



Volunteer Management 101

Volunteer Management	All the Time	Some-times	Never	Comments
Adequately orientate volunteers				
Make volunteer coordinators readily accessible to volunteers				
Encourage volunteer participation in team planning and planning that affects their work				
Provide training				
Give additional responsibility				
Enable volunteers to 'grow' on the job				
Include volunteers in special events and coffee breaks				
Recommend volunteers to prospective employers				
Maintain Occupational Health and Safety standards				
Take the time to explain and listen to volunteers' ideas and concerns				
Recognise and accommodate personal needs and problems				
Celebrate achievements and efforts				
Keep volunteers informed via newsletters				
Provide letters of reference				
Send birthday and Christmas cards				
Allocate notice board space to applaud volunteer achievement				
Organise awards with certificates, plaques or medals				
Honour volunteers on International Volunteers Day, December 5, with a planned activity such as afternoon tea or lunch				
Celebrate National Volunteer Week				

Volunteering: What you need to know

Organisations have a duty of care to protect Volunteers from harm!

Volunteers' Rights

- Access to relevant information
- Clear position descriptions
- Recognition as a valued team member
- Appropriate training
- Consultation on things that affect them and their role
- Leadership and management
- Reasonable workload
- Induction and orientation

- Support and supervision
- Insurance cover and protection
- Volunteer agreements
- Reimbursement of agreed expenses
- Opportunity to provide feedback
- Right to privacy
- A safe workplace
- To be respected
- Clear grievance and complaint process

Volunteers' Responsibilities

- Be punctual and reliable
- Notify organisation of changes to availability
- Abide by all policies and procedures
- Deal with complaints appropriately
- Meet their volunteering commitments
- Maintain confidentiality
- Respect the rights and privacy of others
- Undertake training
- Work safely

- Adhere to the volunteer position description
- Support others and ask for support if needed
- Give notice before leaving
- Undergo relevant checks eg working with children check
- Act accordingly to the organisation's values
- Do your best!

About Volunteering NT

Volunteering NT is a division of Volunteering SA&NT, a not-for-profit organisation and the peak body representing the interests of the volunteering sector in the Northern Territory.

Our mission is to promote and celebrate volunteering and play a key leadership role in advancing volunteering by providing an extensive range of services, support and resources.



Want more info?



08 8963 5624



info@volunteeringsa-nt.org.au

**Charles Darwin Centre
16/19 Smith St,
Darwin NT 0800**