

# Volunteering in Rapidly Changing Times

Finding a path ahead

# Remember your basic management tools:

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- Worthwhile jobs
- Clear job descriptions
- Proper orientation, training and support suitable to the situation.
- Creation of regular communication and feedback situations
- Understand differences in motivation

# Volunteers:

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- Want to work
- Want to do meaningful work
- Need to be respected
- Will support you as you support them
- Do not always choose appropriate roles so it is your responsibility to have a robust selection process and sometimes say NO
- Don't forget your Board members are volunteers.

# Statistics

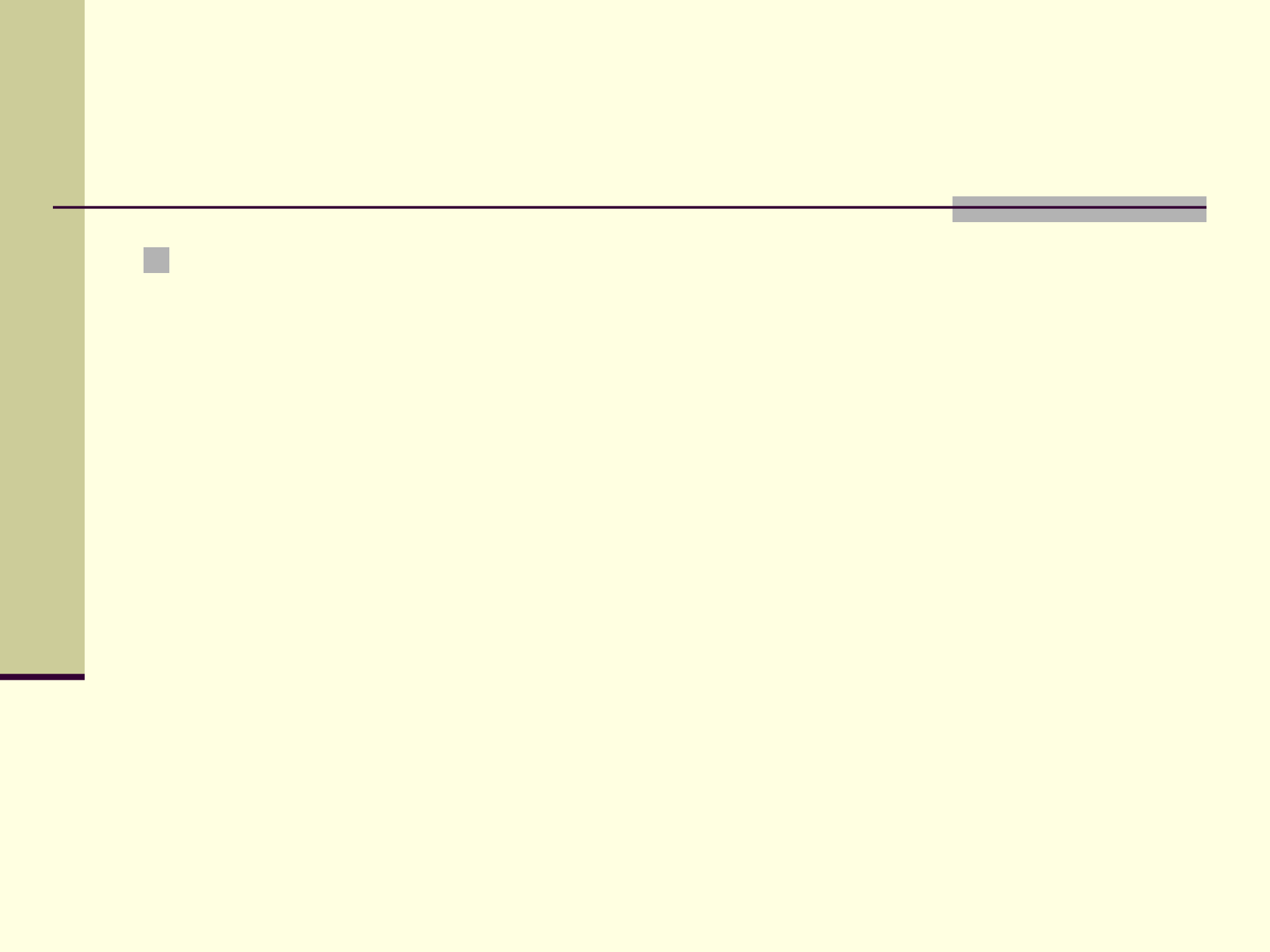
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■ Employment status	ELP	National
■ Employed	51.2%	32.7%
■ Not in Labour force	36.2%	32.9%
■ Unemployed	6.0%	28.7%

# Length of Service as a Volunteer

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■ Less than 1 year	1260	40%
■ 1-2 years	621	20%
■ 2-3 years	325	10%
■ 3-4 years	239	7%
■ 4-5 Years	152	5%
■ 5 years or more	567	18%



# Generational differences - people born:

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- Before 1946 – Silent / traditionalist generation
  - hard working,
  - loyal
  - Respect authority
  - Less tech savvy
  - Prefer personal interaction

# 1946 – 1964 – Baby boomers –

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- loyal,
- work centred, goal oriented
- cynical,
- proactive
- like praise and challenges
- want to stay involved
- like hierarchical structures
- Responsible and will do charitable work (NZ)
- Want to leave the world a better place

# Born 1965 – 1976 - Generation x

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Freedom to manage work / life balance

Like flexible working conditions

Accept diversity

Like feedback and recognition

Challenging work

Value relationships

Independent and resourceful

Reject rules

Pragmatic, practical and use technology

Every job is temporary /no loyalty to organisation

# Born 1977 – 1998 Millennials

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- Celebrate diversity
- Rewrite rules
- Optimistic / realistic
- Assume technology
- Email /txt rather than f to f communication
- Creative
- Achievement oriented
- Want meaningful work

# Tangible rewards - activities paid for by the organization

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- Repayment of costs incurred eg travelling – removing a disincentive.
- Training opportunities
- Conference attendance
- Celebration events

# Intangible Rewards:

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- Belonging to a group
- Using time in a manner that is worthwhile
- Using or developing skills
- Achieving results
- Supporting a cause
- Bringing about change

# Reasons for ceasing tutoring 2006

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■ Other commitments	633*
■ Transferred to other region	124
■ Travel overseas	106
■ Not suited	28
■ Deceased	10
■ Other	115*
■ Unknown	128*
■ Total	1190

# Targets

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There are 876 people who have left and we don't know why.

- What are they looking for?
- How do you know?
- Can you provide that? How?

# Listen to:

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the history of your group

- why it has volunteers in these roles
- hopes and fears of volunteers in relation to their role
- hopes and fears paid workers have for the involvement of volunteers
- the expectations of communities who have stakes in having volunteers in these roles

# Review

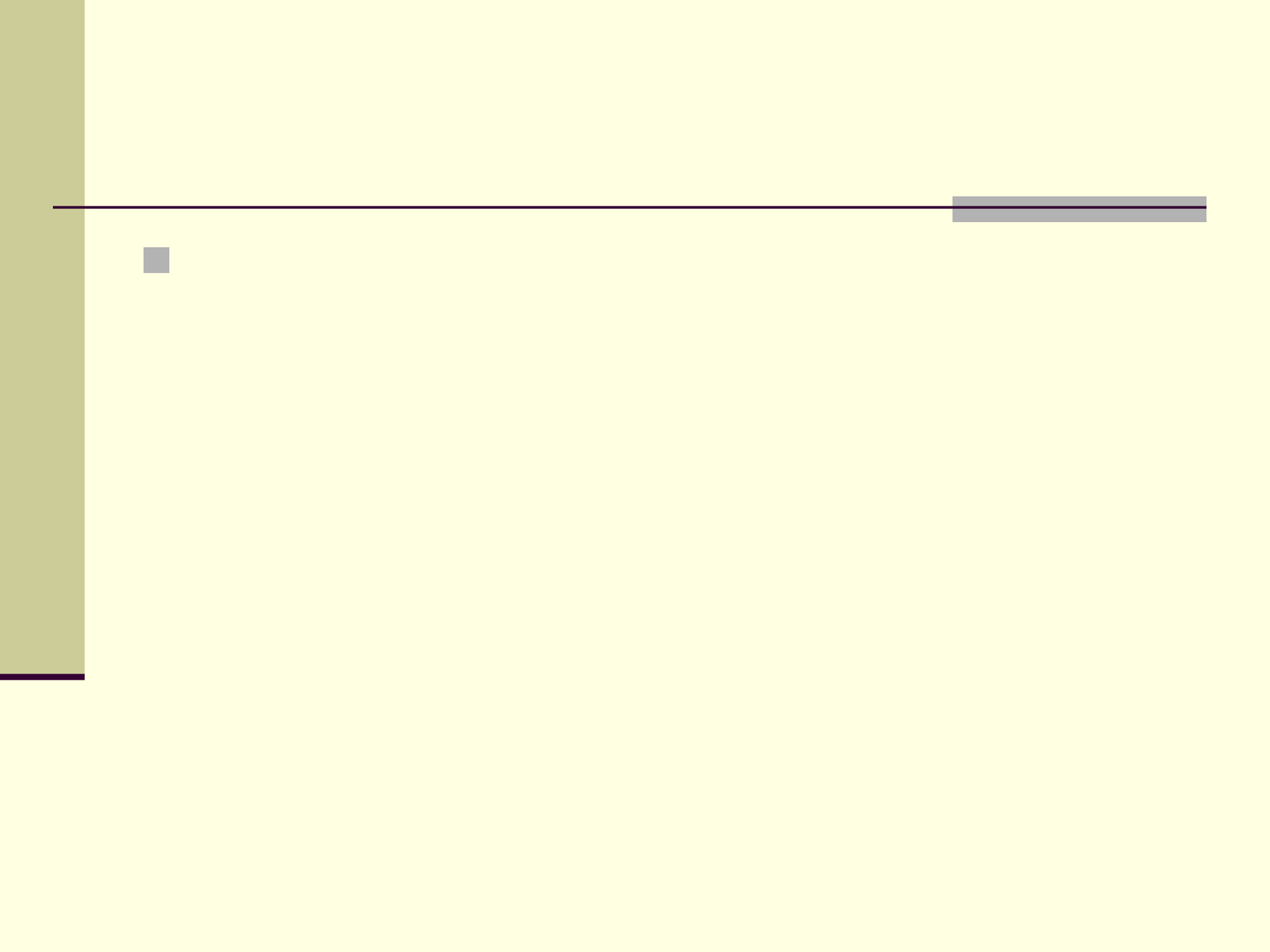
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A meeting with each volunteer and find out how their work is going. A non threatening opportunity for both parties to explore if anything needs to change.

Keep doing this on a regular basis

As well as

- when new paid staff or volunteers are being orientated
- when issues arise that need to be dealt with NOW
- Exit interviews



# Communication

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- Communication is multifaceted
- Paper and computer screens seem an efficient way of communicating information but in reality they only communicate words and the occasional 😊
- Words are only a small part of communication
- Written words are already filtered.

# Looking to the future

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What new challenges will arise with the changing contexts for volunteering?

- Changing demographics – those BB's hitting retirement (if they do!!)
- Changing concepts of commitment
- Increasing migrant communities
- Changing technology – the cell phone generation., instant international communication.