This year I arranged for a group of youth from Train Me and a group from Genesis Energy to go out to the Waiwhakereke Heritage Park to help plant 30,000 trees, organised by the Hamilton City Council.

The day itself was a huge success, with all the trees planted, and nearly 1000 volunteers helping on the day - a true celebration of the power of volunteering, whilst helping to support the environment that we all live in. Thank you to everybody involved in this project.

Train Me also spent a day volunteering their time for

Hamilton Riding for the Disabled, helping with general maintenance, water blasting the stalls and raking the riding arena - a great day was had by all.

I have also taken on some new groups of volunteers recently including two groups of students from Hillcrest High School. These students show great spirit and determination and I very much look forward to matching them with their interests.

One of our member organisations is Epworth Retreat and Recreation Centre just outside of Cambridge - a perfect place for any employee groups to spend a day volunteering, helping them to

maintain their grounds and general maintenance. If you are a corporate group and are looking for an opportunity to team build whilst having a day in the fresh air, please contact me and I would be happy to arrange this. We had a group from River City Training out there last week and part of the day was spent kayaking up the canyon!

If you are looking to create a group volunteering project, and you're not sure where to start I am very happy to meet with you to discuss this further.

*Charly Ainscough*  
COMMUNITY PROJECT  
CO-ORDINATOR

## From the Regional Co-ordinator...

Last week I spent some time in beautiful Cambridge, "the town of trees and champions". Even in the middle of winter Cambridge always looks good, and the community spirit is alive and well.

While I was there I visited the two Salvation Army Family Stores, the Red Cross Store and met with another community group looking to become members of Volunteering Waikato.

I know that there are a lot of organisations out there that have roles that need filling and are finding it hard to attract volunteers. For us promoting volunteering around the region is a real chicken and egg situation; we need positions available to attract volunteers, and we need volunteers to fill the listed

positions. The more organisations that become members of Volunteering Waikato, the more positions we can offer, providing the variety that will attract a range of new volunteers.

To become a member organisation of Volunteering Waikato, simply download a membership pack from our website and complete the forms, or phone me on 07 839 3191. I am here to help you.

Once your organisation is a member, you have your organisation profiled on line, allowing the potential volunteer to find out more about your organisation. This could be useful when the volunteer is looking for the best possible placement.

How does your organisation's profile look online? Does it best

describe what you do? Would your information attract a volunteer? Do you even have a profile on our website? All member organisations have the ability to upload a profile - there is no additional costs involved.

I will be in Otorohanga, Te Kuiti, Tokoroa, Ngaruawhia, Huntly and Thames over the next few weeks. If you would like to talk about volunteering and how we can recruit volunteers for your organisation, or you are considering becoming a member and would like to discuss how we can help your organisation, please give me a call. I will make time to visit you and discuss your requirements.

*Carol Mills*  
REGIONAL CO-ORDINATOR

## Getting The Right Tools For The Job...

With the appointment of a staff member who will be regularly travelling throughout our geographically large region, the Board of Volunteering Waikato made the decision that for the first time ever, Volunteering Waikato would get it's own car.

We are very pleased with our two new additions - Carol and the car, and now have our very own moving billboard! We borrowed Plunkets idea of a 'volunteer' personalised plate for extra visibility and profile!



## Welcome to our new member organisations!

During May and June, the following organisations have become members of Volunteering Waikato - we welcome you and look forward to working with you in future...

**Career Moves Trust**

**Community Radio Hamilton**

**Hamilton Search and Rescue Group**

**Maungatautari Ecological Island Trust**

**Salvation Army Family Store - Tokoroa**

**Scout Association of New Zealand**

**Salvation Army Family Store - Matamata**

**Salvation Army Family Store - Albert St, Cambridge**

**Salvation Army Family Store - Duke St, Cambridge**

**Salvation Army Family Store - Te Awamutu**



## Volunteering Waikato thanks the following Funders, Sponsors and Supporters:

Accuwrite  
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Basketique,  
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Scotts Epicurean,  
SKYCITY Community  
Trust Hamilton,  
Southern Trust,  
The Base, Trust  
Waikato,  
United Video,  
Waikato Times,  
WEL Energy Trust,  
W3



## volunteering waikato

"enriched lives and communities  
through volunteering"

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# Upcoming Training Workshops

## Skilful Interviewing

- Tuesday 02 August, 9am-1pm

Interviewing volunteers is very different to interviewing paid staff. Perhaps surprisingly, the fit with your organisation is far more important than the fit with the job. It takes thought, preparation and skilful questioning to uncover the information you need to make a good decision.

PLEASE SEE ENCLOSED REGISTRATION FORM!

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## Developing Volunteer Orientation and Training Programmes

- Tuesday 06 September, 9am-1pm

The better volunteers understand their environment and the expectations of them, the more readily, and effectively, they will settle into their role. Developing appropriate programmes gets everyone off to a great start...

**Facilitator: Jenny Magee. Places are limited.**

**Registration forms available from [www.volunteeringwaikato.org.nz](http://www.volunteeringwaikato.org.nz)  
or email [admin@volunteeringwaikato.org.nz](mailto:admin@volunteeringwaikato.org.nz)**

## Are you asking the right questions?

Better questions get better answers. Makes sense, doesn't it?

If you've ever tried to wriggle out of giving an answer, then you will know just what I mean. It's so easy to pick up the 'wrong' end of the stick and take the question out of context.

Sometimes, even when it seems we are on the same wavelength, the answer we get doesn't seem to match the question we thought we asked.

Interviewing volunteers is the very time you need clear answers to your questions, and the vital starting point is knowing what you want to find out.

The interview is a way to respectfully uncover information that enables both you and the volunteer to make an informed decision about the volunteer's involvement. An opportunity to

really see if the volunteer is a good fit with your organisation.

This requires more than a standard set of yes/no questions, it's an invitation to engage. Most successful are those clear, carefully crafted, incisive questions that get to the heart of the matter.

As a busy coordinator of volunteers, I recall too many occasions when I either failed to ask the right question, or wasn't listening carefully enough to hear an answer I should have followed up. It would have been far easier to decline the volunteer then, than to deal with poor performance later.

But then hindsight is always 20/20, isn't it!

Part of the challenge is that we are often recruiting for a role, rather than finding people who fit well with our organisation. Attitudes and habits are almost



impossible to change, whereas job skills are more readily learned. Finding volunteers who fit with your organisation philosophy and values takes careful questioning and perceptive listening.

Join us on Tuesday 2<sup>nd</sup> August from 9am -1pm to learn how to ask better questions and to become a Skilful Interviewer.

*Jenny Magee*

*Jenny Magee has spent almost 25 years immersed in community organisations, managing, growing and supporting large teams of volunteers. As a trainer and coach she helps organisations with volunteer management, governance and diversity. Contact her on 0274 863 623 or visit [www.jennymagee.com](http://www.jennymagee.com).*