

UPDATE



volunteering waikato
"enriched lives and communities
through volunteering"

NEWSLETTER

OCTOBER 2011

FOR YOUR
DIARYNovember 1
TRAINING
WORKSHOP

Project Managing
One-Off Volunteer
Events

SEE PAGE 4

November 5

International
Volunteer Managers
Day

Come join us for
breakfast!!

(Breakfast meeting to be
held November 4)

SEE PAGE 2

December 5

International
Volunteer Day

December 16
Volunteering Waikato
closes for the
Christmas holidays.

From the General Manager...

For each of us, the rapid changes to technology have had a significant impact on the way that we live our lives, and do our work.

Volunteering Waikato has of course made some significant changes to the way our services are run, and is using technology to benefit the community in many different ways.

The trick for us is to utilise the opportunities that technology provides us without alienating those who are not computer literate, computer confident, or those who simply do not have computer access.

Having our online service has meant that we are able to assist many more organisations throughout the region find the volunteers that they need, and provide volunteers from anywhere in the Greater Waikato with a choice of placements.

So far in 2011 we have worked with 790 volunteers who have registered online, between them

applying for 767 volunteer positions.

One of the issues that we notice is that sometimes our member organisations are slow to respond to the volunteers that we refer, and this seems to be a particular issue with volunteers who apply online.

With using online services it seems to me that the trick for the successful match is to make the 'virtual' connection into a real connection as soon as possible. With this in mind I would suggest that picking up the phone and speaking to the referred volunteer is likely to be a more effective way of engaging the volunteer than sending an email.

Also, and I know we say this time and time again, contacting the volunteer as soon as possible is vital. The volunteer is offering to give you their time, effort and skills - it's disheartening for this generous offer not be acknowledged as close to immediately as is possible. It

doesn't mean that you need to make time to meet or interview them this week, but it vital that you phone or at least email them in the first few days.

Just as a point of interest, along with our online clients, Volunteering Waikato has also worked with an addition 816 clients who have either visited our centre for an interview, or have taken part in a group or employee volunteer project this year.

In summary, in the first nine months of this year we have worked with a total of 1606 volunteers clients - around half online and half in centre clients, indicating that another record year is likely!

Make sure that your organisation is making the most of the opportunities that this increase in available volunteers provides... now is a great time to recruit!

Heather Moore
GENERAL
MANAGER



Using Volunteering Waikato's Online Services

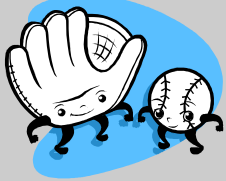
Fact Sheet for Member Organisations

If you currently are able to log in to our website as a Member Organisation to access our online services, we have enclosed a fact sheet to help you with the basic functions of this site.

This fact sheet will help you to: List a voluntary position on our site, edit or close the position, find the details of the volunteers who have been referred to you, update their outcome, change your organisations profile on our website, or change your contact details.

If you did not get this sheet and would like to access it, it is available under 'Links and Resources' on our website:

www.volunteeringwaikato.org.nz



I've learned
that you
shouldn't go
through life
with a catcher's
mitt on both
hands. You
need to be able
to throw
something
back.

~Maya Angelou



WEBSITE TIPS

DON'T KNOW WHERE TO START?

Did you know that
Volunteering
Waikato has a
'Resources' link on
our website?

There are some
great fact sheets for
community
organisations
including hot sheets
on how to use and
get the best out of
our website.

CHECK IT OUT!

Fail to plan, plan to fail...

There are around 78,000 not-for-profit organisations in New Zealand, and 67% of the working hours are done by volunteers. In other words, these organisations could not operate without volunteer input. With this level of volunteer involvement in our not-for-profits, one would assume that the problem of undervaluing volunteers would simply not occur. But it does.

Through our training, conversations and observations, should we be concerned that there appears to be a lack of "volunteer management literacy" in many not-for-profit organisations? These organisations are missing out on the full potential of their volunteer workforce. Some of these organisations are not realising that a failure to understand and adequately manage their volunteers will result in critical volunteer shortages in the near future.

With funding cuts also starting to affect the not-for-profit sector we will become even more reliant on volunteers, therefore it

becomes imperative that our volunteer programmes are the best they can be.

Some key mistakes that can be made are:-

1. Undervaluing volunteers
2. Failing to have a strategic view of the volunteer program
3. Not understanding the skill base of the volunteers
4. Providing inadequate resources for the volunteer program
5. Failing to understand the integral role of the Manager of Volunteers to the organisation's mission and objectives
6. Making a poor selection of Volunteer Coordinators and volunteers
7. Accepting poor practice
8. Failing to evaluate the program
9. Over-bureaucratising volunteering
10. Allowing poor volunteer behaviour

If you understand what your volunteers need to succeed then

you are on the right track to creating a successful environment for volunteers to thrive in. If you understand what your organisation's needs are then you are able to ensure they will be met.

In paid employment, when we create a job, we identify a set of functions that are necessary to create some kind of outcome. We allocate a manageable number of those activities into a job description and then identify the knowledge, skills, experiences, and attitudes that the ideal candidate should possess if he or she is to do the job perfectly.

To use an analogy, we decide what we need is a square, a person with four ninety-degree corners. Such a person would fit our needs perfectly. We should be doing this for volunteer positions, failing to plan is planning to fail!

Veronica Keats
VOLUNTEER CO-ORDINATOR

November Volunteer Co-ordinators' Networking Meeting

Celebrating International Volunteer Managers Day

Friday, 4th November, 2011 (IVM Day is November 5)

Volunteering Waikato invites a representative from our member organisations to join us for breakfast and celebrate International Volunteer Managers Day. A great chance to celebrate the important work we all do in the community with co-ordinators from other service providers.

Come and connect with representatives from other community organisations who help make the Waikato a great place to live and work. Enjoy breakfast on us and use the networking time to meet and share ideas with others.

WHEN: Friday, 4th November, 8–9am
WHO: Managers or Co-ordinators of Volunteers
WHERE: Migrant Resource Centre, Boundary Road, Hamilton
CONTACT: Veronica Keats, Volunteer Co-ordinator

Please RSVP by Friday, 28 October 2011



From the Regional Co-ordinator...

This month has been so exciting, I have visited Waihi, Thames, Te Awamutu, Otorohanga, Huntly, Ngaruawahia, Te Kuiti, and all points in between. I have also attended four community network meetings.

The highlight - on my way to Thames I passed the Nertherton School, they had the Rugby World Cup Flags of all competing nations on the fence. In between the flags the school rugby jerseys were hung on a clothes line, this was a spectacular display.

While in Thames I met with several community groups including the Thames Community Resource Centre, the St John Opportunity shop, Thames Citizens Advice Bureau, to name a few.

We are very pleased with the number of organisations who

have registered with Volunteering Waikato in the past few months, and we very much look forward to working with them all!!

During my visits to community organisations around the region, I have talked about the benefits of membership with Volunteering Waikato, including an online profile of your organisation on our website. This is a great way to showcase your organisation to potential volunteers; they get to read about what great work you do in the community, giving them the opportunity to see if your group is the right fit for them.

If you are part of a community organisation in the Waikato (outside of Hamilton), have I visited you? As I travel around the region I have found so many organisations that I was unaware of, are you one of those groups?

I would love the opportunity to let you know about the awesome service - and the awesome volunteers - that we are able to provide.

Also, if your organisation would like to encourage your clients or the general public in your area to get involved in their community, we are always seeking new ways to promote our services throughout the region. The more people we can encourage to volunteer, the more we are able to assist each of your organisations. If you have somewhere to display our promotional material, or if you have a newsletter we could place a small advertisement in, please let me know!

Please phone or email me, I look forward to hearing from you.

Carol Mills
REGIONAL CO-ORDINATOR

From the Community Project Co-ordinator...

I am now four weeks into my role at Volunteering Waikato and am absolutely delighted to be here!

I feel passionate about the work done by volunteers within our community and am enjoying working for an organisation which truly values their contribution.

I have come to this role initially from a background in education – and more recently as a Co-ordinator of Volunteer Services responsible for a large group of volunteers within another not for profit organisation. I am involved as a volunteer myself across a number of areas which include assisting with event management, facilitating groups, fundraising and as a consumer representative and advocate within the health sector.

My role here is to work with community and corporate groups to assist them to find projects which they can become involved in. I have been surprised to realise that we have a large number of groups who are very keen to volunteer their time, but not a large number of projects for them to become involved in.

The groups may be small community based groups or they could be larger corporate groups who have been generously released by their employer to volunteer for a day within their community.

I am very keen to hear from any member organisations who think they may have a project which might suit one of these groups:

- Do you have a special event coming up where you need support?

- Do you may have a newsletter which needs to be prepared for posting?
- Do you have an outdoor project - a 'spring clean', gardening, tree planting, conservation project, painting etc which needs to be done?
- Is there anything else which your organisation needs support with?

Please contact me with any ideas or suggestions and let's see if we can work together to find a project which works for everyone.

I look forward to building relationships and links with groups and organisations to enable the special community work to continue.

Raewyn Calvert
COMMUNITY PROJECT
CO-ORDINATOR



Volunteering Waikato thanks the following Funders, Sponsors and Supporters:

Accuwrite
Wordsmiths, ASB,
Basketique,
Bunnings,
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House of Travel,
COGS,
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D V Bryant Trust,
G. D. Gallagher
Family Trust,
Gallagher Trust,
Hamilton City
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Hamilton Press,
Imageland,
Kiwi Property
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Lion Foundation,
Lone Star, Lottery
Community,
Maggy's Catering,
New World Te
Rapa, New Zealand
Community Trust,
Page Trust,
Pak'n Save Mill St,
Primo Vino,
Pub Charity,
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

Project Managing One-Off Volunteer Events

- Tuesday 01 November, 9am-1pm

Many organisations need volunteers for occasional projects and events. Such involvement requires a great deal of planning and preparation to ensure that the volunteers and the organisation achieve the best result.

This workshop will cover:

- What's in it for the volunteer?
- Role descriptions for volunteers
- The planning process
- Who else needs to know?
- Planning for the unexpected

Facilitator: Jenny Magee. Places are limited.

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

WORKSHOPS FOR 2012

'Project Managing One-Off Volunteer Events' is our final workshop for 2011. If you have a particular workshop topic relating to volunteers or volunteer management that you would like us to offer in 2012, please feel free to give Heather or Veronica a call on 07 839 3191.

Fa-la-la-la-la...

'Tis the season for annual events – you know, the Children's Christmas Party, the Fun Runs, the Fine Homes Tour. These are fantastic occasions that engage large numbers of people in the name of great causes. Each event takes an enormous amount of planning.

The Hamilton Fine Homes Tour (www.finehometour.co.nz) committee meets almost year-round, with a dedicated team of volunteers determined to make each tour even better than the last. On the day, however, an additional 150+ volunteers act as minders in the homes on display. This team is the final and vital piece of the operation. They are the public face of the

tour, as well as the eyes and ears of the committee and home owners.

The same applies to the team who staff your one-off events. Some may have worked with you regularly over the years, but each year brings new and different challenges. An annual event is never completely the same – the purpose might be the same, but the logistics are rarely so.

Engaging a team, which is often large, has a special set of challenges, including ensuring that they all know why, what, how, when and where to be - and who to talk to if the wheels fall off. Even those who have helped before need refreshing – what has changed, what has not and

what might have they forgotten?!

Planning covers all the bases so that your event is the success you want it to be – for the public, the volunteers and those who benefit from your efforts.

Join us on Tuesday 1st November, 9am-1pm for the final workshop for 2011, to look at **Project Managing One-Off Volunteer Events**.

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.