

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.

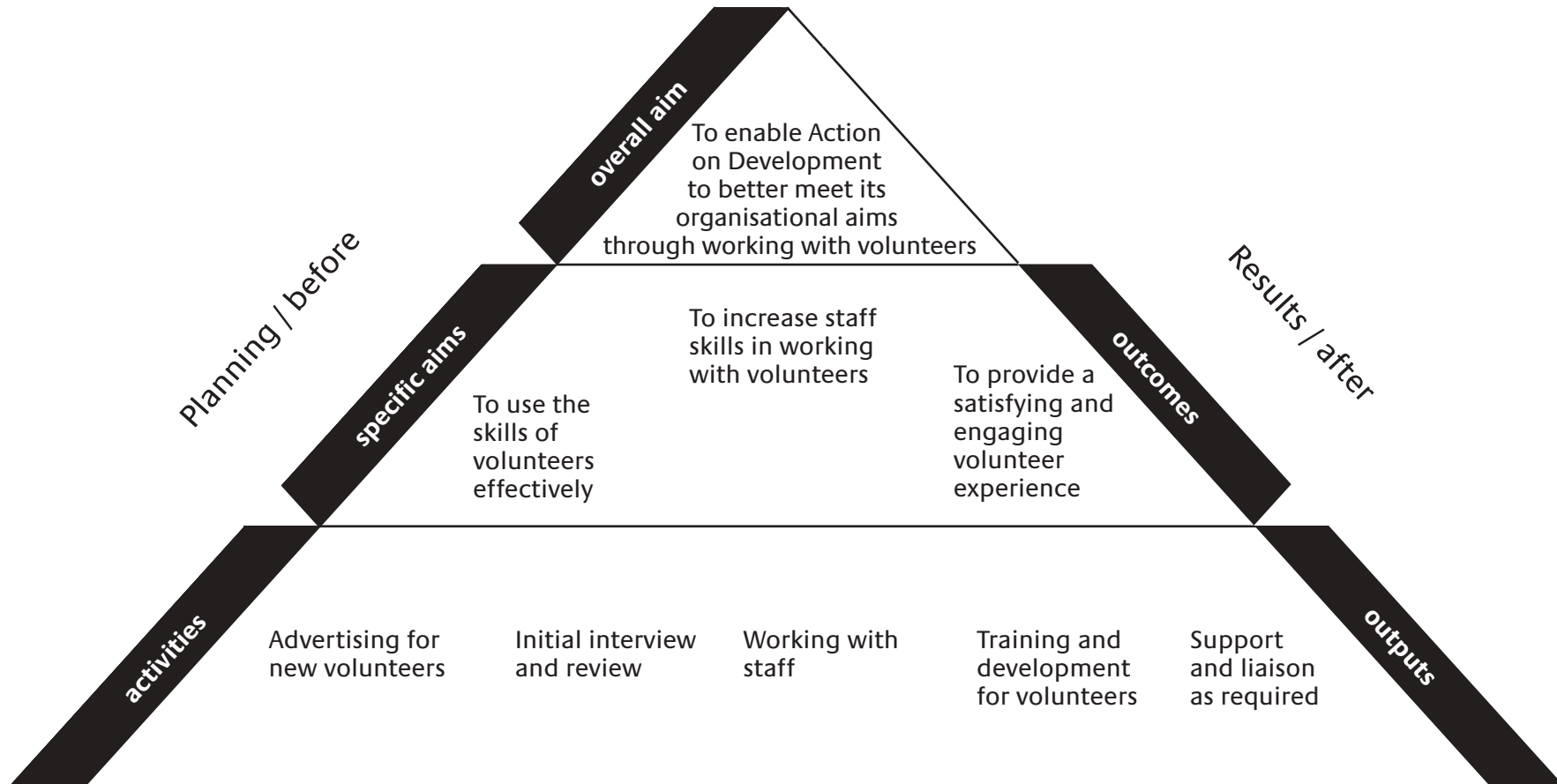
Action on Development has always attracted volunteers. However, it found that some had high support needs or quickly became bored by the repetitive tasks delegated to them, creating very high volunteer turnover. Because they were losing out on the potential value to the organisation of committed volunteers, 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. They also wanted to help volunteers to have a more fulfilling and

rewarding experience of volunteering, but this was seen as secondary – an important distinction to make.

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.

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Outcomes

Specific aims	Outcomes
To use the skills of volunteers effectively	<ul style="list-style-type: none">• Volunteer roles matched to volunteer skills
To increase staff skills in working with volunteers	<ul style="list-style-type: none">• Staff able to identify discrete projects or work to delegate• Staff more willing and confident in delegating to volunteers• Staff more positive about the experience of working with volunteers
To provide a satisfying and engaging volunteer experience	<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 long time

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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 engage in a wide range of tasks	<ul style="list-style-type: none">• Range of tasks taken on by volunteers
Volunteers stay with Action on Development for a long time	<ul style="list-style-type: none">• Length of time with Action on Development