



Essentials for Attracting and Retaining ER Volunteers PARTICIPANT NOTES

Thank you for undertaking this training. We hope you have an enjoyable time. Any feedback or additions or suggestions for these notes, please do advise us!

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1 OVERVIEW OF EMERGENCY RELIEF

1.a What is Emergency Relief

The objective of Emergency Relief (ER) is to assist people in financial crisis to deal with their immediate crisis situation in a way that maintains the dignity of the individual and encourages self-reliance.

Assistance from Emergency Relief providers to clients is primarily in the form of:

- purchase vouchers of a fixed value (eg for food, transport or chemist vouchers);
- assistance with rent/accommodation;
- part-payment of utility account/s;
- material assistance such as food parcels or clothing;
- budgeting assistance and/or
- appropriate referrals to other services that help to address underlying causes of financial crisis e.g. counsellors, budget advice, financial counsellors, ombudsman offices

1.b ER Volunteers

Emergency Relief Volunteers are essential to the delivery of good services to the community through ER agencies located in communities across Australia

1.c Emergency Relief – Current Situation

The federal government has provided an additional \$80.4 million for emergency relief and financial counselling with effect from 1 March 2009 until 30 June 2011 in recognition that demand for these services increased in 2008 and that further increases are expected in 2009 due to the impact of the global financial crisis. Funding will provide emergency relief and financial counselling agencies with greater capacity to effectively respond to the needs of individuals and families in temporary financial crisis so they can overcome their immediate crisis and head off greater financial stress

1.d Essentials Training Series

In 2009, FaHCSIA funded the provision of 48 training sessions across Australia to assist ER agencies with recruiting and attracting ER volunteers. Thank you for joining us for this series.

2 WORKSHOP OUTLINE

Session	Topic
Session One:	What's Changed in Volunteering?
Morning Tea	
Session Two	Attracting ER Volunteers
Lunch	
Session Three:	How to Retain ER Volunteers
Session Four	Into Action
Conclusion	

3 SESSION ONE OUTLINE: What's Changed in Volunteering?

3.a Picture of an ER Volunteer

3.b What's Changed?

3.c Four Generations of Volunteers

Strauss and Howe (http://en.wikipedia.org/wiki/Strauss_and_Howe) contend that there are four generation types and that this cycle repeats itself 80 to 90 years. Their hypothesis is that each of the four generations has a very distinct personality which keeps being repeated from one cycle to the next.

Which Generation are you attracting?

Silent generation – also known as Builders, or Artist/Adaptives (1929 to 1945)

Baby Boomers or Idealists/Prophets (1946 to 1961/64)

Generation X, “Latch Key” generation or Reactives/Nomads(1965 to 1979)

Generation Y or Hero (1980 to 1994)

Generation Z or Artist/Adaptives (1995 to 2009)

Artist/Adaptives (Silent Generation)

Subtle, indecisive, emotional and compromising but a more socially aware generation

Prophet/Idealist (Baby Boomers)

Values driven, moralistic, focussed on self, willing to fight to the death for what they believe in

Nomad/Reactive (Generation X)

Ratty, tough, unwanted, diverse, adventurous, and cynical about institutions, become the pragmatic midlife leaders

Hero/Civic (Generation Y)

Conventional, powerful, and institutionally driven, with a profound trust in authority, become energetic and hubristic

Each generation is deemed to have a set of characteristics which are descriptive of the cohort. Each of the statements below has been used to describe one of the four generations listed above.

Allocate each characteristic to one of the generations

Quiz Questions

Referred to as the over-achieving, over-scheduled generation _____

Plan to travel, explore new places and spend periods of time away from home _____

First generation of latchkey kids, learned to be resourceful and self sufficient at an early age _____

Is generally comfortable with a hierarchical structure and prefer rules _____

Prefer autonomy, flexibility and independence _____

They are resilient, slow to be shocked, quick to react, and willing to take risks. _____

They are more entrepreneurial and less likely to be attracted to a bureaucratic structure _____

They are very independent thinkers and feel very comfortable sharing their ideas and opinions with anyone _____

Tend to be overly cautious, conservative, and inflexible and to follow rules by the book _____

They hate endless meetings, discussing opinions and debating the issue. _____

Like the idea of "re-tooling" themselves through courses and educational opportunities so they can upgrade skills and gain new qualifications _____

Military influenced top-down management approach in the workplace _____

Volunteerism is a highly personal activity about making a difference in the life of one person. _____

They prefer to focus on local, not global issues, on tangible results, not idealism. _____

A generation of helpers _____

Value face-to-face meetings that support interpersonal relationships. _____

They are a sceptical, self-reliant, independent and pragmatic generation. _____

They dislike embellishments, half truths and over-inflated promises. _____

They are becoming volunteerism advocates. _____

They are comfortable working alone or in virtual teams. _____

They are bottom line, to the point, result oriented workers. _____

They are comfortable making commitments and assuming leadership roles. _____

4 SESSION TWO OUTLINE: How to attract ER Volunteers

4.a What are People seeking from Volunteering?

4.b What needs to change in Your Agency?

4.c Areas to Consider

5 SESSION THREE OUTLINE: How to Retain ER Volunteers

5.a Motivation and Recognition

5.b Motivation –CUE

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5.c Practical Steps in Motivation

5.d Recognition

6 SESSION FOUR OUTLINE: Into Action

6.a National Standards for Volunteer Involving Organisations

The National Standards include the following aspects of volunteer involvement;

1. Policies and Procedures
2. Management Responsibilities
3. Recruitment
4. Work and the Workplace
5. Training and Development
6. Service Delivery
7. Documentation and Records
8. Continuous Improvement

6.b Volunteer Management Checklist

Below is a checklist for your volunteer program. Give a score between 0 to 5. 0 equating to not being implemented and 5 equating to being fully implemented.

	Score
Volunteers help achieve our Mission and the Board/Committee, Management/Coordinator and any paid staff recognise and acknowledge this	
Our planning processes incorporate volunteer involvement and encourage their input in to planning and evaluation	
We have a budget allocation for the volunteer program (training, reimbursement, recognition, resources etc.)	
We regularly review and evaluate our volunteer systems	
All in our organisation are aware of, and comply with, our Definition and Principles of Volunteering	
All new volunteers and employees receive information about our volunteer program during their induction and orientation	
Our Policy and Procedure manual is inclusive of the volunteer program	
Paid staff and volunteers are aware of all policies and procedures impacting on their activities	
We have appropriate administration practices and information management for our volunteer program	
An appropriately skilled and qualified person looks after our volunteers– they have a written job description for this role which is reviewed regularly	
Our co-ordinator of the volunteers shares how to improve the volunteer aspect of our agency	
We look at ways of improving our volunteer's experience	
We recruit volunteers from a broad range of backgrounds – to ensure they represent the diversity within our community	
We utilise appropriate screening methods when recruiting volunteers and only recruit people for whom we have appropriate positions	
All volunteers have a written position description	
Our volunteers have access to ongoing training as necessary	
Our volunteers have supervision and have the opportunity to provide feedback – including	

during a performance appraisal process	
Volunteer input is encouraged and acknowledged within our organisation	
Volunteer personnel files are maintained and stored securely ensuring privacy is protected	
Volunteer contributions to the agency are regularly acknowledged through formal and informal processes	
Total Score	

The score will give you a score out of one hundred for your organisation.

6.c Sharing with others in the agency about the program

6.d Networking

6.e Everyone Ready

6.f Five Key Actions

Make a list of at least five things you will do, or change, within your agency on the basis of what has been learned/discussed today:

1. _____
2. _____
3. _____
4. _____
5. _____