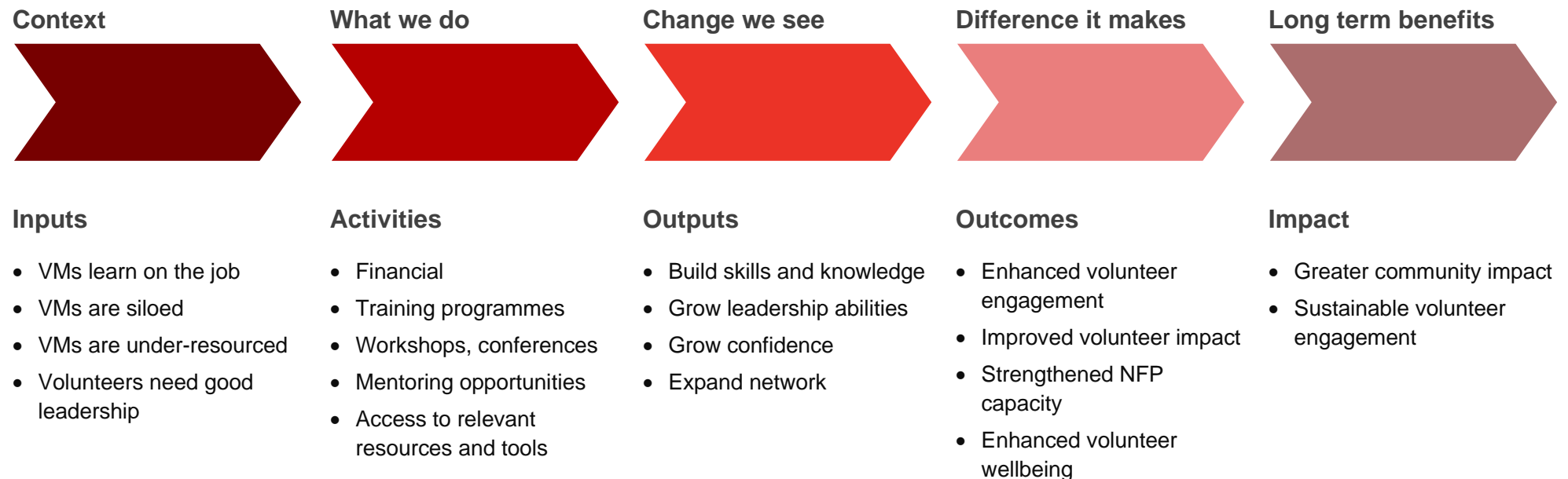


Volunteering New Zealand

Volunteer Management Investment



Change making	Investment into volunteer managers' professional development
Inputs	<p>The investment in volunteer managers' professional development includes:</p> <p>* Training programs, workshops, conferences, mentoring opportunities, and access to relevant resources and tools.</p>
Activities	<p>Volunteer managers have:</p> <ul style="list-style-type: none"> • Training programmes: covering essential skills such as volunteer recruitment, onboarding, training, supervision, and recognition. • Workshops and conferences: on volunteer management best practices, leadership development, and emerging trends in the field. • Peer to peer support networks. • Mentoring opportunities: mentoring and coaching from experienced professionals to enhance their skills and knowledge. • Access to resources and tools: including online platforms, research studies, and professional networks, to support their continuous learning and development.
Outputs	<p>Volunteer managers gain:</p> <ul style="list-style-type: none"> • Enhanced skills and knowledge: a deeper understanding of volunteer management principles, techniques, and strategies. • Improved leadership abilities: leadership skills that enable them to effectively engage and motivate volunteers, manage conflicts, and foster a positive volunteer culture. • Increased confidence: confidence in their abilities to handle complex volunteer management challenges and make informed decisions. • Expanded network: connections with other professionals in the field, facilitating knowledge sharing and collaboration.
Outcomes	<p>Organisations and volunteers will experience:</p> <ul style="list-style-type: none"> • Enhanced volunteer engagement: Well-trained volunteer managers are more effective in recruiting, retaining, and engaging volunteers, resulting in increased volunteer satisfaction and commitment. • Improved volunteer impact: Volunteer managers' improved skills and knowledge lead to better program planning, implementation, and evaluation, resulting in greater positive outcomes for the organisation and the community. • Strengthened organisational capacity: a stronger volunteer management infrastructure, leading to increased efficiency, effectiveness, and long-term sustainability. • Improved volunteer wellbeing: Organisations that invest in volunteer managers' professional development and infrastructure leads to increased volunteer wellbeing.
Impact	<p>Effective volunteer management will mean:</p> <ul style="list-style-type: none"> • Greater community impact: organisations are better positioned to address community needs, deliver services, and achieve their mission, resulting in a positive impact on the broader community. • Sustainable volunteer engagement: the long-term success of volunteer programs and sustained engagement of volunteers.

Why support volunteer managers?

What is the issue

Small to medium organisations (tier 3 and 4 non-profits) need the most support. They are operating on limited, and often declining, budgets. They rely on volunteers to fulfil their mission and support communities.

Why VMs need support

Volunteer managers at many community organisations may be volunteers, work part-time or have duties other than managing volunteers. Volunteer managers are essential to make volunteering happen and to enable a good experience for volunteers. As the Volunteer **Best Practice Guidelines** state, there are seven practice areas within the volunteer life-cycle, and all require good volunteer management.

Volunteering New Zealand's membership reach extends to about 3600 volunteer managers/ coordinators and 187,000 volunteers. They need training to boost their own capacity in order to provide support for others. More capable managers will mean better support for volunteers and communities.

Almost half (46%) of respondents to a 2024 survey of volunteer managers reported receiving no (24%) or one to four hours (22%) of training or development for volunteer management in the previous year. 42% had been in their roles for three years or fewer. There is high demand for training or support across many areas.

Volunteer managers have a significant impact on the organisation by supporting volunteers to help achieve the goals of the organisation.

What will result?

More training for volunteer management will result in benefits for organisations, volunteers, and the communities they serve. Organisations will become more efficient and effective in their programme delivery. Volunteer satisfaction and commitment will increase. Better programme planning and implementation will lead to a more positive outcome for communities or beneficiaries of the service.