

Managing Volunteers and Staff



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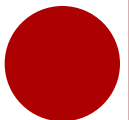
Differences between Volunteers and Staff

Volunteers

- More flexibility (time)
- Broader roles
- Less commitment
- No monetary benefits

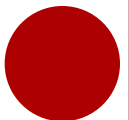
Staff

- Fixed hours (time)
- Defined roles
- Contractual obligations
- Paid



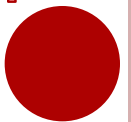
Common Aspects between Volunteers and Staff

- Commitment to aims and work of Organisation
- Induction, orientation and management needed
- Same level of skills needed according to tasks undertaken
- Both groups should be recognized and respected for their achievements
- Training and Supervision needed in both cases



Working together - The Difficulties

- Staff may fear for their jobs and authority?
- Are volunteers made to feel as if they are intruders?
- Are volunteers made to feel accountable for their work and abiding by the same rules?
- Do volunteers feel welcome in offering suggestions?
- Do volunteers feel that their expertise and qualifications are less appreciated?
- Are policies and procedures made clear to all?



Volunteer and Staff Motivation

Self-actualization

morality,
creativity,
spontaneity,
problem solving,
lack of prejudice,
acceptance of facts

Esteem

self-esteem, confidence,
achievement, respect of others,
respect by others

Love/belonging

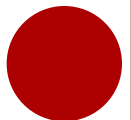
friendship, family, sexual intimacy

Safety

security of: body, employment, resources,
morality, the family, health, property

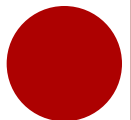
Physiological

breathing, food, water, sex, sleep, homeostasis, excretion



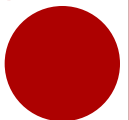
What works for Volunteers and Staff?

- Orientation within the organisation's strategy – mission statement, objectives, culture, procedures
- Organisational structure including individual's duties and roles
- Information and training must be readily available to all
- Supervision of both volunteers and staff



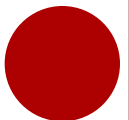
Supporting

- Involvement in decision making
- Continuous support at all times
- Entitlements / out of pocket expenses
- Clear lines of communication
- Opportunities to discuss issues and deal with grievances
- Encouragement
- Volunteers should not be allocated unwelcome tasks and responsibilities which are usually entrusted to paid employees
- Management has to remain on the ball and has to deal with any issues as they arise



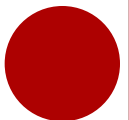
Volunteers and Staff - The Balance

- Volunteers need to appreciate that their actions have a consequence – positive or negative! And this often has to be tackled by a paid employee.
- Employees need to appreciate the potential of volunteers and that it is not necessary earning your living which is a motivator.



Know Your

- What are the core duties and main responsibilities
- Mandatory requirements – driving license, food handling cert, medical experience
- What are the personal qualities and/or interests needed for this role
- What is the time commitment needed
- What is the availability of the team you have
- What training is needed



Eight “F’s”

Volunteers’ Expectations

- Fun Social contact, finding friends
- Family Supporting family member, involvement in children’s activities
- Faith Religious beliefs and community connections
- Fulfillment Personal satisfaction, passionate belief in a cause
- Fully Included Contribution, fulfilling a need of belonging
- Fair treatment Balancing social injustices
- Focusing skills Sharing talents and ability
- Further development Learning new skills, exploring different life paths



Being a Volunteer is not being Less Professional



Mauro



Thank you... For your work!

Mauro

