



EXEMPLAR

Best Practice Guidelines

FOR VOLUNTEER-INVOLVING ORGANISATIONS

In Best Practice Organisations...	How do Best Practice Organisations do that?	In our organisation, we currently do the following things towards these goals...	We rate our progress against these goals... 1 = poor 5 = excellent	In our organisation, we will work on doing the following things towards these goals...
1. Volunteers are seen as a central part of the organisation. It is recognised that without their contribution, the organisation would not achieve its goals.	1.1 Making sure people with responsibility for volunteers have a voice at all levels of the organisation.	<i>Volunteer Staff are represented on the Board. Manager has regular meetings with volunteers and Front Office Volunteer Coordinator.</i>	4	<i>Finding a way for the staff rep to report back to the volunteer staff about board business</i>
	1.2 Aiming for a culture of appreciation by acknowledging the ways volunteer involvement helps our organisation achieve its goals. We do this by talking about our volunteers and sharing their inspiring stories: via official reporting channels; via social media, official website etc; via annual events and celebrations	<i>Regular volunteer meetings with Front Office Staff. Usually once per month. Manager's report to the board monthly. Funding reports.</i>	4	<i>Finding a way to include the Annual Report achievements from volunteers in our organisation. It would also be good to measure the volunteering achievements in the community. Make use of use of National Volunteering Week (June) and other events to celebrate our people and achievements</i>
	1.3 Making sure the contribution made by volunteers is reflected in the organisation's strategic plan and goals (the <i>what</i> and the <i>why</i>).	<i>This is currently not done.</i>	1	<i>Incorporate this at our next planning day. Clearly define how we engage volunteers in all of our programmes. Ensure we give volunteers scope for assuming responsibility.</i>

	<p>1.4 Making sure that people with responsibility for volunteers are treated the same as any other management staff in the organisation.</p>	<p>This is true for our organisation.</p> <p>All staff in our organisation are responsible for volunteers along with other aspects of the job.</p>	5	
	<p>1.5 Promoting an understanding that 'volunteering', and our reasons for doing it, vary from person to person e.g. <i>Mahi Aroha</i> / faith based volunteering.</p>	<p>We have a definition of volunteering.</p> <p>We use this as a guideline for the work we do. We acknowledge and understand that the scope of volunteering is wider than our definition. We do not promote this.</p>	3	<p>Incorporate Māori cultural connection into our organisation at all levels.</p> <p>Have two spots on our Board for Māori representation.</p>
	<p>1.6 Ensuring that the way things are done in our workplace reflects and promotes awareness of, and respect for, diversity.</p>	<p>Many diverse volunteers of varying ages, abilities, nationalities, religions and cultures have been part of the team at an operational level. Respect for differences and appreciation of diversity is something our team does well.</p>	4	<p>Continuing to recruit a diverse team.</p>

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2. The whole organisation works to involve and recognise volunteers.	2.1 Encouraging all staff in the organisation to get to know and involve volunteers in respectful relationships.	<i>Volunteers help all paid staff. All paid staff have built great relationships with volunteers. Volunteers are included at staff meetings and often take leadership roles in our organisation.</i>	5	<i>Continue this approach. Include the voice of our volunteers a little more at board level: e.g. through our reporting (Annual Report, and monthly reports to the Board). Manager of volunteers could attend more board meetings.</i>
	2.2 Expecting that all staff can explain why the organisation involves volunteers, and the benefits of this.	<i>This can be done by all staff but perhaps not at a collective level of articulation and understanding.</i>	4	<i>Gaining a collective understanding about why our organisation involves volunteers (through coaching, other PD).</i>
	2.3 Offering training and education to all staff about how to effectively work with volunteers.	<i>We do this, but not in an organised, well thought out way.</i>	4	<i>Develop an annual training plan for educating staff and volunteers about effectively engaging volunteers.</i>
	2.4 Effectively promoting our programme to diverse age, gender and ethnicity, recognising that: <ul style="list-style-type: none"> • the understanding and practice of volunteering varies across cultural and ethnic groups • Diverse volunteers reflects our diverse clients / user groups. 	<i>We do this.</i>	5	

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3. It is understood that a strong and dynamic volunteer programme needs a supported and resourced manager.	3.1 Recruiting competent people into volunteer management roles.	We have an excellent Front Office Volunteer Coordinator. However, she only has 10 hours and this is not enough.	4	Extending the scope of the Front Office Volunteer Coordinator's Role. Funding streams to explore?
	3.2 Making sure all staff and executive (board etc) understand what is involved in the Manager of Volunteer's role.	All staff understand this role, but not all board members.		Get board to understand the scope and necessity of this role. Refer to 2.1 for some actions.
	3.3 Paying people with responsibility for volunteers a salary comparable to other managers with similar responsibilities within the organisation.	The volunteer manager was the only member of staff that did not receive a pay increase this year.	3.5	Ensuring this member of staff has a rate similar to other members of the organisation doing similar work. Compare with external rates.
	3.4 Treating people with responsibility for volunteers as equals with other staff, and as skilled professionals in their area of expertise.	This is true for our organisation.	4	Bring the pay of the volunteer manager in line with the rest of the staff (see 3.3).
	3.5 Encouraging and supporting our people to access professional development and peer support opportunities.	This is not done.	2	Develop a volunteer programme. Use VNZ resources (Xperts Introduction to Managing Volunteers online course (six weeks) / other training. Volunteer Centres and VNZ useful resources.

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4. People with responsibility for volunteers have sufficient resources to effectively do their job.	4.1 Making sure that people with responsibility for volunteers have sufficient time available to them to provide proper support to the volunteers, as well as to complete their other tasks.	<i>This is not done. The volunteer manager has only 10 hours to manage a team of 13. The other staff who also manager volunteers must fit this around their roles.</i>	2	<i>Develop a comprehensive volunteer programme.</i>
	4.2 Making sure people responsible for volunteers have access to a budget for the volunteer programme, both to make sure costs are covered and to enable further development.	<i>This is done on a needs-ask basis.</i>	2	<i>Empowering all members of staff by giving them a budget with key goals to spend it.</i>
	4.3 Making sure people with responsibility for volunteers have opportunities to contribute to the development of annual organisational budgets.	<i>We do this.</i>	4	
	4.4 Having good communication - making sure people with responsibility for volunteers have the communication tools they need to effectively carry out their role e.g. task management and / or customer relationship software.	<i>We use Podio for task and relationship management.</i>	4	<i>Investigate Facebook group option for social and work sharing / roster change requests.</i>
	4.5 Making sure volunteer effort is measured and acknowledged in the organisation's reporting.	<i>We use KPIs. We now include measuring financial outcomes from our volunteer guides.</i>	3	<i>Measure more of these types of economic outcomes. Include visual representation of volunteering outcomes (graphs?) in the Annual Report.</i>

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