

GOOD PRACTICES AND STANDARDS IN COOPERATION & SUPPORT TO CULTURE VOLUNTEERS

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THE VOLUNTEERS

Think about the best manager you have ever worked with.

What was his/her 3 most distinctive characteristics/traits?

THE MANAGERS

Think about the best volunteer you have ever worked with.

What was his/her 3 most distinctive characteristics/traits?



THE PLAN

1. Formal and legal aspects of cooperation with a volunteer
2. Cooperation with volunteers – step by step:
 - Planning
 - Start
 - Cooperation
 - Evaluation
 - Extras

Formal and legal aspects of cooperation with volunteers

VOLUNTEER - DEFINITIONS

A volunteer is someone who voluntarily and consciously and without remuneration engages oneself in activities for the benefit of persons, non-governmental organisations as well as various institutions operating in various social areas.

*[PL:According to the Public Benefit and Volunteer Act of
24 April 2003]*

VOLUNTEERING – FORMAL ASPECTS

- To be engaged as a volunteer a person needs to be 14 years old.

[According to the Polish law]

- If the organization has an agreement with a minor, organisation/institution needs to get the parents (carer's) permission.

>> A solution: Family volunteering.

VOLUNTEERING – ORGANISATIONAL ASPECT

Breakdown of volunteers due to their competences:

„Non – competential”

- People who are volunteering in other fields than their professional skills; need to get training, get prepared to work.

„Of competences”

- People who want to work as volunteers using their professional skills.



VOLUNTEERING – LEGAL ASPECTS (1)

Agreement of cooperation:

If a volunteer is working for more than 30 days or if requested, the contract should be in writing *[According to the Polish law]*.

Contractual terms that should be included in the agreement are:

- Duration of the agreement
- Place of performance
- Responsibilities/tasks
- Volunteer's duties towards the organisation/institution
- Ways of termination of the contract



VOLUNTEERING – LEGAL ASPECTS (2)

- If a volunteer is working in an organization/institution for up to 30 days - it is obligatory to cover his/her accident insurance.

Above this period, the volunteer is legally insured.

[PL: by the state]

- It is also worth to include a volunteer's commitment to follow personal data protection law and volunteer consent for using his/her image rights e.g. in promotional materials.



VOLUNTEERING – LEGAL ASPECTS (3)

Volunteer's travel expenses

The organization/institution is required to cover all volunteer's travel expenses and to pay allowances on equal terms with employees.

VOLUNTEERING – LEGAL ASPECTS (4)

Equipment used by the volunteer

Separately to agreement of cooperation – an agreement which specifies the use of equipment, such as a telephone or a computer, should be signed.

VOLUNTEERING – LEGAL ASPECTS (4)

Health and safety at work

It is the organisation's/institution's duty to provide the volunteer with personal protective equipment related to his work.

VOLUNTEERING – GOOD PRACTICE

Recommendations for the volunteer

At the request of the volunteer, the organization is obliged to prepare an opinion of performing his/her task in the institution. It is a form of recommendation that volunteers often ask and is always worth to give it to a volunteer.

Cooperation with volunteers – step by step



What voluntary work is not? Who „volunteer” is not?

Volunteer is not:

- A person who has too much free time
- A person just collecting money for charity
- A person who can not find her/his place in life
- Cheap labour force
- Someone incompetent
- A person doing simple jobs nobody else wants to do
- A replacement for an employee

Voluntary work is not

- A transaction
- Unpaid practice/internship
- Exchange of services
- „Not from this world" activity, which only people with exceptional predispositions can do

Before you start: Planning (1)

1) Needs analysis of the organisation/institution:

- What would be the role of a volunteer(s)?
- At which activities support is needed? What would this person(s) do? Specific tasks for the volunteer(s) would be...
- Who do we need? Who would you like to work with? Competences? Personality?

2) Developing a vision of volunteering in your organisation/institution:

- Who is a volunteer for us?
- What is a voluntary work for us as the organisation members/workers?
- What meaning has the voluntary work for our organisation?

>> Only a good defining, understanding and „feeling” the voluntary work will help the organisation/institution to prepare itself for voluntary projects and cooperation with volunteers.

Good practice:

Inviting all the organisation/institution members/workers to define the voluntary work in your organisation =>> all the organisation people have the same definition of voluntary work and the same understanding of the volunteers work for the organisation.

Before you start: Planning (2)

Developing the vision of volunteering in your organisation/institution:

Havs everyone in your organisation/institution ever been a volunteer?

Yes

Stage I. The organisation's/ institution's members/workers define voluntary work and the rules that they shall follow while cooperating with volunteers.

No

Stage II. Participation in common voluntary action => to give those who have never been volunteers an opportunity to experience how it is to be a volunteer.

Volunteering =



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Before you start: Planning (3)

3) Preparing the organisation's employees/ members for cooperation with volunteers:

- Training on volunteer management.
- Introducing developing a short, but always followed, **code**.

Good practices:

- The volunteer have a supporting role in the organisation/institution (responsibility for the performance = member/worker);
- Acceptance, by the volunteer, the values of the organisation/institution and it's mission. Understanding of common values – in line with the values of the organisation/institution =>The volunteers choose an organisation/institution by the values close to them, important to them;
- The volunteer can not have the financial/ material responsibility;
- Cooperation with a volunteer shall be formalised by cooperation agreement;
- The volunteer's time needs to be respected. Best voluntary project = well organised voluntary project.
- Respect for the volunteers skills and competences. If you ask a painter to pain = provide him/her with paints and brushes.
- The volunteer knows the aim and the results of the activities she/he is involved in.

Before you start: Planning (4)

Good practices:

- Volunteers receive fair feedback on their performance;
- Participation. Celebrating and enjoying success together;
- Informing, in advance, about planning activities for which volunteers are needed;
- Safety rules;
- The volunteer respect for the time of the members/workers;
- The volunteer becomes an ambassador of the organisation/insitution .

The  of all rules = trust

=> The rules shall be well known, understood and acceptable both to the members/workers and to the volunteers.

=> A volunteer is informed about the rules – and accepts them – before starting cooperation.

=> The rules apply equally both for the members/workers and the volunteers.



Before you start: Planning (5)

4) Developing an attractive work offer for a volunteer:

An ideal offer of tasks for the volunteer is...?

- Specific. Well described;
- Would make the volunteer feel needed, necessary for the organisation/institution;
- Taking into account limited time the volunteer may devote and his/her limited material responsibility;
- Realising the aim and mission of the organisation/institution;
- Is a part of a bigger project;
- Is giving the volunteer an opportunity to develop and learn;
- Is giving the volunteer a feeling of being a part of something big and important.

5) Creating the infrastructure/space for the volunteers:

Space for rest and meetings (Volunteer Center) /equipped office/ e-mail address/ „business outfit”/ daily allowance (per diems).../ Volunteering Coordinator.

Start. Recruitment of volunteers.

What is the goal = Who do we search?



Where will we find such people? How to reach them?



Announcing the recruitment.

Good recruitment form >> response to each offer >> meeting as soon as possible



Interview(s)

Interview scenario: Our questions – information to convey - deadline for answer – when the cooperation would start? – make notes!



Trial cooperation agreement (1 – 3 months)



”Big” projects

Group work, team building & interpersonal skills training

Cooperation. Volunteers on board (1)

Organising the volunteers work „must do-es”:

1) Formalising cooperation: Voluntary cooperation agreement – the rights and duties of the volunteer and organisation/institution.

2) Initial training + specific „for-the-job” trainings.

Good practice: elements of the training:

- Introducing volunteers to the organisation members/workers and volunteers to each other;
- Presentation about the organisation/institution;
- Presenting the role of the volunteers in the organisation/institutions & reminding the rules of cooperation;
- Reading and discussing the cooperation agreement; handing the agreements/ ID badges/ T-shirts...
- Sightseeing: organisation/institution and all places important for volunteers;
- Introducing every volunteer to the merits coordinator of his/her work (member/worker);
- Answer all the questions;
- Send a welcome e-mail/invitation to FB group/presentation from the training...

Cooperation. Volunteers on board (2)

- **Communication** with the volunteers:
Access to information; accessibility/availability of the coordinator; regular informing about all the activities of the organisation/institution and its future plans; inform about other volunteers' activities; inform about media releases and successes...
- **Integration** activities on several levels:
 - > Integration around the mission of the organisation/institution
 - >> Integration around the goal being realised together
 - >>> Integration of the volunteers (for ex. action – events)
- Organising **trainings**
Specific for-the-job trainings & general skills trainings (social, interpersonal...)

=> The volunteer should feel secure in any situation fulfilling his/her tasks

Cooperation. Volunteers on board (3)

- **Motivation.** How to get long-term volunteer?
 - Volunteer is usually already motivated. What a good start! Don't lose it;
 - Remember that the volunteer wants to realise his/her goals;
 - Give the opportunity to build relations with the direct recipients of the organisation's/institution's work;
 - Volunteering coordinator = "caring" boss. Appreciate. Say "thank you"!
 - Difficult situations: Your fault = always say "I'm sorry";
 - Listen to the volunteer(s);
 - Fight the "it's always a volunteer's fault" stereotype;
 - Appreciate the volunteers!
 - Celebrate successes! The organisation's success = volunteers success;
 - Organise meetings/ invite for unique events/ offer unique trainings...



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Cooperation. Volunteers on board (4)

- The **image** of volunteering

Tell the story:

- 1) To recruit new volunteers
- 2) To build the "brand"

How to show people/ emotions/ the need of doing something good/
meeting the people sharing common values/ having a good time/
friendship & fun...?

>> Show the real people!... And tell their stories.

>> Make use of the social media and specialist media to tell/show how the volunteers' life look like.

>> Invite for your events.

Evaluation of cooperation

Evaluation of the volunteers' work

What do we want to measure?

- *Are the volunteers competences adequate to the tasks assigned?*
- *What went good/bad in cooperation between the workers and volunteers?*
- *What is the motivation of the volunteer?*
-

=> Monitor the volunteers' work on the regular basis

=> Ask the volunteers about opinion about your organisation/institution.


Listen.

Good practice:

Cyclical, once a year: evaluation of the cooperation in-depth (questionnaire/interview) >> what to improve?

Volunteers – benefits for the organisation

(group work of the participants)

- *Local knowledge*
- *New Ideas*
- *Creativity*
- *Labour*
- *Helps the organisation develop*
- *Promotion – spreading the work*
- *New skills & ideas*
- *Life. Brings organisation to life*
- *Represent different groups/needs*
- *Forces organisation to be more democratic*
- *Saves money*
- *Share jobs*
- *Regulation (look after volunteers and other things fall into place)*
- *Regulation -> keep events & organisation safe*
- *Peer support*
- *Audience*
- *Connections + connects projects to community*
- *Fundraising*
-  *Volunteers!*



The best manager ever...


(group work of the participants)

- *Supportive, helpful,*
- *Open, open-minded*
- *Cooperative*
- *Intelligent*
- *Understanding, a very caring person*
- *Thinks about volunteers first, puts volunteers welfare as a priority*
- *Sensitive*
- *Easy-going, easy to speak to, good to get on with*
- *Communicative*
- *Helpful*
- *Trustable, Trustworthy, Trustful*
- *Kind*
- *Not direct*
- *Always good person*
- *Accurate*
- *Very good at organising people and venues*
- *Friendly*
- *Patient*
- *Charisma*
- *Good listener*
- *Ambitious*
- *Tolerant*
- *Creative*
- *Visionnaire, clear vision*
- *Exact, precise*



Volunteering – benefits for the volunteers

(group work of the participants)

- *Do something good for the community*
- *Help to others*
- *Meeting with new people*
- *Learning new skills*
- *Personal development*
- *Creativity*
- *Spare time activity*
- *Learning about your own community*
- *Getting social connections*
- *Raise money for activity*
- *Self-fulfillment, self-confident*
- *To be involved in local community*
- *Get experience before paid work*
- *To part of something big*
- *Feeling responsible for something*
- *Interpersonal relationship*
- *Openness*
- *Selfless* 



The best volunteer ever...

(group work of the participants)

- *Creative*
- *Communicative, good communication*
- *Helpful, always willing to help, willing to tackle any task*
- *Positive, positive 'can – do' attitude*
- *Well-organised*
- *Reliable, dependable*
- *Friendly, friendly personality*
- *Decided*
- *Problem solving*
- *Diligent*
- *Responsible*
- *Able to work in group*
- *Cooperative*
- *Willing to work, active, hard working*
- *Character, strong personality, charisma*
- *Enthusiastic*
- *Takes initiative*
- *Engaged*
- *Flexible*
- *Open - mind*
- *Humble*
- *The face the program*
- *Knows everything, knows what she or he wants*
- *Independent and social at the same time*
- *Accepts the control... but independent, independent at work*
- *Works hard*
- *Has humor, always a glad person*



Thank you for your attention and work!

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