

Working with Organisation Policy and Procedures



volunteer centre

Ionad d'Obair Dheonach Iarmhí

WESTMEATH

- Westmeath Volunteer Centre works to support the volunteer-involving capacity of voluntary groups based in County Westmeath. When an organisation makes contact with the Volunteer Centre for the first time, the Volunteer Centre, where possible, will respond by offering to visit the organisation to gather information on the opportunities available, their general area of work and their ethos. The organisation must provide evidence that they are a not-for-profit organisation and that they support equal opportunities.
 - When in contact with an organisation, WVC staff will explain the role of the Centre and the scope of our placement activities. It will be made clear that the Centre:
 1. Operates an equal opportunities policy to attract a wide range of individuals from a variety of different backgrounds and with different abilities and aptitudes
 2. Does not select volunteers on behalf of the organisation, but can assist volunteers in identifying suitable roles for them, one of which may be the organisations.
 3. Cannot directly provide training to volunteers, but the organisation will be advised of all forthcoming training activities arranged by the centre for volunteer managers
 4. Cannot provide references for prospective volunteers and will advise organisations to carry out their own background checks
 - Details on the role and the level of support available to the volunteer will be discussed, and recorded on Salesforce.
 - If appropriate, the organisation's training requirements will be discussed, and they will be offered assistance in developing a volunteer policy if appropriate.
 - Enquiries to register and requests for information from organisations will be responded to within 5 working days.
 - The organisation will be encouraged to meet the prospective volunteer for an informal chat to ensure their compatibility with the organisation and the role. In particular the organisation will be encouraged to respond to each volunteer query.
 - All organisations registered with the Centre will be contacted annually to seek feedback on the services offered by the Centre and how they might be expanded, enhanced or adapted to better meet local needs. Depending on feedback, meetings will be arranged with organisations to discuss these issues further.
 - Through ongoing work e.g. volunteer and vacancy follow ups, team meetings, WVC staff will from time to time identify organisations that need to be met for reasons which include the following:
 - Greater clarity needs to be sought on volunteer roles
 - More information is needed about the organisation
 - Organisation has mentioned by volunteers as not responding to phone calls or emails
 - Any other negative experiences reported by volunteers
 - Length of time since last contact with organisation
 - Development of organisation or volunteer profiles
 - All meetings and contact with organisations must be carried out in a supportive manner, particularly when problems have been identified by WVC, volunteers or the organisation itself.
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Recording contact with organisations

Any record of meaningful work with organisations needs to be recorded in Salesforce by creating a new task. This record allows others that may be contacting the particular organisation to get a good idea of what work has been done previously with this organisation by others. For example, an organisation may contact Donncha about vetting, but he may need to find out who else has spoken to the organisation and what they have discussed previously.

- Log A Call – Be as specific as possible when naming the activity e.g. Meeting about training, general meeting, phone call about difficult volunteer.
- Comments Box – Put as much information as you think is relevant in here, e.g. not every detail is needed about a meeting, but the main points should be covered.
- Name And Related To fields – please complete these as they ensure that the activity you have recorded can be viewed in the Organisation, Contact and Volunteer Opportunity Folders.

Working with Newly Registered Organisations

All newly registered organisations who register volunteer opportunities will be assessed by VLO to determine whether the organisations needs to be contacted by phone, email or through face-to-face meetings or site visits. This is to

- Ensure the information about the opportunity is correct.
- Explain the WVC service and how potential volunteers will contact the organization.
- Ensure that the contact person named is correct and that there will be a timely response to queries from potential volunteers.

No volunteer opportunity will be activated or placed on the website until contact has been made with the organization and the WVC is satisfied with the contact made and any information provided.

Refusal of Service

Under certain circumstances WVC may refuse to accept a registration, or refuse to place volunteers with the organisation. This may be due to continued breaches of our Equal Opportunities policy, or knowledge that the organisation engages in unlawful behaviour, for example.

For a full explanation of why and how this might occur please see our policy: Criteria for non-Registration or non-placement of volunteers and non-registration of, or non-placement of volunteers with organisations.

Recording of Information

In addition to the information you provide on registration, our database allows us to record notes on the contact we have with you. This will generally include the date of the conversation, who it was with, and any important information discussed. We will also record if you have completed any of our volunteer management training modules, or have requested to do them. You are free to request a copy of any information we hold on you or your organisation. Please ask us or request to see our data protection policy and procedure for further information.

Acceptance Of These Conditions

Having sent you this document, we will assume that you agree to abide by its conditions, unless we hear otherwise from you. If you fail to meet the conditions of this document we will explain to you where we feel the conditions are not being met. Support and training can be made available at this stage to assist the organisation to better meet these requirements. If you continue to fail to meet the conditions Westmeath Volunteer Centre reserves the right to discontinue our service to you.

Appealing This Decision

Should you disagree with the Manager's decision to suspend our service to you, please write to the Chairperson. Your appeal will be considered by the Board, or a sub-committee of the Board of Westmeath Volunteer Centre.

Compliments and Complaints

Westmeath Volunteer Centre welcomes all feedback, both positive and negative as it allows us to deliver a better service to the community.

Timba Survey and Vacancy Follow Ups

1. Log in to Timba Survey – the My Surveys page should open – click on Westmeath Volunteer Centre Vacancy Follow Up. This will open up the management page for the Vacancy Follow Up Survey.
2. Click on the 'Analyse Results' Tab – towards the top right hand side of screen – this opens a page that is a summary of all the Follow Up responses received to date.
3. In Field 1 – Name, click on the 'show replies' link – this will show you the names of all those that have replied. Any follow up whose details have been transferred to Salesforce have 'completed' at the end of their name.
4. To view the detailed response from each individual just click on the 'Find' link to the right of their name.
5. Based on the response received please make any changes to the opportunity file in Salesforce e.g. active status. You may also need to amend Volunteers placement details, placement status (see below)
6. **When Recording a Placement after feedback from an Organisation**
If a contact in an organisation tells you a A.N Other has been placed in a specific role, amendments must be made to the volunteers file. Also, create a 'Log a Call' record titled 'Volunteer Placement Details' with information on who provided you with the information. This indicates that we have got the information from the organisation and not the individual volunteer.
7. Create a new task 'Follow Up Response' in opportunity file and copy the Timba Survey reply in total into the comments box of the task. Mark the task as completed and close. Create any new relevant tasks if necessary e.g. further follow ups.
8. If necessary remove the vacancy from the website.
9. To mark the reply in Timba Survey as completed click on 'Edit Response' then add the word completed to the volunteers name, scroll to the bottom of their survey and select 'Done'.
10. To view the full list of response again click on the 'View Summary' towards the top left of the page – to view another response start from point 3 above.

Timba Survey and Vacancy Stocktake

When Timba Survey is used to get information during a Vacancy Stocktake (when mass email is sent out to older opportunities), you must record the fact that a response has been received in the relevant XL spreadsheet (located in VLO/Vacancy Follow Ups/Stocktakes Folder).



GROUP REGISTRATION FLOW CHART



Group Registers with Partnership

Get as much info on Group within 2 working days. If online registration occurs then a telephone call should be made to touch bases and assess training needs and Group needs.
Take 1 Hour to meet and induct Group

Group needs no additional training or assistance

Groups needs training and support. Begin a relationship with Group helping them to understand the opportunities out there and what they are.

Identify opportunities for the Group and ask them to let VC know if they are interested in them.
Use recruitment Flow Chart to match them to the opportunities

Following training, The Group is ready for Grouping

All is working fine with Group and their Opportunity

Group having difficulty with training, respect, time issues etc.

Timelines for dialogue:
4 Week Check up
8 Week Check up
3 Month Check up
6 Month Check up
Annual Check up

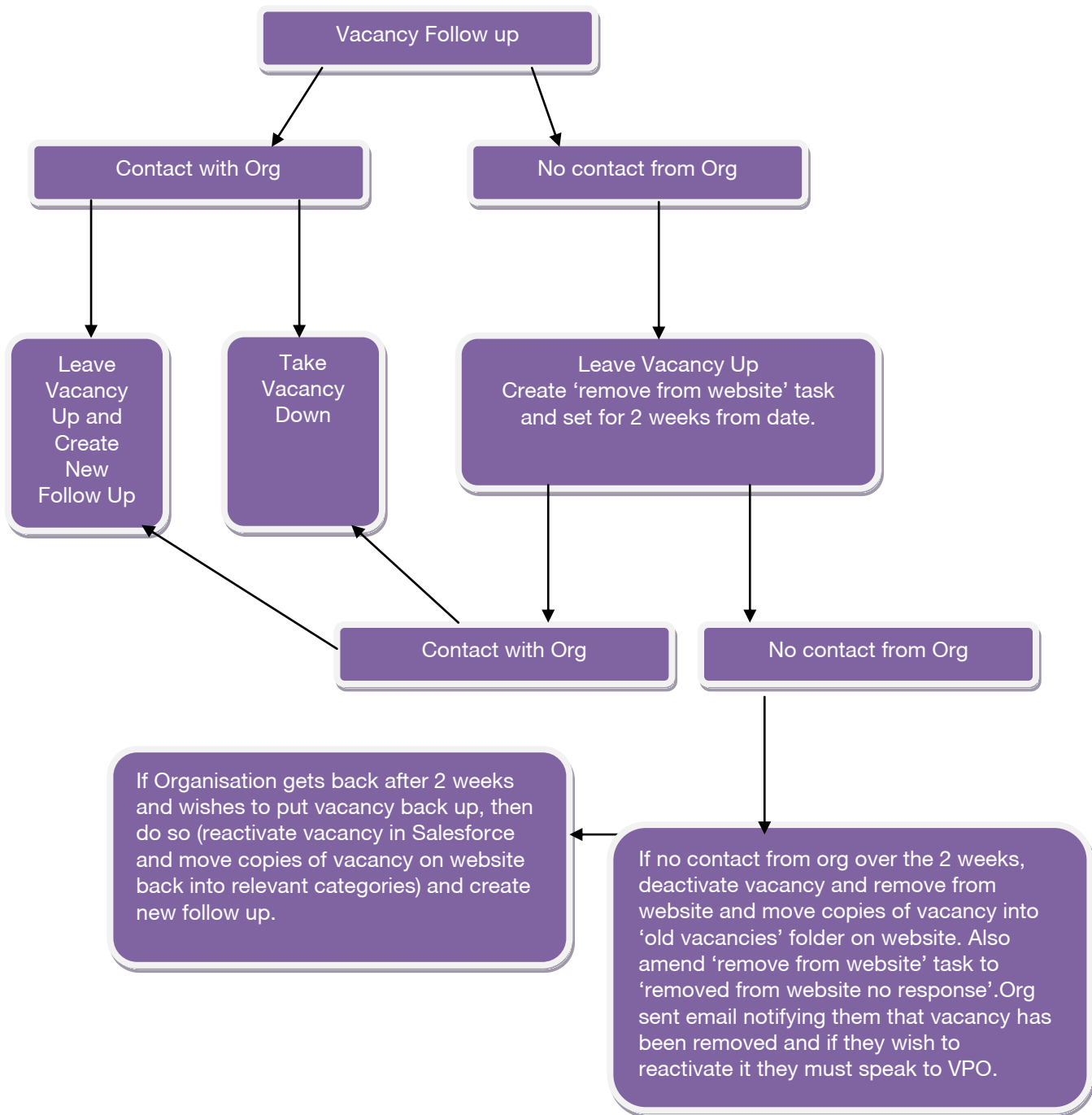
Keep relationship with Group to ensure the VC is familiar with Groups activities and experience

Work with Group to identify causes, barriers and gaps in their Group which could be affecting their experience and work with the group to fix.

Continue to work with Group to ensure that they keep best practice with regard to working with their Groups

Continue to work with Groups in the Group to ensure that they feel valued and any training needs they have are met.

Vacancy Follow Up Flow Chart (for ongoing Vacancies)



Vacancy Follow Up Flow Chart (for once-off Vacancies)

