



# Map it!

*From instinct to strategy –  
put you and your role on the map*

Meg Webb

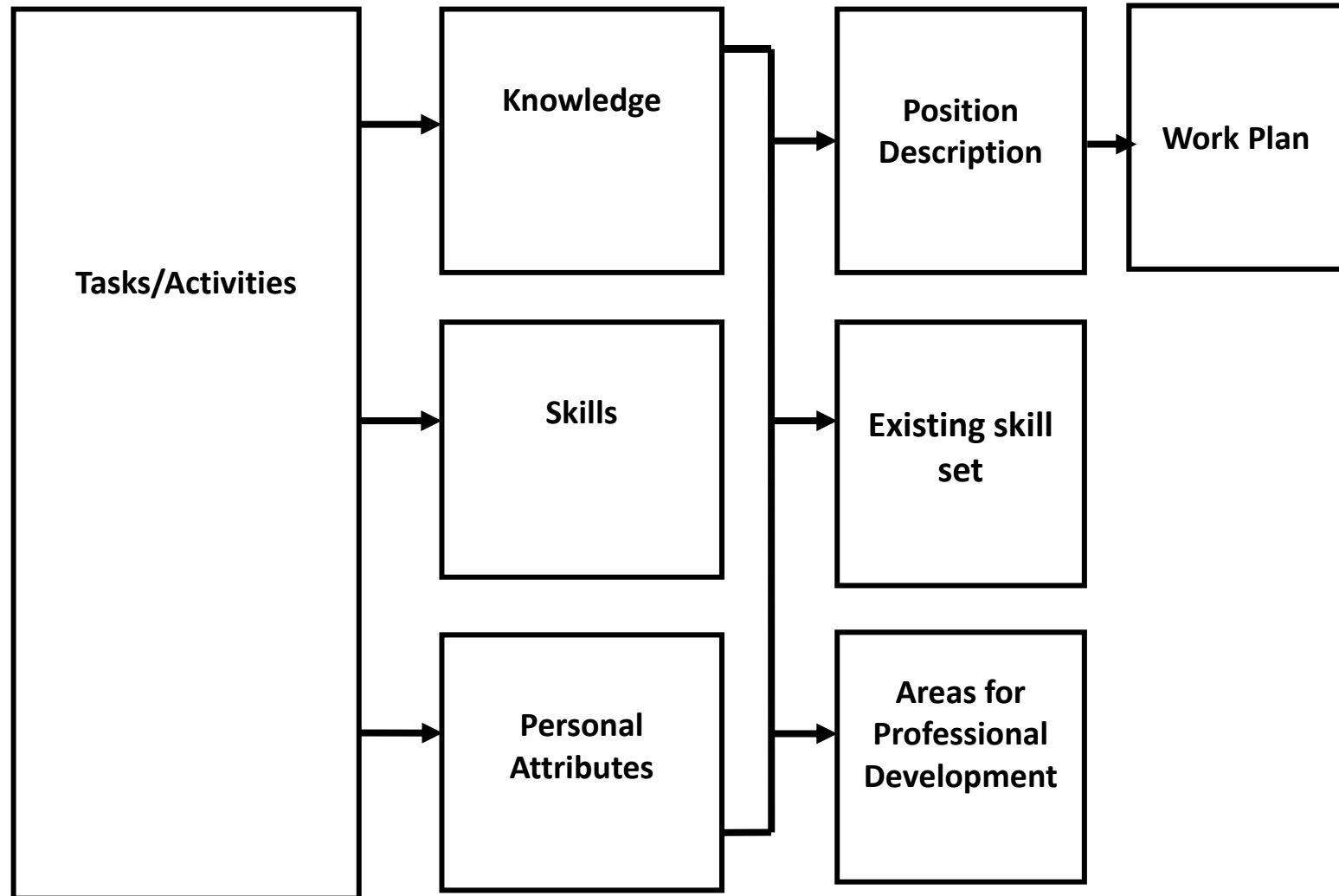


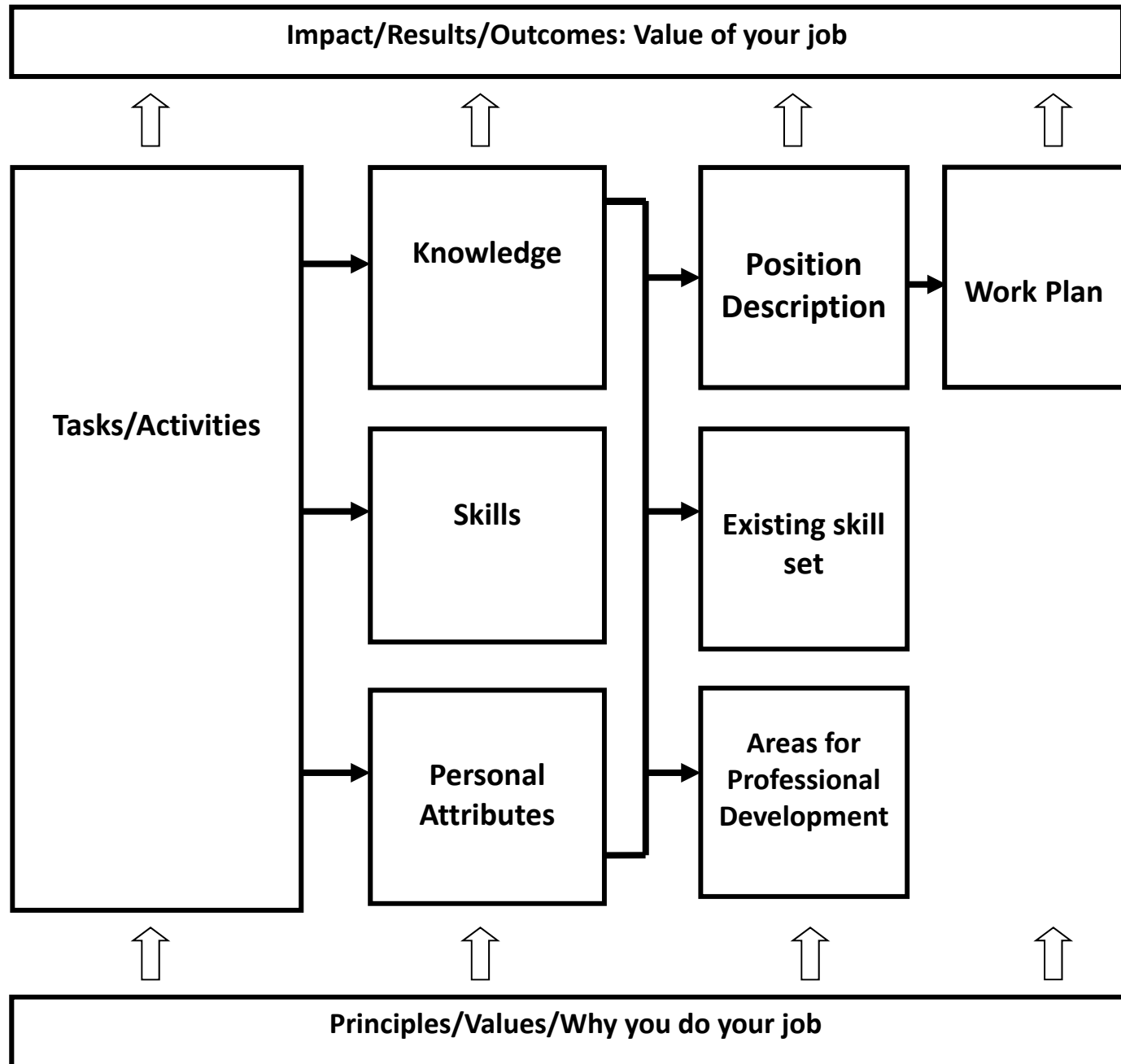
## Workshop Aim:

- To give you TOOLS
  - for communicating and advocating for your role
- To map the role of volunteer management:
  - What is involved;
  - The knowledge, skills and attributes required;
  - Ways to use this information to communicate and advocate for your role



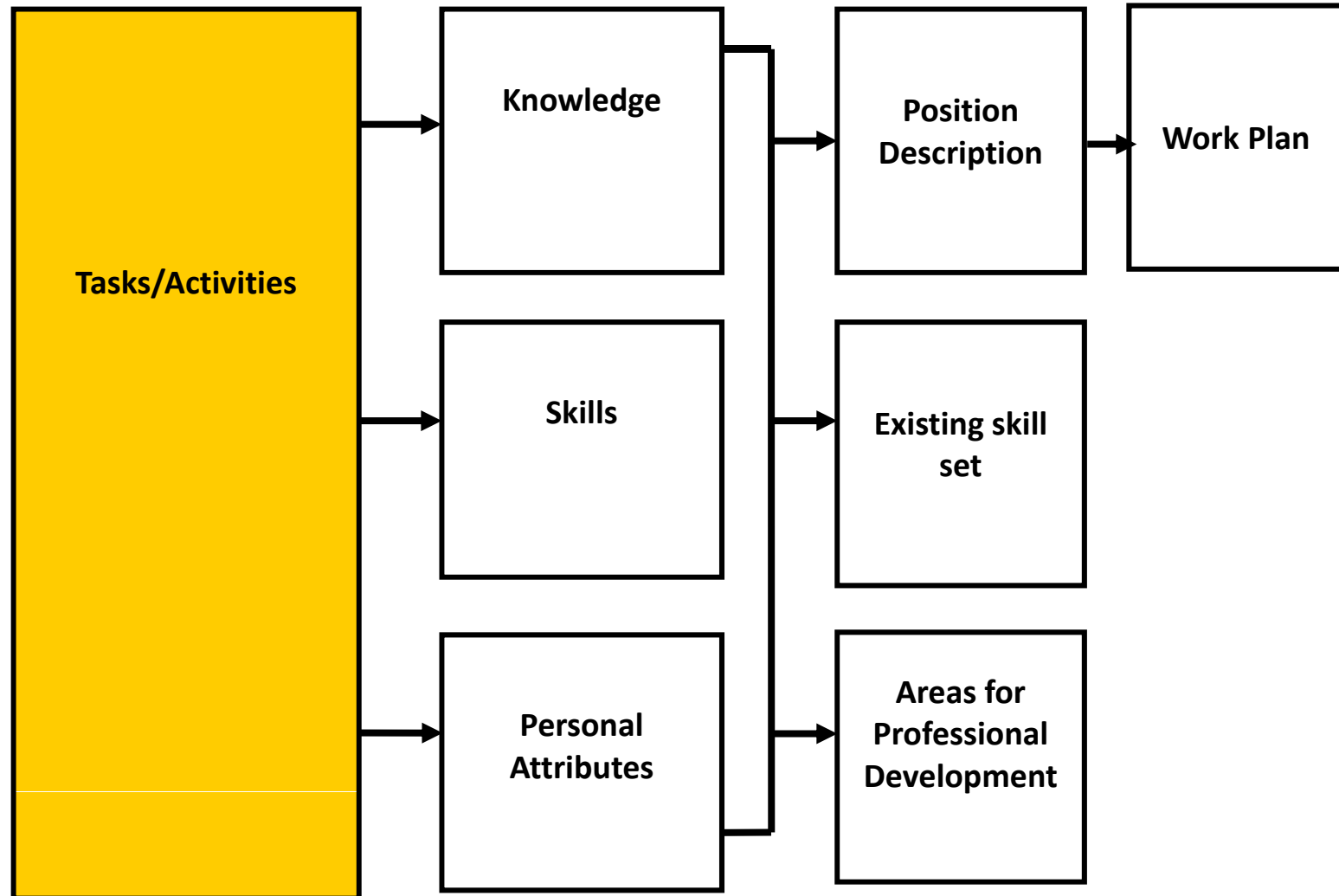
# The role map







# Tasks / Activities





# First exercise

Note down all the tasks/activities you do as a manager of volunteers.

- Don't worry about doubling up
- Be specific – actual tasks.
- Work fast – 5 mins!



# Tasks

Problem solving  
Support  
Phone calls  
Reference checks  
Rosters  
Getting lost  
Self training  
Assessments  
Supervision  
Attend fun days  
Birthday cards  
Training  
Collate figures  
Newsletter  
Email  
Write letters  
Professional development  
Take photos  
Send appreciation certificates  
Public speaking  
Coordinate unit meetings  
Report writing

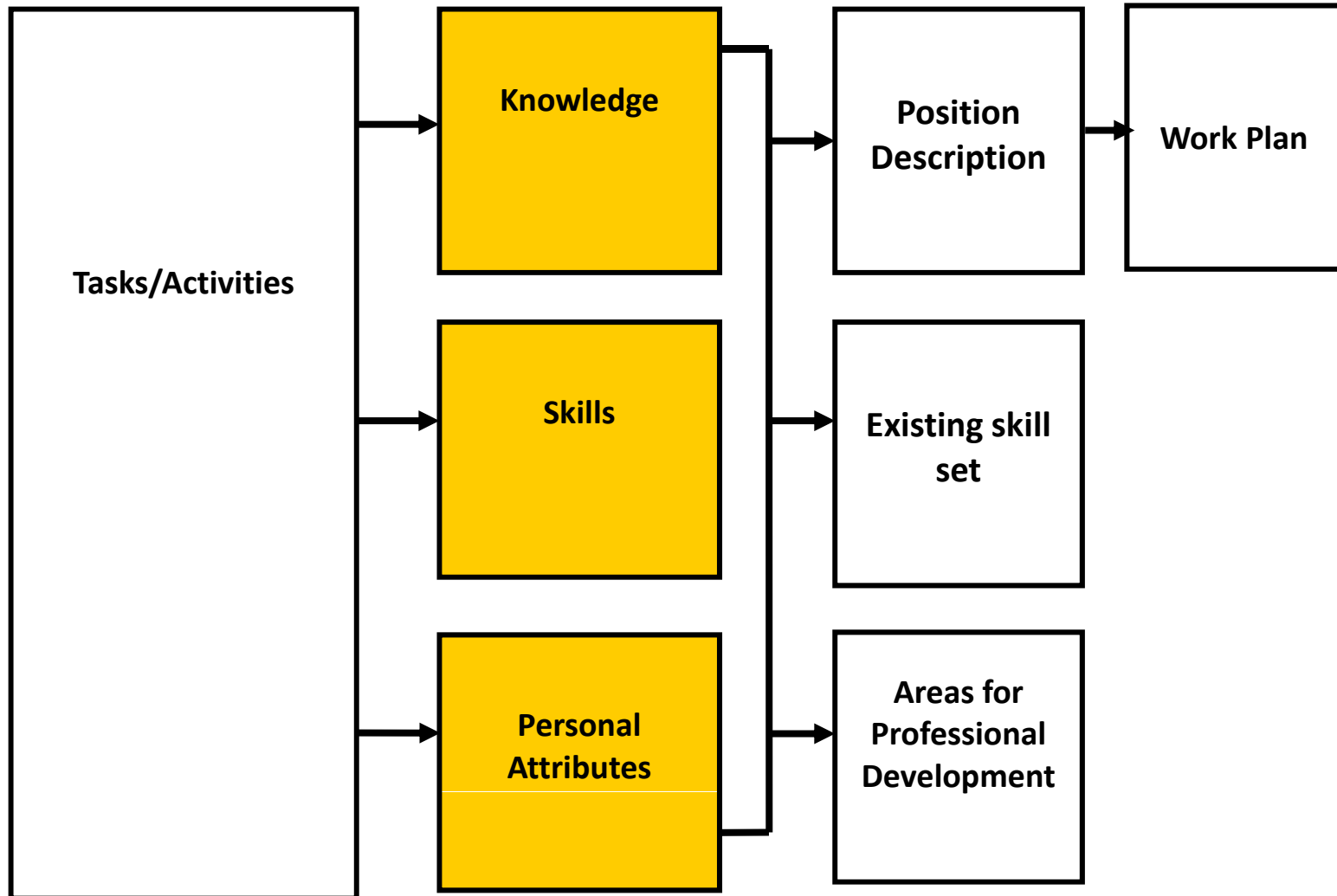
Car driving  
Lectures  
Listening  
Organising  
Guiding  
Preparation  
Phone answering  
Quiz master  
Disciplining  
Counselling  
Receptionist  
Facilitate support groups  
Mediator  
Board reports  
Kiosk duties  
Arrange fundraising  
Reviewing duty lists  
Diverting  
Psychologist  
Financial interactions  
Planning activities  
Mail outs  
Networking  
On-call  
Coffee maker  
Encouraging

Reimbursement  
Advocacy  
Purchasing  
incidentals  
Event organisation  
“Fix it” person  
Research  
Organise relief staff  
Encourage input  
Increase profile in  
community  
Supply references  
Giving feedback  
Celebrating  
Saying thankyou  
Advertising  
Develop brochures  
Conduct forums  
Relational issues  
Conflict resolution  
Deal with complaints/  
grievance  
Technical support  
Collect statistics  
Cooking  
Plan recruitment  
Sharing  
Answer questions  
Banking  
Interviewing

Make friends  
Customer service  
Work plans  
Apply for grants  
Give incentives  
Promotion  
Create job descriptions  
Provide recognition  
Arrange police checks  
Telephone support  
Ascertain driver availability  
Manage safety  
Mentoring  
Evaluating  
Equipment purchase  
Reimbursement  
Vehicle maintenance  
Liaison with staff  
Performance  
management/appraisals  
First aid  
Media contact  
Liaising  
Matching volunteers to jobs  
Marketing  
Induction/orientation  
Collate feedback and make  
changes if needed  
Policy development  
Putting good energy out  
Fielding enquiries



# Knowledge / Skills / Personal Attributes





## Second exercise

Using the list of tasks as a prompt, note down examples of:

- knowledge,
- skills,
- personal attributes

that are required to do those tasks.

- o Don't fret over where to put something, it doesn't matter if you put it as a skill and someone else puts it as knowledge



# Knowledge

Conflict resolution  
Policies  
Other service providers  
Where to access training  
Public speaking  
Computer skills  
Documentation  
Drivers licence  
Phone skills  
Requirements/standards  
How to research  
Behaviour management  
Business  
Best practice  
Dealing with the media  
Networking  
Legislative requirements  
Chair meetings

Time management  
Administrative  
Risk management  
Insurance  
Workplace culture  
Grievance procedures  
Report writing  
Financial understanding  
Area that you work in  
OH&S  
Performance reviews  
Organisational understanding  
Volunteer issues  
Publicity and promotion



# Skills

Report writing  
High level communication and interpersonal skills  
Previous experience as a volunteer  
Time management  
Creative  
Communication and listening  
Ability to read a map  
People skills – all ages  
Computer  
Logical thinker  
Organisational  
Common sense  
Love of people  
'Hear' what people say to you  
Non-judgemental  
Reflective listening  
Organised  
Seeking support when needed

“Swiss Army knife”  
Positive attributes  
Mediation/conflict resolution  
Report writing  
Knowledge of meetings/forums  
Public speaking  
Learning new skills/applying those skills  
Knowing your boundaries  
Delegating  
Motivating  
Change management  
Ability to learn  
Ability to teach  
Mentoring  
Stretching non-existent budgets  
Multi-tasking  
Good written communication  
Monitoring  
Investigation  
Financial management  
Training  
Record keeping  
Recognition and encouragement  
Assessment  
Self care



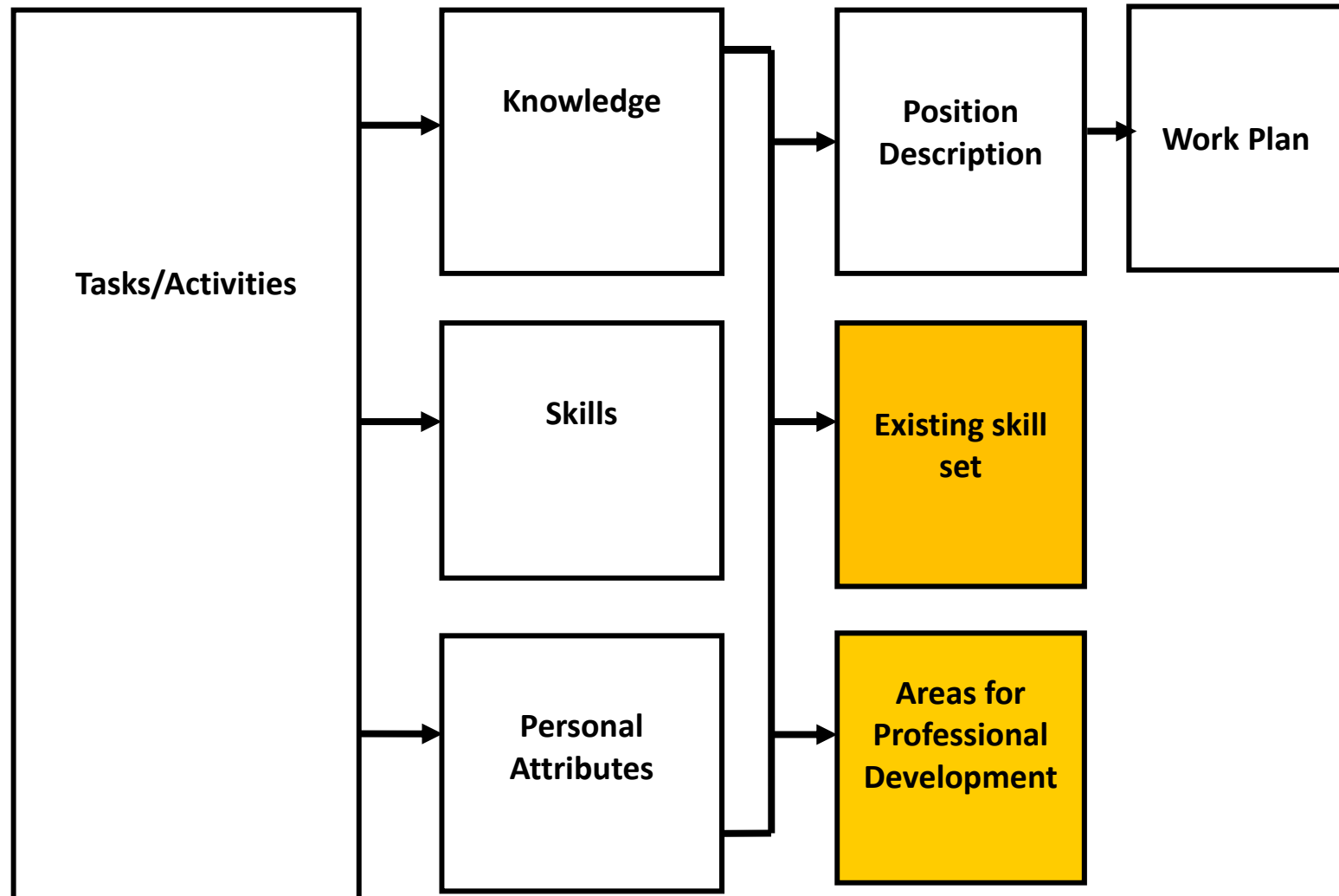
# Personal Attributes

Patience  
Flexibility  
Reliability  
Caring  
Sensitive  
Sense of humour  
Listening  
Well mannered  
Understanding and compassion  
Time management  
Passion  
Know how to relax  
Diplomacy  
Respectful  
Approachable  
Perseverance  
Acceptance of diversity  
Bring out the best in others  
Lifelong learner

Listener with aim to understand  
Grateful  
Tact  
Supportive  
Confidentiality  
Genuine  
A philosophy/principles  
Warmth  
Ability to change to the environment  
you work in  
Attention to detail  
Being organised  
Empathy  
Maintain good relationships  
Tolerance  
Initiative  
Compassionate

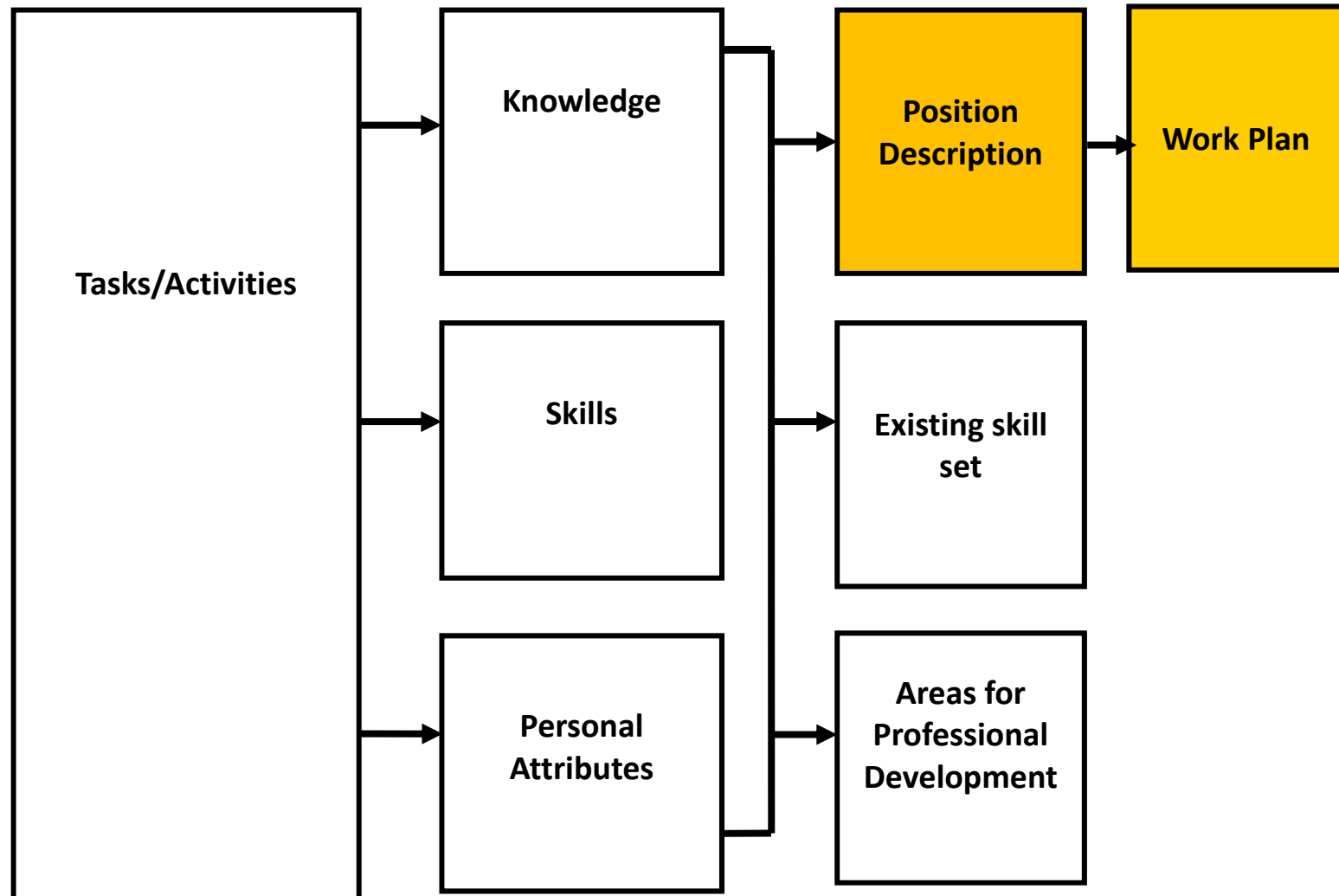


# RPL & Professional development





# Position description & work plan





## Wrap up...

- Did we achieve our aims?
  - Tools for communication and advocacy
  - Map of volunteer management role
- Where to from here?
- Evaluation



# Resources

- [www.volunteeringtas.org.au](http://www.volunteeringtas.org.au)
- [www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)
- [www.ukworkforcehub.org.uk/images/pdf/nos-management-volunteers-formatted.pdf](http://www.ukworkforcehub.org.uk/images/pdf/nos-management-volunteers-formatted.pdf)
- [www.prospects.ac.uk/p/typesofjobs/volunteerworkorganiserjobdescription.jsp](http://www.prospects.ac.uk/p/typesofjobs/volunteerworkorganiserjobdescription.jsp)
- For follow-up on today's workshop or to provide feedback, please contact Meg Webb [megw@volunteeringtas.org.au](mailto:megw@volunteeringtas.org.au)