

UPDATE



volunteering waikato
"enriched lives and communities
through volunteering"

NEWSLETTER

AUGUST 2011

FOR YOUR
DIARY

August 23
TRAINING
WORKSHOP -



VOLUNTEERING
NEW ZEALAND

Leaders of
Volunteers
SEE PAGE 3

September 6
TRAINING
WORKSHOP

Developing Volunteer
Orientation and
Training Programmes
SEE PAGE 4

September 8
NETWORK
MEETING

For Managers /
Co-ordinators of
Volunteers
**Details will be
emailed soon!**

From the General Manager...

Part of my focus at the moment is on evaluation - how can we measure the effectiveness and success of what we are doing. Measuring in a quantitative way is pretty simple with our database providing a wide range of numbers based reports, but measuring in a qualitative way is more difficult.

Part of our service will be undergoing an external evaluation over the next three years, a highly valuable opportunity for us to identify the best way forward, whether we are making the most of the opportunities that present, and whether we are delivering what our stakeholders expect of us.

This evaluation will be looking at our fledgling regional promotion

and service delivery - how we engage and work with community organisations and volunteers around the region, outside of Hamilton.

Before we do this, and completely separate to this evaluation, we will be emailing each of our member organisations a brief survey (only 10 questions) regarding your use of our services, and we would very much appreciate receiving your feedback.

This survey will only be sent to organisations based in Hamilton, as those outside of Hamilton will be included in the research / evaluation later on.

When we survey our stakeholders, we always find that we pick up some great ideas for

ways to improve our services, or make them more 'user-friendly', particularly in the additional comments that people make.

As well as surveying our member organisations, we will be sending a survey to volunteers that have visited our centre in the past three months, and a separate survey to volunteers who have registered online in the same time period.

Again, we really do appreciate you taking the time to give us feedback - this service was set up to help community organisations and volunteers, and we need to ensure we are doing this in the best way possible...

Heather Moore
**GENERAL
MANAGER**



SITUATIONS VACANT

Community Project
Co-ordinator

15 hours per week

Volunteering Waikato is very sad to be losing Charly from the position of Community Project Co-ordinator.

We are now seeking a new person to run and develop our employee / group volunteering programme.

If you are an awesome networker with a passion for your community, if you love meeting new people and want to make a real difference in their lives, this could be the ideal role for you...

For more information or a job description please contact Heather on 07 838 3919, visit volunteeringwaikato.org.nz or email:

manager@volunteeringwaikato.org.nz

Applications close 4pm, Monday August 22

DO YOU NEED MORE
VOLUNTEERS?

Volunteering Waikato is currently
low in the following types of
voluntary roles:

Clerical * Special Events * Craft
Catering / Food Technology * Accounting
Gardening * IT (website / database)
Health / Medical * Group Leadership

If you need volunteers in any of these categories, and do not have the position already open, please log into the website and add the new position (or fill in a Request for Volunteers form if you do not use our online services).

We encourage you to think about the different ways volunteers could assist or enhance your organisations - we have potential volunteers with a wide range of skills and experience that could make a huge difference...



"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve.... You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love."

~ Martin Luther King, Jr

WEBSITE TIPS



DID YOU KNOW?

When logged into our website as a member organisation, you can view and **copy** any job that you have had opened in the past three years.

View your 'Closed Positions' and **copy** the job you want to re-open. Remember to check the dates and details so volunteers get the most up to date information.

From the Volunteer Co-ordinator...

Many organisations rely heavily on volunteers to carry out their daily activities, fundraising activities, governance roles and to help build a positive profile within the community. All of these aspects (and more) are an important part of creating a successful environment and organisation.

What is the value of the contribution a volunteer(s) make to your organisation?

Have you ever worked out what it would cost if you were paying the current market rate for every hour worked in every position within your organisation?

It seems somewhat crass to add a dollar value to a volunteers time but the reality is employing somebody to carry out the same tasks or your organisations

ability to continue to offer the same services would be a financially crippling goal. A firm reminder to us all of the invaluable contribution volunteers make to both our organisation and our communities.

"You are the only person on this earth who can use your ability." - Anonymous

Paying people for some roles would potentially undermine the social value that your programmes offer, befriending roles would lose their value if the friend was there for the pay check. The pay check would give a backhand to the feel good factor that many of us feel when we are engaged with our community as a volunteer.

"In every community, there is work to be done. In every nation, there are

wounds to heal. In every heart, there is the power to do it." - Marianne Williamson

The value volunteer programmes offer extends beyond the people who volunteer for it. It affects the lives of many people - builds community, grows the profile of an organisation, expands social boundaries, teaches skills and lessons, raises funds, enriches lives, creates friendship and provides a sense of achievement and worth. Volunteering almost always satisfies needs of more than one person.

Even if you could pay your volunteers how much would be lost if you did?

Veronica Keats
VOLUNTEER CO-ORDINATOR

From the Community Project Co-ordinator...

Last month seemed to be filled with rain, and even with this being the case, we still managed to complete three volunteer projects.

We completed two employee volunteering projects last month, a group of volunteers from the Hamilton City Council helped to sort goods for the New Zealand Red Cross shops and a superb group from Genesis Energy completed some general maintenance at Rhode St School.

After a great deal of organising River City training completed their first volunteer project with us for The Epworth Recreation and Retreat Centre, just past Cambridge. Jim was a superb host and even though it was a wet day, the group did a superb job of helping inside. Jim put on a really good lunch for the volunteers, which was very much appreciated by River City Training, and a great

day was had by one and all.

After much thought, and the fact I also manage a before and after school programme in Frankton I will be leaving my role as Community Project Coordinator here at Volunteering Waikato at the end of this month.

I will have been here for a year in September, and I have loved meeting so many like minded people and all of the outstanding volunteer projects we have worked on together. Some of my highlights have been finding so many younger groups of volunteers, the volunteer job last year with Genesis energy and Age Concern, which was very inspiring.

Another highlight was the time spent with the Rimbrook girls who came in January and completed numerous projects around Hamilton. Creating an ongoing befriending role, with a

group from Hillcrest High School who visit Atawhai Assisi weekly, and the support from all of my colleagues here at Volunteering Waikato.

I have also greatly appreciated the support that I have received from other volunteer centres, particularly Patricia from Volunteering Canterbury and Judy from Volunteer Wellington.

I wish you all the very best for the future and thank you for an amazing year filled with the generous spirit that always shines so strongly in the volunteering sector.

The highest reward for a person's work is not what they get paid for it, but what they became because of it.

Charly Ainscough
COMMUNITY PROJECT
CO-ORDINATOR

From the Regional Co-ordinator...

It is hard to believe that spring is just around the corner. As I have travelled around the region, I have seen lots of flooding around the Otorohanga and Te Kuiti area, as well as new calves and lambs, ducks with ducklings, daffodils flowering - this is a beautiful time of the year.

During the past months I have enjoyed attending network meetings in Te Kuiti and Otorohanga and also visited Cambridge, Thames, Matamata, Te Awamutu, Huntly, Ngaruawahia, and Te Kauwhata, talking with a range of both member organisations and non-members organisations.

The very first question that I get asked is "how do we attract volunteers that are the right fit for our organisation?"

The first step is to decide what you require volunteers to do within your organisation, and write a very clear position

description. This should contain hours of work and what the responsibilities of the position are. A sample Volunteer Role Description can be downloaded from the Volunteering Waikato Website - this is a great tool for you to use.

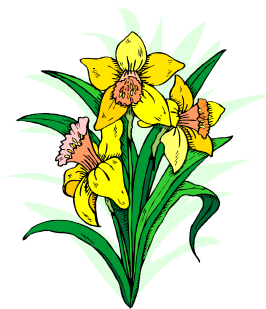
The more information that you give that is relevant to the position, the more a volunteer can begin to understand what is required. The volunteer also needs to know if there is any training and how long this will take.

The volunteers that I have spoken to love to talk about what they do within in their organisation. Last week I called into the Hospice Shop in Te Awamutu, they have a great store - each one of the volunteers that who worked talked to me about what they do, including sorting clothes, ironing, pricing clothes and

furniture, answering the phone, talking with their customers, etc. They also have a blind auction in their window, which attracts a lot of attention as some of the items are antique and very collectable.

We have a range of great voluntary positions available in towns outside of Hamilton and are continually looking for more. If you have a voluntary position that you would like to list please let me know, or simply go ahead and list the position online.

Carol Mills
REGIONAL CO-ORDINATOR



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
or email admin@volunteeringwaikato.org.nz**



Volunteering Waikato thanks the following Funders, Sponsors and Supporters:

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Waikato,
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Waikato Times,
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volunteering waikato

*"enriched lives and communities
through volunteering"*

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Upcoming Training Workshops

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...

~ ~ ~ ~ ~

Difference Adds Value

- Building a Diverse Volunteer Team

- Tuesday 04 October, 9am-1pm

Volunteers come in all ages and stages, shapes and sizes, colours and abilities. Yet all have similar motivations and the capacity to make a tremendous contribution to your agency. Can you get past the differences to see how each individual can work with you?

Facilitator: Jenny Magee. Places are limited.

Registration forms available from www.volunteeringwaikato.org.nz or email admin@volunteeringwaikato.org.nz

Would You Pass the School Bus Test?

A recent conversation with a colleague reminded me of the school bus test, and we wondered how many non-profits would pass.

What is it? It's the check to see how well your organisation would do if a key staff member got hit by a bus. Would you go into a spin, not knowing why or how their work got done? Or do you have clear, well documented systems and records, so that someone else could pick up the reins and continue.

Passing the school bus test is vital for managers of non-profits, it's also important for those who manage volunteer teams. So much essential information is carried in our heads, that when we leave, voluntarily or otherwise, there's a huge gap.

Several years ago, Susan Ellis, President of Energize, Inc., a US

training, consulting, and publishing firm that specialises in volunteerism, suggested that non-profits appoint a Continuity Officer. The purpose of this role would be to make sure that all procedures are well recorded and the growth of the organisation is charted.

A really useful exercise, I think, as so often we forget why we made changes, and what lead to them. Such a role would have extra value for boards, where changing membership often loses vital institutional memory. Even having the Continuity Officer track the manager for a week and note all the activities and links would give a valuable external perspective on how well the role description reflects the actual work.

Now before you groan and say, 'More work!' - consider that this would make a great volunteer

role for someone who is passionate about process and research. Another way to ensure that the organisation's work doesn't falter when change comes along. As it most certainly will.

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.

