



VOLUNTEER RESOURCE CENTRE

Helping You Help Others!

110-2nd Street West • Box 307 Station Main
 Brooks AB T1R 1B3
 Phone: (403) 362-4432 • Fax: (403) 501-2711
 vrc@telus.net

Volunteer Sector Symposium

Summary Report

A Volunteer Sector Symposium was held during National Volunteer Week 2010. The symposium allowed the VRC an opportunity to gather information of sector needs as well as identify Knowledge, Skills and Abilities (KSA'S) required for Volunteer Managers to be successful in the development and implementation of an effective Volunteer Program.

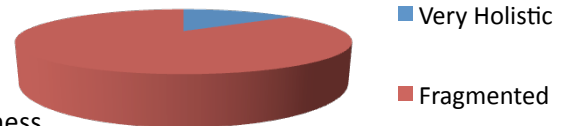
CURRENT APPROACH TO VOLUNTEER MANAGEMENT WITHIN ORGANIZATIONS

Very Holistic 15%, Little Fragmented 85%, Singular Function 0%

Interpretation of Results.....

The majority of organizations could benefit from the VRC offering training and support in such areas as building the business case for volunteerism, effective planning of volunteer programs, integration of volunteer programs into strategic plans and linking vision & mission to strategy.

Approach



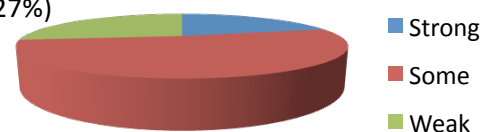
KNOWLEDGE OF VOLUNTEER MANAGEMENT CYCLE

Very Comfortable (21%) Strong in some areas (52%) Need Help (27%)

Interpretation of Results.....

Most are feeling comfortable with "parts" of the Volunteer Management Cycle. There are however, more individuals who feel they need help than feel they are within their comfort zone. Results from the next section in this report indicate specific priorities within the Volunteer Management Cycle. As part of the ongoing work with Volunteer Sector Agencies, the VRC will incorporate information, resources and training on various components of the cycle.

Knowledge

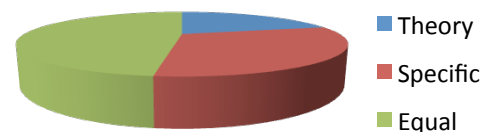


SKILL DEVELOPMENT NEEDS

Theory (21%) Specific Components (31%) Equal (48%)

Interpretation of Results.....

Skill Development



Almost half respondents indicated training on both Volunteer Management theory and skill specific to components of the cycle would be beneficial.

AGENCY SUCCESS & WEAKNESSES

The majority of respondents indicated their success lies in creating Job Descriptions, recognition of volunteers, setting up internal orientation training and supervising volunteers.

Common themes in issues identified by respondents included retention of volunteers, recruitment, evaluation of volunteer programs and providing ongoing training to volunteers. The most common issue appears to be staff/volunteer relationships and getting management on board.

Interpretation of Results.....

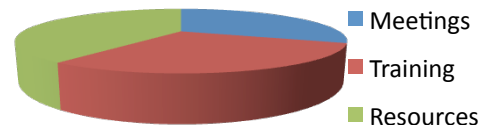
An agencies' ability to retain volunteers is closely linked to the strategic buy in and internal culture within the workplace, therefore, it is not surprising agencies are indicating difficulty getting management on board and difficulty advancing staff/volunteer relationships as issues they are facing. The VRC could offer agencies information, training and resources on conducting effective Volunteer Program Evaluations which would then allow for identification of specific issues and allow agencies to adjust plans to address issues.

CONNECTION TO VRC

Training 35%, Meetings 37% Resources 28%

Sector Preferences

Respondents could rate in order of preference the means by which they would like to be connected to the VRC. Options: Regular Meetings, Regular Training, Conferences, Newsletters, Library of Resources, Information through Web site, private consultation, VRC resources developed for sector. Top three ways the sector would like to be involved with the VRC are Regular meetings (**A** below), Regular Training (**B** below) opportunities and provision of Resources (**C** below)



- A) Meetings: 75% wanted regular meetings, 25% wanted individual consultations
- B) Training: 66% wanted regular training during regular meetings, 33% wanted Conferences
- C) Resources: 19% wanted a Resources Library, 29% wanted VRC developed resources, 29% wanted information on VRC web site and 29% wanted regular Newsletter

Interpretation of Results

The VRC will consider the following:

- Initiating Regular meetings with training provided as part of the meeting
- Facilitating one or two full day training sessions combining theory and practical skills. Potential to offer one day for volunteer managers (KSA's) and one for agencies (buy in and staff/volunteer relationship building)
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- Investigating hosting resources, including a list of library resources on the VRC web site for registered organizations to access through username and password
- Circulating a newsletter on a regular basis
- Researching and developing a one stop resource manual for the voluntary sector to access and download for modification

KNOWLEDGE, SKILLS & ABILITIES (KSA's)

The participants of the Voluntary Sector Symposium spend time at the beginning of the session defining “success”. A summary of the definition is as follows:

Success is an organization that.....*“understands the necessity of volunteers and has developed the infrastructures and culture to engage and retain volunteers”*

It is a place where volunteers.....*“feel a sense of ownership and have the opportunity to use skills to advance the vision of the organization”*

This is done by.....*“a manager that has the skills, knowledge and ability to recruit, screen and retain volunteers”*

Once success was defined, the group participated in activities to define the KAS's. The activity used four broad areas of the Volunteer Management Cycles to break down the KSA's.

PLANNING: KSA's required to be effective at planning volunteer programs
Knowledge in ethics and ethical behavior
Ability and knowledge to connect agency Vision & Mission to volunteer development
Have a sense of humor (positive outlook and good social/people skills)
Technical skills in computers
Knowledge and skills to produce work plans
Skills in time management
Ability to public speak and conduct presentations
Knowledge and ability to effectively network
Skills in research
Ability to multi-task
Knowledge and skills in conflict resolution & problem solving
Knowledge and skills in policy development
Knowledge of risk management
Ability to create job descriptions
Knowledge and ability to develop budgets and forecast expenses
Knowledge of volunteer planning process and how to develop structures
Skills in organization
Ability to motivate others (employee engagement)
Knowledge of the business case for volunteerism
Skills and ability to be a visionary
Ability to be flexible and adaptable
Skills in leadership

RECRUITMENT: KSA's required to be effective recruit and orientate volunteers
Knowledge in using plain language
Ability to develop a marketing plan
Knowledge in budgeting
Knowledge in job design and job description
Knowledge in human resource management (HR policies for volunteers)
Knowledge in orientation training
Ability to get buy in from employees
Knowledge of the community
Ability to write job ads
Ability to network (agencies, volunteers, employers, public service groups)
Knowledge on effective job matching
Knowledge of assessments to assist in matching volunteers (personality, interests etc.)
Knowledge in accommodation of volunteers (disability etc.)
Knowledge in cultures (sensitivity)

TRAINING & SUPERVISION: KSA's required to manage & develop volunteers
Knowledge in Leadership
Management Skills
Knowledge in adult education
Skills in group facilitation
Knowledge in conducting needs assessments (training)
Skills in evaluating performance
Skills in Conflict resolution
Knowledge in Diversity (sensitivity)
Ability to motivate
Knowledge in roles and responsibilities of volunteers
Knowledge in Risk Management

RECOGNITION & EVALUATION: KSA's required to retain volunteers
Knowledge in event planning
Skills in running committees
Knowledge in recognition (different types)
Skills in public speaking
Knowledge of evaluation process (approaches, data collection)
Knowledge of exit interview process
Skills to engage leadership and coworkers to make changes
Knowledge in Change Management
Skills in report writing

NEXT STEPS

The VRC will bring together the symposium participants to review findings and discuss next steps.

1. The VRC will facilitate an activity with the group which will take the KSA's outlined in the four areas and group them into the three categories; Knowledge, Skills and Abilities. The group will be asked to set priorities from the groupings. These priorities will be incorporated into the initial training conducted by the VRC, will be the basis of information provided in newsletters and will be the resources developed or promoted by the VRC.
2. Regular meeting times, locations and meeting format will be discussed and set up.