



Volunteer Management Toolkit 2.0





INTRODUCTION TO VOLUNTEER MANAGEMENT TOOLKIT 2.0

The Volunteer Management Toolkit 2.0 aims to help social service agencies (SSAs) put in place practices to attract, retain and manage regular volunteers, through the provision of practical tools and guidelines. This enhanced version includes new content and elements across the Volunteer Management Framework to reflect the latest practices as the sector continues to evolve. Also included in this toolkit is an all new chapter on “Creating a Sustainable Corporate Partnership”.

BENEFITS OF USING THE VOLUNTEER MANAGEMENT TOOLKIT

- ✓ SSAs would be better able to **identify opportunities for volunteer partnership** within the agency.
- ✓ SSAs would be **better equipped with relevant and updated materials** to start volunteer partnerships.
- ✓ **Sector would be better aligned** in volunteer management practices for a greater collective impact.

VOLUNTEER MANAGEMENT FRAMEWORK

Key takeaways within the enhanced toolkit for effective volunteer management:

1. GETTING YOUR ORGANISATION VOLUNTEER-READY

- A **clear volunteer vision** and strategic plan will guide your agency towards better clarity and more successful volunteer partnerships
- Put in place **policies** for effective volunteer management
- Keep staff engaged and build a **volunteer-friendly culture**



3. RECRUITING AND SELECTING VOLUNTEERS

- **Profile your agency and volunteers** to attract and select the right volunteers
- **Track your volunteer numbers** to assess the effectiveness of recruitment efforts



What type of volunteers are you looking for? Are there any specific requirements?

5. SUPPORTING AND RECOGNISING VOLUNTEERS

- Providing volunteers with the **relevant tools** and **showing appreciation** would help to engage and retain them in the long-run

2. CONDUCTING A NEEDS ASSESSMENT

- Define your **agency's needs** and identify areas which require volunteer support
- **Identifying potential risks and mitigation** steps early would help reduce your agency's liabilities



What are your agency's volunteering needs and goals? How can volunteers play a part to support this?

4. ONBOARDING AND TRAINING VOLUNTEERS

- Conduct **orientation sessions** for new volunteers for better assimilation and enhancement of their onboarding experience
- **Investing in relevant training** would increase volunteers' skills and capabilities to play their roles well

6. REVIEWING VOLUNTEER MANAGEMENT

- **Regular volunteer feedback** sessions help develop an effective long-term working relationship
- **Timely programme evaluation** helps in assessing its sustainability

CREATING A SUSTAINABLE CORPORATE PARTNERSHIP

- **Align expectations early** for effective matching of needs
- Have **regular and open communication** to identify what has been done well and any areas for improvement



What is your agency's vision and purpose for engaging in corporate partnerships?



Refer to the Volunteer Management Toolkit 2.0 to find out more about how to put some of these practices in place!

This Volunteer Management Toolkit 2.0 serves to provide social service agencies (SSAs) with practical tools and guidelines on volunteer management. Given the diverse nature of SSAs, the toolkit is not meant to be prescriptive, but for SSAs to customise and modify to suit the individual context, needs and requirements. Case studies have been included as part of the toolkit precisely for this purpose - to share and learn from each other's experiences and to spark new ideas.

You can find the full version of the Volunteer Management Toolkit 2.0 on the NCSS website at:

<https://www.ncss.gov.sg/GatewayPages/Donate-Volunteer/Volunteer/Volunteer-Resources>