



## Recruiting Retaining and Recognising Volunteers

### Summary of points raised by participants following Judy Esmond's sessions on volunteering.

- √ Make time for yourself
- √ Importance of appreciation and thankyou's, should be tailored
- √ First impression
- √ Dealing with new volunteers, names and telephone numbers, follow-up person
- √ Relationships
- √ Can I do it? Will I fit in? (new volunteers most frequent unspoken questions)
- √ Volunteers are customers
- √ Change the grid, move to suit and accommodate a potential volunteer
- √ Find out what volunteers want
- √ Hearing the needs of volunteers
- √ Changing passive into active
- √ Changing commitment forms from passive to active (e.g. tear off slip)
- √ Contact with all volunteers - research
- √ Successful rather than comfortable groups - require someone who questions
- √ Planning for holidays
- √ Create a job for the volunteer
- √ Training on-the-job
- √ Buddies for volunteers
- √ Importance of Headlines
- √ Finding solutions - leadership

### Where to From Here?

### The role of the Co-Ordinator as defined by participants.

- √ Delegation of jobs
- √ Planning for parish needs
- √ Feedback - communication between Co-Ordinators
- √ Frequency of meetings
- √ Duty of care for volunteers - training
- √ Record of jobs
- √ Collection of data - volunteers and people helped
- √ Assessment of situations - experience and training
- √ Good people skills
- √ Recruitment and training of new Co-Ordinators
- √ Communication with people in need
- √ Communication with parish priest, school
- √ Socialising
- √ Confidentiality
- √ In touch with school
- √ Awareness of needs, parish/community
- √ Recognising limitations - partnerships with other groups
- √ Overlapping of information
- √ Integrity
- √ Understanding limitations of service
- √ Liaise with Shires/hospitals and allied services
- √ Communicating with Eucharistic Coordinators
- √ Publicity



## **Blueprint for the Future**

*"How can I do my job by doing nothing?"*

**Participants identified the following roles/tasks which could be the responsibility of individual Co-Ordinators.**

### **A) Meeting Co-Ordinator**

- √ Book the room for meeting
- √ Notify or remind Co-Ordinators that the meeting is on
- √ Agenda
- √ Opening prayer
- √ Minutes
- √ Closing prayer

### **B) Marketing/Publication Co-Ordinator**

- √ Parish bulletin
- √ Noticeboard poster
- √ Brochures
- √ Banner
- √ Organising speaker/content for recommitment talks
- √ PowerPoint presentation
- √ Communication

### **C) Data Collection/Reporting Co-Ordinator**

- √ Data collection and report of jobs undertaken
- √ Update volunteers list
- √ Computer package for data collection

### **D) Training Co-Ordinator**

- √ Define training requirements for volunteers and Co-Ordinators
- √ Photocopied material
- √ Book premises and organise event

### **E) Recruitment Co-Ordinator**

- √ Recruitment of Co-Ordinators and volunteers
- √ Succession planning
- √ Follow-up (people skills required)

### **F) Appreciation Co-Ordinator**

- √ Verbal
- √ Written
- √ Annual/Thanksgiving Mass and supper