

volunteer development project

The volunteer development project is part of Action on Development, a small development education organisation that aims to increase awareness and action within the UK around Third World issues.

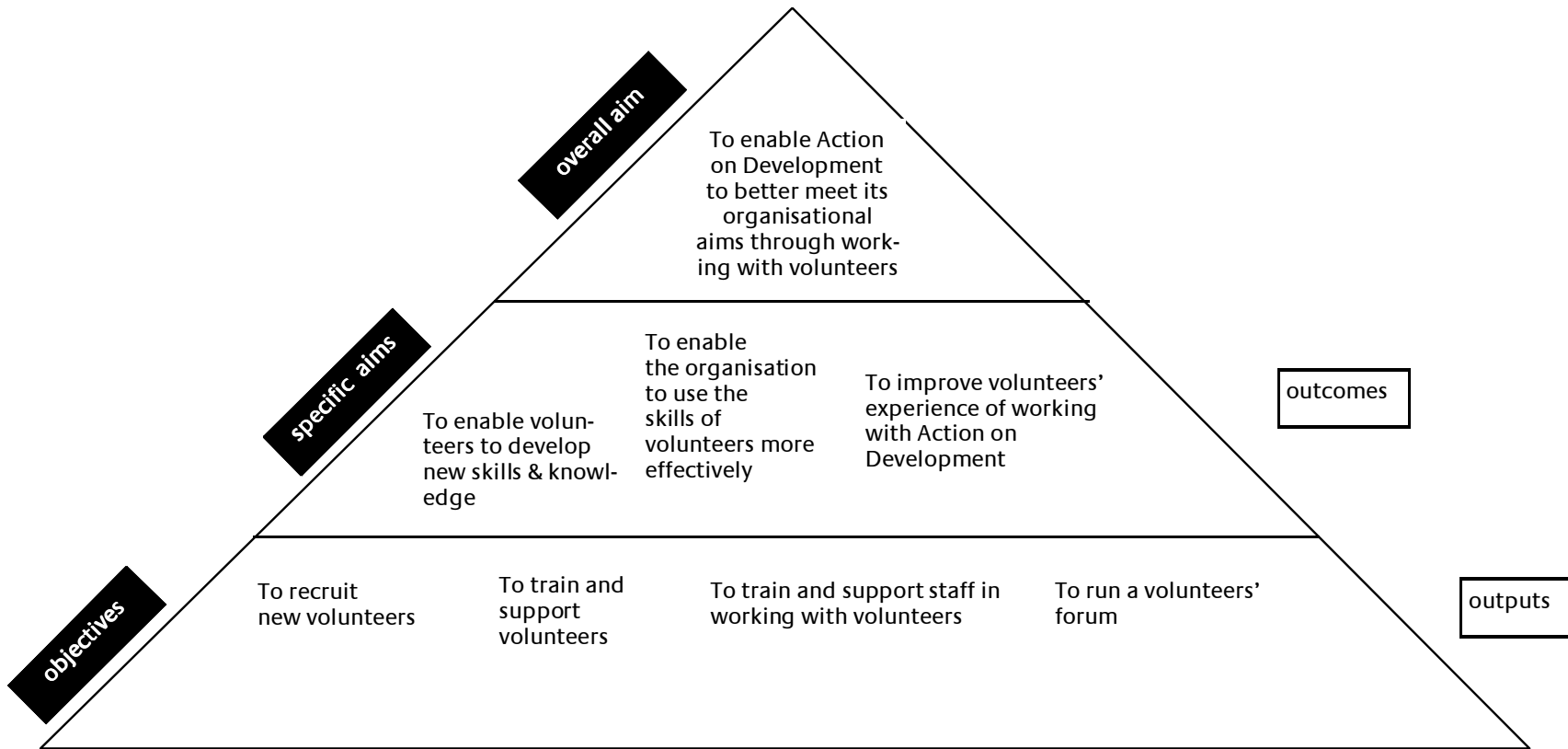
Action on Development has always attracted volunteers. However, it found that some had high support needs or quickly became bored by the repetitive tasks delegated to them, creating very high volunteer turnover. Because they were losing out on the potential value to the organisation of committed volunteers, the organisation sought funding for two volunteer development workers (VDWs).

When the project was started, the VDWs recognised the need for clarity about the aims of the project. They recognised that the overall aim of the Volunteer Development Project was to enable Action on Development to better meet its organisational aims.

However, the VDWs also recognised that volunteers could contribute most effectively and fully if they were interested and happy and if their skills were recognised and used. They encouraged staff to identify discrete projects to delegate to volunteers keen to become more involved, and worked with staff to increase their skills in making effective use of the volunteers allocated to them. They offered regular review and support sessions to volunteers who wanted them. The aim was to use the skills of volunteers effectively and also make the experience of volunteering as satisfying and engaging as possible for them. A specific aim was to enable volunteers to develop new skills or knowledge towards their areas of interest and/or become more employable.

volunteer development project

using the CES Planning triangle[©]



volunteer development project

Outcomes

Specific aims	Outcomes
To increase staff skills in working with volunteers	<ul style="list-style-type: none">• Volunteer roles matched to volunteer skills• Staff able to identify discrete projects or work to delegate to volunteers• Staff more willing and confident in delegating to volunteers• Staff more positive about the experience of working with volunteers
To improve volunteers' experience of working with Action on Development	<ul style="list-style-type: none">• Volunteers are more confident in carrying out their roles• Volunteers engage in a wide range of tasks• Volunteers stay with Action on Development for a longer time• Volunteers feel valued
To enable volunteers to gain new skills and knowledge	<ul style="list-style-type: none">• Volunteers gain transferable skills• Volunteers' knowledge of development issues increases

volunteer development project

Outcomes and indicators

Outcomes	Indicators
Staff more willing and confident in delegating to volunteers	<ul style="list-style-type: none">• Level of staff confidence in delegating work• Number of volunteer hours used by individual staff• Variety of tasks delegated to volunteers• Number of requests from staff for volunteer support
Volunteers are more confident in carrying out their roles	<ul style="list-style-type: none">• Level of volunteer confidence• Range of tasks taken on by volunteers
Volunteers stay with Action on Development for a longer time	<ul style="list-style-type: none">• Length of time with Action on Development• Reasons for leaving

volunteer development project

Objectives, outputs and output indicators

Objectives	Outputs	Indicators
To recruit new volunteers	<ul style="list-style-type: none"> • Advertisements • Information sent to prospective volunteers • Interviews with prospective volunteers • Placements for volunteers 	<ul style="list-style-type: none"> • Number of advertisements placed • Number of enquiries received • Number and profile of prospective volunteers interviewed • Number and profile of volunteers recruited • Type of placements offered
To train and support volunteers	<ul style="list-style-type: none"> • Training sessions • Volunteer manuals • One-to-one support 	<ul style="list-style-type: none"> • Number and profile of volunteers starting training • Number of volunteers receiving manual • Number of volunteers receiving one-to-one support • Number of volunteers completing programme • Reasons for drop-out from training • User satisfaction with training

<p>To train and support staff in working with volunteers</p>	<ul style="list-style-type: none"> • Staff training sessions • One-to-one support 	<ul style="list-style-type: none"> • Number of training sessions provided • Number of staff attending training • Content of training • How often staff seek one-to-one support • Range of issues raised
<p>To run a volunteers' forum</p>	<ul style="list-style-type: none"> • Volunteers' forum 	<ul style="list-style-type: none"> • Number of forums held • Frequency of forums • Number and profile of volunteers attending • Types of issues discussed • Level of user satisfaction