

## 25 Top Tips for Valuing Volunteers

The group that attended the launch event also discussed and shared good practice on 'Valuing Volunteers'. The following is the top 25 suggestions that came out of their discussions.

1. Keep in touch (letters, emails, meetings)
2. Personal touch, handwritten letters
3. Knowing what makes your volunteer tick
4. Don't take for granted (over burden them)
5. Record of achievement, certificates
6. Tailoring opportunities
7. Make the tea, nice biscuits
8. Remember they are doing it for free
9. Praise, build up their confidence
10. Good support and supervision
11. Offer training and personal development
12. Treats – fish and chips, social events,
13. Be clear on expectations both ways
14. Pass on good / bad feedback – be honest
15. Acknowledge aspiration and seek to fulfil it (use their skills)
16. Celebrations and get-togethers during the year as well as volunteers week
17. Ensure out of pocket expenses are paid
18. Listen to and take account of views, include in decision making
19. Full induction to the organisation
20. Acknowledge in media and newsletters
21. Awards – recommended by line manager
22. Make sure they feel part of team
23. Acknowledge what's happening in their lives – special birthdays / bereavements
24. Respond and react to suggestions or concerns
25. Say thank you and mean it.

## Other Opportunities Available in Medway

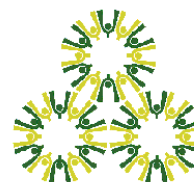
### Volunteer Managers Mentoring Scheme

Funding is available to support one to one mentoring for and by local volunteer managers. For more info contact CVS Medway.



### Volunteer Managers Training programme

NKTS will be offering a free short introductory workshop and a pilot of their new course for managers of volunteers. This will be a 6 week programme ( 6 tutored sessions) and they hope to have it OCN accredited.



### Support from local Volunteer Centres

Local Volunteer Centres offer a brokerage service and give advice and support to those managing volunteers. Services are **Free!**

**Gillingham**  
Volunteer Centre  
Tel 01634 362119



**Rochester**  
Volunteer Centre  
Tel 01634 830371



The Volunteer Management Programme is a national project funded by the Office of Civil Society (previously the Office of the Third Sector) and managed by Capacity Builders.

Delivery in Medway is supported by the Voluntary Infrastructure Consortium Medway and delivered through a partnership of several organisations.



## Volunteer Management Programme – Medway

*New opportunities to support you in managing volunteers.*

### Volunteer Managers Network Meetings

*Do you manage or co-ordinate the work of volunteers?*

*The Volunteer Managers Network meetings are a series of facilitated network opportunities to support you with the following:*

**Recruitment**

**Training**

**Your Responsibilities**

**Retention**

**Managing Difficult Volunteers**

**Protocols and Procedures**

## Volunteer Managers Network

In February this year a number of local volunteer managers (some paid and some who were volunteers themselves) attended the launch event of the Volunteer Management Programme in Medway.

At this event attendees discussed the themes and topics that they would like to see included in a series of tailored network events. The programme that has been developed is based on the outcomes of these discussions.

(Full details on next page)

These events are an opportunity to network and share good practice with others who manage or co-ordinate volunteers in Medway.

You are welcome to come along to all six meetings or to one or two sessions if you have particular areas of interest.

### Format of meetings:

Each event will start with lunch at 12.00 before moving on to the facilitated discussion sessions.

There will be further refreshments and a break at about 3.00. At 3.30 the Community Facilities Network meetings will take place.

For further information or bookings, please contact Laura or Catherine on 01634 812850 or email [laura@cvsmedway.org.uk](mailto:laura@cvsmedway.org.uk), [catherine@cvsmedway.org.uk](mailto:catherine@cvsmedway.org.uk)



## Programme of Network Meetings

### 9<sup>th</sup> September at under1roof

#### Recruitment of Volunteers

Developing a recruitment procedure, defining the volunteer role, advertising and interviews. Facilitators: Laura Boone, CVS Medway, Jane Legg, Rochester Volunteer Centre Ann Hopley, Gillingham Volunteer Centre.

### 28<sup>th</sup> September at St George Hotel

#### Unlocking Potential

Training for volunteers including induction, appraisals and supervision, and developing individual and organisational training plans. Facilitator: Alison Dyke, NKTS

### 19<sup>th</sup> October at St George Hotel

#### Responsibilities

Explore responsibilities, rights of volunteers compared to paid staff and where to get advice. Facilitator: Antoinette Stewart, NHS Voluntary Services Unit

### 11<sup>th</sup> November at St George Hotel

#### Retention

Motivation and team building, long term plans and getting feedback when volunteers leave. Facilitator: Jo Bunn, All Saints Sure Start Children's Centre

### 29<sup>th</sup> November at under1roof

#### Managing Difficult Volunteers

Defining boundaries and procedures, managing difficult volunteers and terminating contracts. Facilitator, Sue Holmes, Medway Mediation

### 15<sup>th</sup> December at under1roof

#### Protocols and Procedures

Share resources and good practice, compare sample policies with your own and others. Facilitator, Laura Boone, CVS Medway

## Community Facilities Network

Linked with the Volunteer Managers Network, the Community Facilities Network provides peer support if you manage volunteers in community buildings such as Community Centres, Village Halls and Faith Buildings.

Please come along to any or all of the meetings in this leaflet and stay for a 1/2 hour session afterwards. As volunteer managers in Community Facilities, you can further discuss issues related to the main meeting topics but that are of particularly relevance to you. Please come with questions and prepared to share your experiences and knowledge.

The first session will take place on the 28th Sept, but there will be an opportunity to register your interest in this opportunity following the main session on the 9th Sept.

Suggested topics for these sessions are:

- 9th Sept—Register your interest
- 28th Sept—Care of volunteers and who is their line manager?
- 19th Oct—What about lone working and Health & Safety?
- 11th Nov—How to team build with a small, diverse or changing team that seldom meet?
- 29th Nov—How to deal with the volunteer who thinks they are in charge?
- 15th Dec—Sharing resources, good practice and mince pies! Where do we go from here?

For further info contact Kevin on 01634 814240 or email [kevin.jennings@hitc.org.uk](mailto:kevin.jennings@hitc.org.uk)

