



# **MEMBER ORGANISATION WELCOME PACK**

# VOLUNTEER MARLBOROUGH

*Supporting volunteering in our community*

Haere mai! Welcome to the [Volunteer Marlborough](#) network!

The purpose of this Welcome Pack is to give you information on how Volunteer Marlborough (VM) can support your organisation's involvement of volunteers to achieve your mission. You will find a brief description of VM's services, information on volunteer health and safety, helpful links, and contact details for [VM staff](#).

We hope you find this information helpful but this booklet does not replace our personalised (and FREE) [services](#). If you have any questions or concerns, or would like to give feedback on our processes, please do not hesitate to contact us.

## **Staff Contact Details**

Office: 03 577 9388 (9am – 3pm, weekdays)  
[1 Market Street \(Shop 8\), Blenheim](#), 7201

Manager – Meg,  
[mgr@volunteermarlborough.org.nz](mailto:mgr@volunteermarlborough.org.nz),  
(9am – 3pm, weekdays)

Coordinator for Volunteer Services – Julie,  
[vm@volunteermarlborough.org.nz](mailto:vm@volunteermarlborough.org.nz)

You can also message us on [Instagram](#) or [Facebook](#).

If you're viewing this digitally, text underlined and in blue is a clickable link.

# CONTENTS

Contact Details . . . . .	2
Information about membership . . . . .	4
What we offer	
Benefits of membership	
Training and networking . . . . .	5
Training and consultancy	
Liaison programme	
Managers' network forums (MoVERS)	
Referral & recruitment service . . . . .	6 - 8
Referral process for the VIO	
Staying in touch	
Updating referral/application status	
Fact sheet: Using our Connect database . . . . .	9 - 10
Role listings . . . . .	11 - 12
Points to consider before listing a volunteer role	
Prompts for writing role listings	
Reverse recruitment . . . . .	13
Health and Safety . . . . .	14
Volunteering in the age of Covid-19 . . . . .	15
Resources for VIOs	16
About Volunteer Marlborough	17 - 18

# MEMBERSHIP

## What we offer

If your organisation is in the Marlborough region and is 'not-for-profit', if you involve volunteers (or would like to), and are committed to best practice in volunteer management – then your organisation will benefit from becoming a member of Volunteer Marlborough.

## Benefits of membership

Volunteer Marlborough membership gives your organisation access to:

- A volunteer [recruitment and referral service](#).
- An opportunity to profile your organisation on our website, enabling potential volunteers to find out more about your organisation.
- Advertisements – we advertise widely around the Marlborough Region, through extensive social media, [and on our website](#).
- Groups of volunteers for specific projects through our employee and [group volunteering](#) programmes.
- An advice and support service in all aspects of volunteering and volunteer management.
- Training & networking for coordinators/managers/leaders of volunteers.
- Bi-monthly newsletter
- An opportunity to take part in the annual Community Volunteer Awards. Nominating your organisation is another great way to get some public recognition and say thank you to all your volunteers - and all organisations nominated receive an invitation to attend the event.



If you haven't joined yet, you can fill in a membership application online at [bit.ly/orgregisterVM](https://bit.ly/orgregisterVM)



# TRAINING & NETWORKING

## Training & consultancy

VM recognises management of volunteers is a professional field of expertise so we provide training and consultancy services in relation to the management and leadership of volunteers. Half- and full-day workshops are delivered by facilitators who have a tremendous amount of knowledge, experience, and expertise in the area of volunteer management. We also provide advice and assistance with defining volunteer roles, writing job descriptions and work agreements – all part of an effective volunteer programme.

We produce a bi-monthly newsletter, 'RIPPLES' to keep member organisations up to date with the latest news and training opportunities.

## Liaison programme

Our Coordinator for Volunteer Services liaises with our member organisations to provide an opportunity for us to experience your working environment and ensure we have the necessary information to fulfil your volunteering needs. Capacity building also results from this exchange of knowledge and experience.

## Managers' network forums (MoVERS)

Our MoVERS network forums are held on relevant issues facing managers of volunteers. These are an excellent opportunity for professional development and networking with other managers of volunteers in your community. Managers of volunteers are also invited to join the ['MoVERS' \(Managers of Volunteers – Education, Resources, Support\) Facebook group](#) to engage in discussion and share resources.



# REFERRAL & RECRUITMENT SERVICE

We provide a free matching service for people in the Wairau/Marlborough community who wish to volunteer to find a suitable role with one of the many organisations that serve the region. We provide support both to the volunteer and the volunteer-involving organisation (VIO) throughout the application/referral process and afterwards as required.

## Referral process for the VIO

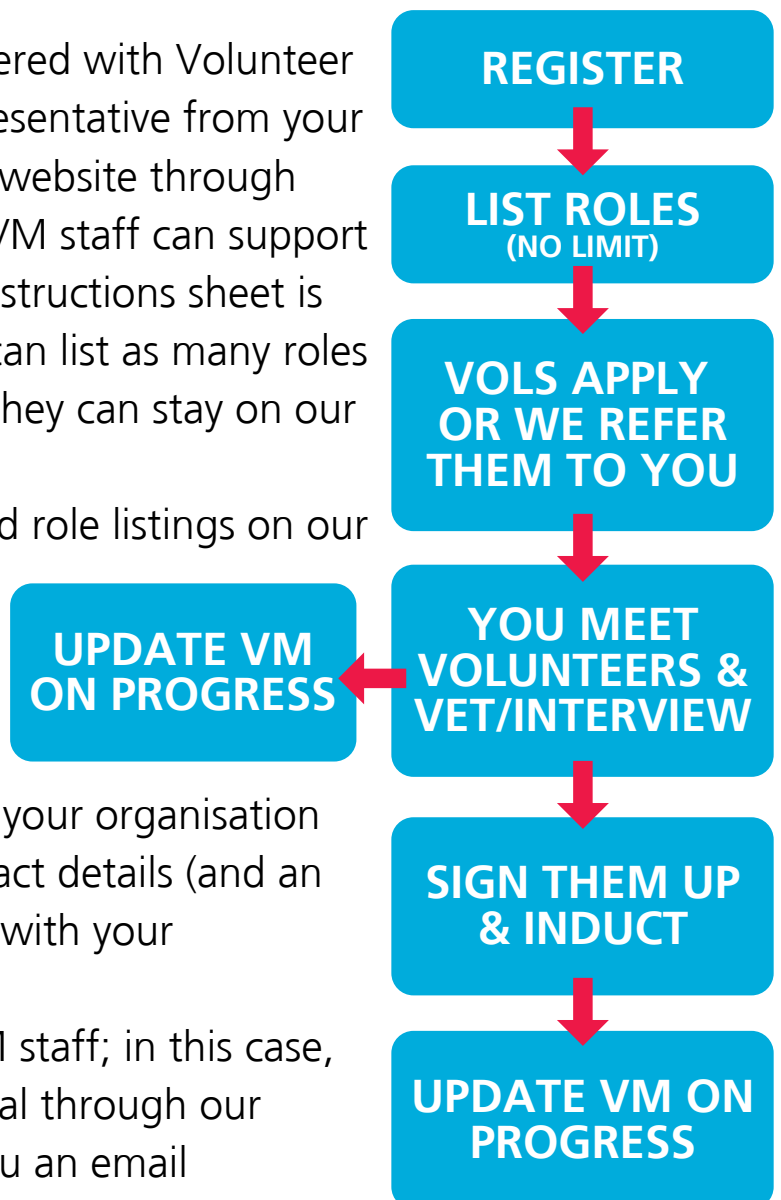
1. Once your organisation is registered with Volunteer Marlborough, you or another representative from your VIO can list volunteer roles on our website through the [NFP dashboard \(sign in here\)](#). VM staff can support you through this process and an instructions sheet is available (see pages 9 & 10). You can list as many roles as your organisation requires and they can stay on our website as long as is needed.

2. Volunteers can browse published role listings on our website ([click here to view from the volunteer's perspective](#)) and apply for up to three roles online.

When a volunteer applies online, our system will automatically send your organisation an email with the volunteer's contact details (and an email will be sent to the volunteer with your organisation's details) .

Volunteers may also meet with VM staff; in this case, our staff will still process the referral through our online system but will also send you an email introducing the volunteer more fully.

3. The next step is to call or email the prospective volunteer and arrange a time to meet with them. Most organisations will use this first meeting to do an informal interview with the volunteer as well as show the volunteer



your organisation's premises, introduce them to the team, and give them an opportunity to ask questions.

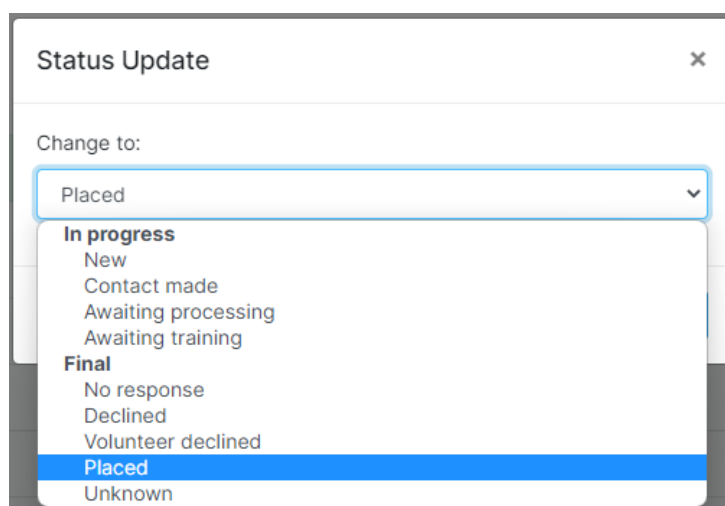
4. Once you have contacted the volunteer, please log in to the [NFP dashboard](#) and update the status of the application/referral (see page 8 for a how to) or contact VM staff so we can update the status.

5. If you decide the volunteer will be a good match for your volunteer team and the role they've applied for, provide them with any paperwork they need to fill in before commencing (e.g. volunteer agreement, criminal record check, health & safety policy).

6. If the volunteer accepts, arrange a date and time for them to commence volunteering (or training). This first session should include a health and safety induction if that hasn't been covered separately.

7. Log in to the [NFP dashboard](#) and update the status of the application/referral or contact VM staff so we can update the status.

If you or the volunteer would like additional support during this process, or if you have any questions or concerns, please do not hesitate to get in touch (see page 2 for contact details).



Status Update

Change to:

Placed

**In progress**

- New
- Contact made
- Awaiting processing
- Awaiting training

**Final**

- No response
- Declined
- Volunteer declined
- Placed**
- Unknown

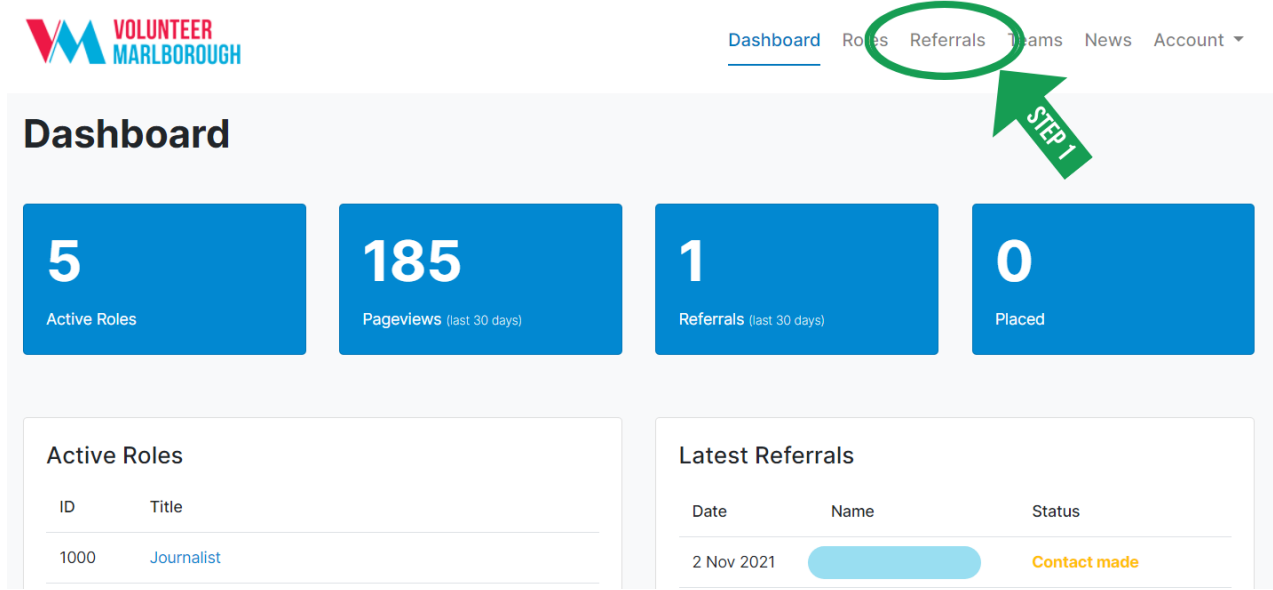
## Staying in touch

We encourage our member organisations to keep in touch with us and update us or our online system as regularly as is possible. It is important that role listings that are active on our website are still needed, and that all details in the role listing are up-to-date.

For this reason, if we have not received contact from your organisation within the last three months, we may withdraw role listings and cease promotions. Once we have re-established contact with the organisation, we will gladly re-publish the role. We believe this is an important addition to our procedures if we are to provide the best possible service to volunteers seeking roles.

## Updating referral/application status

To update the status of a volunteer's application, log in to the [Connect NFP Dashboard](#), click 'Referrals', click the status, select status update.



**VOLUNTEER MARLBOROUGH**

Dashboard Roles **Referrals** Teams News Account ▾

### Dashboard

5  
Active Roles

185  
Pageviews (last 30 days)

1  
Referrals (last 30 days)

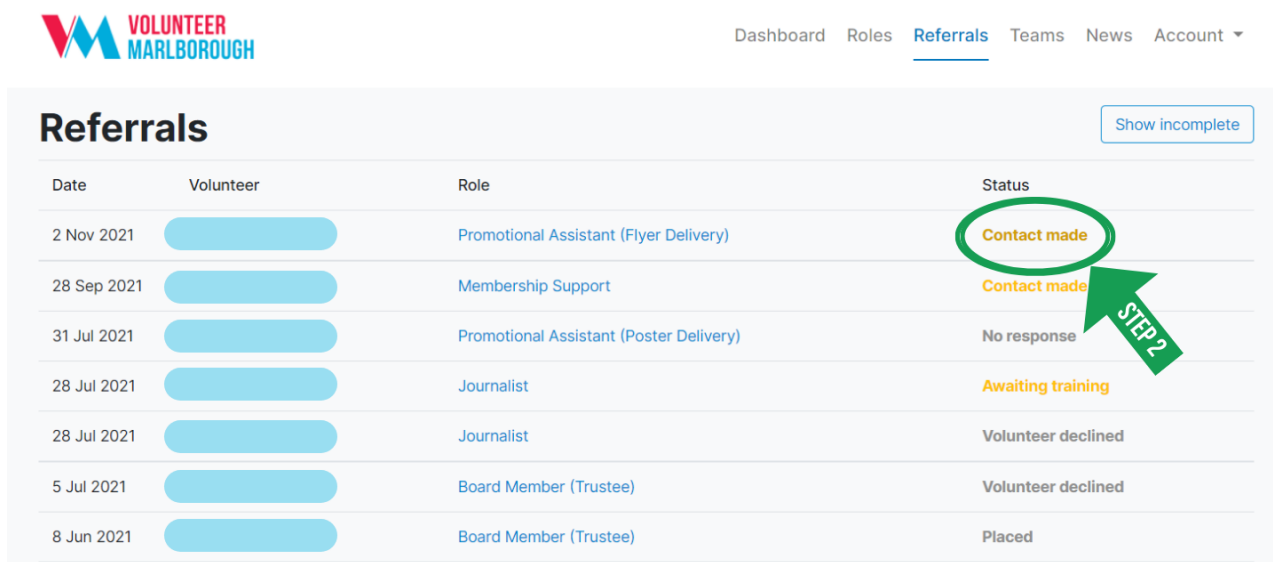
0  
Placed

**Active Roles**

ID	Title
1000	Journalist

**Latest Referrals**

Date	Name	Status
2 Nov 2021		Contact made



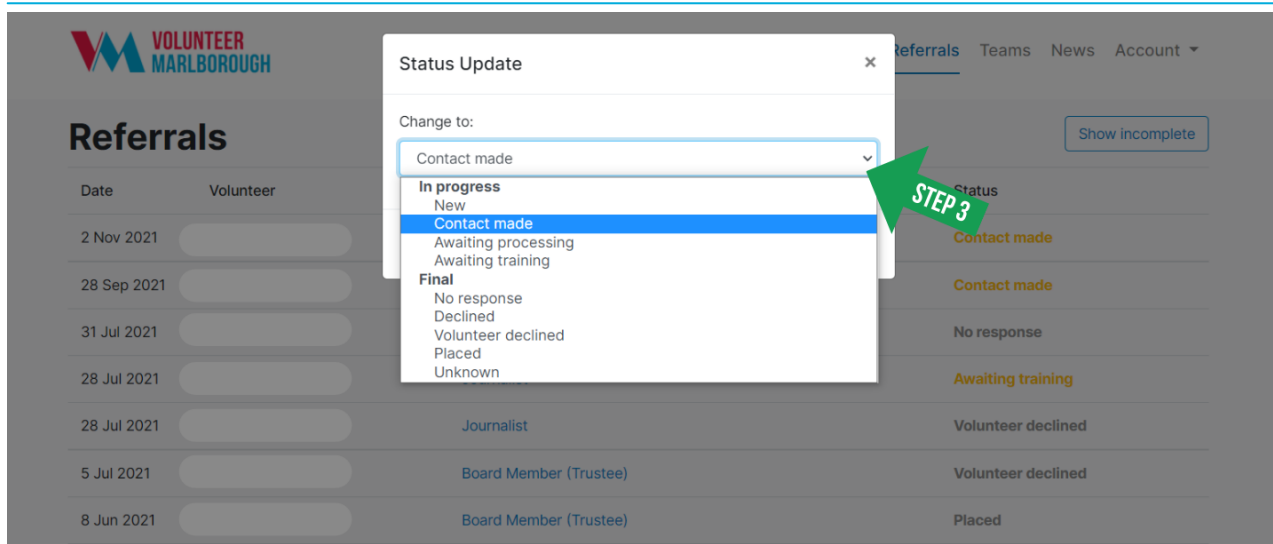
**VOLUNTEER MARLBOROUGH**

Dashboard Roles **Referrals** Teams News Account ▾

### Referrals

Show incomplete

Date	Volunteer	Role	Status
2 Nov 2021		Promotional Assistant (Flyer Delivery)	Contact made
28 Sep 2021		Membership Support	Contact made
31 Jul 2021		Promotional Assistant (Poster Delivery)	No response
28 Jul 2021		Journalist	Awaiting training
28 Jul 2021		Journalist	Volunteer declined
5 Jul 2021		Board Member (Trustee)	Volunteer declined
8 Jun 2021		Board Member (Trustee)	Placed



**VOLUNTEER MARLBOROUGH**

Referrals Teams News Account ▾

### Referrals

Show incomplete

**Status Update**

Change to:

Contact made

**In progress**

New

Contact madeAwaiting processingAwaiting training**Final**No responseDeclinedVolunteer declinedPlacedUnknown

Date	Volunteer	Role	Status
2 Nov 2021			Contact made
28 Sep 2021			Contact made
31 Jul 2021			No response
28 Jul 2021		Journalist	Awaiting training
28 Jul 2021		Journalist	Volunteer declined
5 Jul 2021		Board Member (Trustee)	Volunteer declined
8 Jun 2021		Board Member (Trustee)	Placed



# USING THE CONNECT DATABASE

## LOGGING IN

Go to - [www.volunteermarlborough.org.nz](http://www.volunteermarlborough.org.nz) - and then to "For Organisations" in the top menu bar, and then the [blue](#) "Member Log In" button.

You will then be asked to enter your email address and password.

Contact Volunteer Marlborough if you do not have a log-in. You can choose to reset your password if you've forgotten it.

Always use the [blue](#) log-in button under the "For Organisations" menu.



Once you have entered your log-in, you will automatically be taken to your 'dashboard' where you will see all activity for the last 30 days, including your latest referrals and any active roles.

## PLEASE NOTE:

Any changes that you make to the positions you list online, including new listings, need to be moderated by Volunteer Marlborough before they become 'live' on the website.

Moderation is generally done on the same, or next, working day. If we have any questions or concerns we will contact you.

## ONLINE PROFILE

Every member organisation has a profile on our website. This gives potential volunteers some information about your organisation to assist them

in making a decision about applying to become a volunteer.

If a volunteer views one of your available positions, and clicks on your organisation, there is a direct link that opens a new window showing them your profile.

**PLEASE NOTE:** Please contact Volunteer Marlborough if you would like to make changes to your profile.

## LOG IN ACCESS

You are not able to change who from your organisation has access to our website yourself. This can only be done by the Volunteer Marlborough staff. Please phone 03-577-9388.

We do ask that each user has their own access and that, for security reasons, you do not share your password with other people.

Please do let us know when a user leaves.

Any organisation can have multiple users if they choose.

## ROLES & VOLUNTEERS

### To add a new position:

On the top right hand side of the dashboard, click 'Roles', and then click 'New'. You will then complete the information fields to finalise your role listing. Please ensure that all fields marked as 'required fields' are entered.

Once finished, click on 'Submit for Publishing'. This means your role will go to us for moderation. Once this is done, it will be activated and published on our website.

### To edit a position:

Click on the role you want to change, then click 'Edit' next to the position name and make whatever changes you need.

Once done, click 'Submit Changes for Publishing'. This means your amended role will go to us for moderation. Once this is done, it will be activated and published on our website.

### To deactivate (close) a position:

Click on the role from your dashboard area and then select the 'Deactivate' button.

### To reactivate a position:

To reactivate a position, go to 'Roles' at the top right of your dashboard and click on the role you want to reactivate. Then click 'Activate' - located at the top right.

You can also select 'Edit' to do any changes or updates to your role - if you do this, you will click 'Submit Changes for Publishing' once finished.

### Current volunteer applicants:

Your latest referrals will always be visible in your dashboard area. To update an outcome or view details of referrals, click 'Referrals' - located at the top right of your dashboard. You will then see the date the applicant applied for your role, their name, the role they applied for, and the status of their application. Click on the applicant's name to find their email address and phone number.

**PLEASE NOTE:** our system only holds referral information for six months from the referral date.

### Changing the status:

Click on the status next to the volunteer's name and select the appropriate outcome. Outcomes are in two categories—'In Progress' and 'Final'.

Ideally you will update the status of a referral as you progress their application.

### Changing the status:

When listing a role with Volunteer Marlborough you agree to give us an outcome for each referral within four weeks.

Providing outcomes as quickly as possible will

minimise the number of follow-up emails you get from our system regarding referrals.

### Listing a Team opportunity:

If you are interested in recruiting a team for a project, from your dashboard, click on 'Team Opportunities' located at the top right of the page.

To create a new opportunity, click 'New' and populate the fields of information. Click 'Submit for Publishing' once finished.

To reactivate and edit an existing team opportunity, click on the role and then reactivate or edit using the buttons located at the top right of the page. Click 'Submit for Publishing' when finished.

Team opportunities are moderated before being activated and published on our website.

### Managing Your Account:

If you are interested in recruiting a team for a project, from your dashboard, click on 'Team Opportunities' located at the top right of the page.

### The 'Stats' button:

This tells you how many people have viewed your role each month for a maximum of 6 months, how many applications you received, and how many were placed in a role.

*Please note: Like most websites, this site is constantly evolving. We very much appreciate any feedback, or information regarding any 'bugs' that you may find in the system.*

*If you require any support or further training regarding our online services, please not hesitate to give us a call on 03 577 9388.*

*Created by Volunteering Waikato - Updated August 2020*

## ROLE LISTINGS

As a member organisation, you can list volunteering opportunities on the Volunteer Marlborough website as part of our FREE recruitment service. There is no limit to the number of roles you can list and no limit on how long those listings can stay.

Any staff from your organisation who have a log-in can update the role listing or deactivate it at any time.

### Points to consider before listing a volunteer role

When you're considering listing a new role on our website, have a think about these questions:

- Do volunteers need to commit to a regular shift or can this be a casual or one-off volunteering opportunity? We have learned that, as lives get busier, some volunteers are looking for roles with flexible timing or would like to help out with one-off projects when their work and whānau commitments allow.

- Do you have a particular type of person in mind? For example, do you need someone of a certain age or with certain skills? Or does the nature of the role allow you to stay broad-minded in your recruitment?

- What can you offer to volunteers? Volunteering is primarily an activity that we do to benefit others, but being able to offer some small reward or the opportunity for training can make your role more attractive.



See the next page for 18 prompts for what to include when writing a role listing.

## Prompts for writing role listings

1. What will volunteers be doing?
  - Get specific with the tasks and responsibilities.
2. How will volunteers benefit from this role? e.g. joining a great team, training opportunities, travel reimbursement, VIP passes, letter of recommendation.
3. How will your organisation benefit from involving volunteers?
  - Show prospective volunteers that they will be valued.
4. When are volunteers needed?
  - Time of day, day of the week, or tell volunteers you're flexible.
5. How long will volunteers be needed for? (e.g. a three-hour shift)
  - Can volunteers be flexible with when they help out, or are they needed to reliably show up for a specific time?
6. What location(s)?
7. Can people volunteer in pairs or (small) groups?
8. Will volunteers be left alone for some or all of their time?
9. Do volunteers need specific skills, experience, or particular qualities? (e.g. enthusiasm, patience, experience working with children)
10. Will volunteers be trained? (if applicable)
11. Will volunteers need to stand or are there options to sit?
12. Do volunteers need to have a certain level of physical fitness?
13. Is there a minimum age? Or a maximum?
  - If younger volunteers are interested, will they be accepted if accompanied by a parent?
14. Any other restrictions? (e.g. terrain not suitable for people with low mobility)
15. Will volunteers need to wear anything specific?
16. Will volunteers be given a uniform?
17. Is a criminal record check required?
18. Will volunteers need to be vaccinated against Covid-19 (or anything else)?



**VM has been matching volunteers since 2007 as a satellite office of Volunteer Nelson, and since 2009 in our own right.**



# REVERSE RECRUITMENT

When a volunteer comes to us looking for a volunteering opportunity that isn't currently listed on our website, they can engage with our [Reverse Recruitment](#) program.

Reverse Recruitment is a FREE service that involves the volunteer sitting down with a VM staff member to talk about who they are and what they want to get out of volunteering. We ask about their dreams, hobbies, skills, passions, experience, future plans, etc., and then build a unique profile to send around our network of member organisations. Through this process, we often find that a member organisation had a need they weren't sure what to do about, and we can help fill that need with the reverse recruited volunteer.

## Reverse Recruitment process for the VIO



VOLUNTEER PROFILE	
<b>Jyn (they/she)</b>	
BASED IN: Blenheim	
VAX STATUS: <input checked="" type="checkbox"/> Fully vaccinated	
Looking for:	one-off opportunities to provide social media images or flyers/posters
Skills / qualities	Canva design experience, Social media management
Interests / passions:	Sharing information in an easily understood way, community connectedness and collaboration, balanced and attractive design.
Previous experience:	Social media manager and content creator for several local non-profits.
Occupation:	Freelance social media manager
Currently volunteering?	Yes - Pānui Marlborough, Marlborough Rural Advisory Group
Availability:	Flexible
Driver Licence:	<input checked="" type="checkbox"/> Full <input type="checkbox"/> Restricted <input type="checkbox"/> Learner's <input type="checkbox"/> None
Transport:	<input checked="" type="checkbox"/> Can transport self

Date of joining: 26/01/2022

If your organisation would like to offer a placement to this volunteer, please contact Jyn (Coordinator for Volunteer Services) at Volunteer Marlborough: 03 577 9388 or [vm@volunteermarlborough.org.nz](mailto:vm@volunteermarlborough.org.nz)

VOLUNTEER MARLBOROUGH

# HEALTH AND SAFETY

It is important to Volunteer Marlborough that all volunteers are kept safe and well in their voluntary roles, and that both the volunteers and the organisations they volunteer for take all practicable steps to ensure this.

The [Health and Safety at Work Act 2015 \(HSWA\)](#) states that an organisation that is a 'Person Conducting a Business or Undertaking' (PCBU) has a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of their workers (including volunteer workers) and other people on site (such as visitors or customers, including casual or one-off volunteers). Examples of a PCBU are a local council, school or a not-for-profit organisation that employs staff. The Act makes workplace health and safety everyone's responsibility. 'Reasonably practicable' means actively identifying any risk or hazard, assessing the likelihood of that occurring and the degree of harm that might result, and then eliminating or minimising the risk or hazard.

The primary duty of care includes, but is not limited to providing:

- a work environment that is free from risks to health and safety,
- safe equipment, structures and systems of work,
- provision for safe use, handling, and store of plant, substances, and structures,
- adequate and accessible welfare facilities,
- the necessary information, training, instruction, or supervision to do the work safely,
- monitoring of worker health and workplace exposures to assess effectiveness of controls.

Read Work Safe NZ's fact sheet 'Information For PCBUs That Engage Volunteers' here: [volunteermarlborough.org.nz/resources/organisations](https://volunteermarlborough.org.nz/resources/organisations).



# VOLUNTEERING IN THE AGE OF COVID-19

Covid-19 is likely not going away any time soon so we advise all organisations to consider policies and processes for managing volunteers during an outbreak.

Volunteer-involving organisations should:

- ensure appropriate health, hygiene and safety measures are in place,
- encourage hygiene basics of handwashing and using sanitisers,
- provide protective equipment for staff as appropriate,
- encourage volunteers to get tested if they are unwell or have had close contact with a possible COVID-19 case.

You may like to read the [Guidelines for Community Organisations During Covid-19 Outbreak](#) on our [resources page](#).

For general information on Covid-19, vaccines, and government guidelines, we recommend seeking out an official website or information source such as [www.covid19.govt.nz](http://www.covid19.govt.nz).



# RESOURCES FOR ORGANISATIONS

We have a collection of resources for volunteer-involving organisations on our website: [volunteermarlborough.org.nz/resources/organisations](https://volunteermarlborough.org.nz/resources/organisations).

We also have a library of helpful articles and videos that we can supply to you on request, so please let us know if you have any questions.

Here are the direct links for the our top picks:

Fact Sheet - Using Online Services for Member Organisations	<a href="https://volunteermarlborough.org.nz/files/fact-sheet-using-online-services-guide-for-member-organisations.pdf">volunteermarlborough.org.nz/files/fact-sheet-using-online-services-guide-for-member-organisations.pdf</a>
Getting Ready for the Highly Skilled Volunteer	<a href="https://volunteermarlborough.org.nz/files/resource-getting-ready-for-highly-skilled-volunteers.pdf">volunteermarlborough.org.nz/files/resource-getting-ready-for-highly-skilled-volunteers.pdf</a>
Top Tips for Involving Volunteers in your Organisation	<a href="https://volunteermarlborough.org.nz/files/resource-top-tips-for-involving-volunteers.pdf">volunteermarlborough.org.nz/files/resource-top-tips-for-involving-volunteers.pdf</a>
Guide for Leaders of Volunteers	<a href="https://volunteermarlborough.org.nz/files/resource-guide-for-managers-of-volunteers.pdf">volunteermarlborough.org.nz/files/resource-guide-for-managers-of-volunteers.pdf</a>
Volunteer Management Checklist	<a href="https://volunteermarlborough.org.nz/files/resource-volunteer-management-checklist.pdf">volunteermarlborough.org.nz/files/resource-volunteer-management-checklist.pdf</a>
Volunteers and the Human Rights Act	<a href="https://volunteermarlborough.org.nz/files/fact-sheet-volunteers-and-the-human-rights-act-1993.pdf">volunteermarlborough.org.nz/files/fact-sheet-volunteers-and-the-human-rights-act-1993.pdf</a>
Volunteer Pre-Employment Checks	<a href="https://volunteermarlborough.org.nz/files/fact-sheet-volunteer-recruitment-pre-employment-checks.pdf">volunteermarlborough.org.nz/files/fact-sheet-volunteer-recruitment-pre-employment-checks.pdf</a>



# ABOUT VOLUNTEER MARLBOROUGH

Volunteer Marlborough is [one of 17 volunteer centres](#) around Aotearoa New Zealand that has been set up to support volunteers and volunteer-involving organisations (charities, community services, sports clubs, etc.). Volunteer Marlborough was established in 2009 and has been supporting volunteering in the Wairau/Marlborough community ever since. Our aim is to support and promote volunteering in all of its forms through our [advocacy, support, recruitment, and training](#) services.

## Our Vision

A community that values volunteering as an integral part of a thriving society.

## Our Mission

Supporting and connecting the people and organisations of Marlborough through volunteering.

## Our Values

**Empowerment:** To inspire and enable people to connect and contribute within their communities.

**Collaboration:** To work with community partners and organisations to promote, value, and support effective volunteering.

**Inclusiveness:** To recognise and value the diversity of all expressions of volunteering.



## JOIN US ON SOCIAL MEDIA

Volunteer Marlborough is active on several social media platforms and we invite anyone interested or involved in volunteering to connect with us.

 Facebook (primary) - [facebook.com/VolunteerMarlborough/](https://facebook.com/VolunteerMarlborough/)

 Facebook (youth) - [facebook.com/youthvolunteeringmarlborough/](https://facebook.com/youthvolunteeringmarlborough/)

 Instagram (primary) - [@volunteermarlborough](https://@volunteermarlborough)

 Instagram (youth) - [@youthvolunteeringmarlborough](https://@youthvolunteeringmarlborough)

 Twitter - [@VolMarl](https://@VolMar)

 Pinterest - [@volunteermarlborough](https://@volunteermarlborough)

 Neighbourly - [bit.ly/VMneighb](https://bit.ly/VMneighb)

 YouTube - [bit.ly/VM-youtube](https://bit.ly/VM-youtube)

We value ALL feedback from ANYone who has engaged with our services. If you would like to provide feedback, we invite you to give us a [Google review](#), a [Facebook review](#), or contact us directly.

