

Volunteer Management

June 2017

Learning and Networking Event topics prove popular

Thank you for such positive feedback following our Networking Event for Volunteer Managers and Co-ordinators last week. One of the topics was managing risk where we looked at how to identify risks and to calculate risk by assessing likelihood and severity; another topic was ways of handling complaints against volunteers. Volunteer Managers/Co-ordinators from a range of voluntary and community groups as well as statutory organisations had plenty of time for group discussion and networking.

Our next Learning and Networking event is planned for November but in the meantime, just [get in touch](#) if we can help with information or advice on any aspect of managing volunteers.

Top Tip – Communicate regularly with your volunteers

Is it easy to stay in regular touch with all your volunteers? Or are you and they working separately in the community, maybe at different times, or on different sites?

Regular communication is vital in good volunteer management so do make the time to catch up with your volunteers frequently. It doesn't have to be a formal meeting, whatever suits you, the volunteer and their role. It could be a quick chat over a cup of tea in or out of the office, a phone call or email contact. At the very least, thank them for volunteering, tell them how much they are appreciated and find out how they feel their volunteering is going. You could also use the opportunity to remind them of your organisation's policies and procedures such as lone working or confidentiality, which will help keep them safe and ensure your service users are getting the best possible help. [Contact us](#) for advice or guidance relating to communicating with your volunteers or volunteer supervision.

Do your volunteers have the first aid skills to cope?

Would your volunteers know what to do in a first aid emergency? The British Red Cross is offering free first aid training sessions to volunteers or groups supporting people at particular risk, including

- people living with issues around drug and alcohol usage;
- people who are homeless or rough sleepers and at risk of injury or sudden illness;
- adults aged 65 years or more who are at more risk of slips, trips and falls.

Find out more by emailing adulteducation@redcross.org.uk or by phoning 0344 412 2734.

Volunteers celebrate at Cheering Volunteering

It was great to see volunteers from so many organisations at the Central Bedfordshire Cheering Volunteering Awards and Celebration evening run by Central Bedfordshire Council earlier this month. Congratulations to all the winners and highly-commended volunteers. Results are online at <http://www.centralbedfordshire.gov.uk/council/stronger-communities/awards-event.aspx>

During the evening it was also announced which voluntary and community organisations had been successful in their application to receive grant awards for projects helping to encourage volunteering and to support residents of Central Bedfordshire. Some 14 organisations received between £100 and £1,000. See <http://www.centralbedfordshire.gov.uk/council/stronger-communities/awards-event.aspx> for listing of organisations.

Learning Event: Meaningful engagement begins with recruitment

This event run by AVM (Association of Volunteer Managers) is scheduled to be the first in a two-part assessment of Volunteer Recruitment and Retention. It will look at the recruitment strategies and some of the campaigns planned and utilised by a variety of volunteer-involving organisations.

It takes place on Thursday 27 July 2017, 10:00am-4.10pm, in London E1 6LY. The cost per person of £50 for AVM members or £100 for non-members includes a light lunch. Find out more at <https://volunteermanagers.org.uk/category/events>

And in other news ...

Job Vacancies

Welfare Case Worker – Luton Irish Forum, 35 hrs a week, Luton. Closing date 10th July. See <http://lutonirishforum.org/contact/jobs/>

Volunteer Officer – Luton Irish Forum, 35 hrs a week, Luton. Closing date 6th July. See <http://lutonirishforum.org/contact/jobs/>

Co-ordinator – Tavistock Trust for Aphasia, 2-3 days a week, flexible hours. Contact tavistocktrust@btconnect.com

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