Managing Remote Teams of Volunteers

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Volunteering @ the Heart of Civil Society
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Dealing with Separation

How do you feel when someone is away?

Feeling left out

Distrust

Not sharing experiences

Trying new things on their own

And what if they are away with friends?

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Potential issues with a remote volunteer programme:

Lack of trust – you doubt what you can't see

Feeling left out of the loop

Failing to share information

Paperwork takes over and can lose relevance

Flourishing of individual agendas

All of which could lead to a lack of commitment, not adhering to policies or poor quality of work.

Creating a Sense of Connection

Bonding   Sense of belonging   Personal relationship

A key moment is when the volunteer joins, a personal connection can be made and expectations set.

Meet them, bring them into the office, make it personal.

Make use of technology – Skype, Whatsapp, Instagram.

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Creating a Sense of Connection

Establish clear tasks and goals

Prepare your volunteers – training, information, confidence

Consistent communication

Motivation

Managing Remote Volunteer Teams

Part 2

Norica Salajan-Penna- AVV Scheme Croydon Project Coordinator, VCC

Danielle Exall – AAV Scheme Croydon Project Assistant, VCC

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Appropriate Adult Volunteer Scheme Croydon

June 2015

Pilot project –AA volunteers covering weekends & BHs

May 2016

AAV Scheme covers weekends & weekdays out-of-hours

July 2018

7 days/week
15 hours/day

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What does an Appropriate Adult Volunteer do?

AA Volunteer

Safeguard the rights and welfare of vulnerable children and adults

Croydon Police Custody

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How we do it

Project Manager → Project Coordinators → Volunteers →

- 44 active
- 11 trainees

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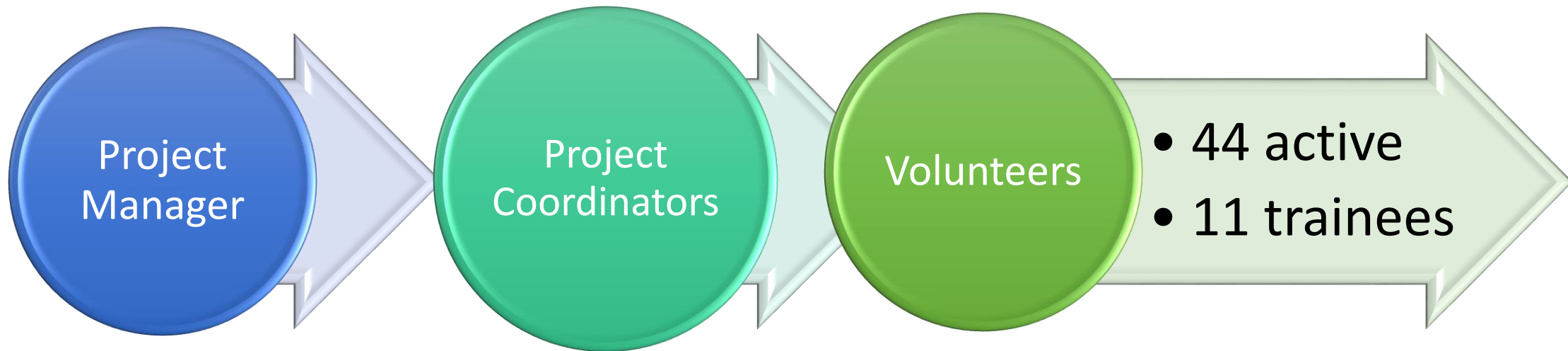
Volunteers sign up
- Min 2 shifts/month
- Online schedule

Rota sent weekly
- Custody call volunteers directly
- Volunteers attend only if called

Volunteers fill in reports
- Record hours volunteered
- Online reporting

Reports sent to Social Services
- Secure email
- Regular update

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How to make it work

Recruit the right people

"Make it easy to apply"

Online applications – Survey Monkey, Google Forms, Office 365 Forms, Better Impact

Paper applications – accept in person/via post

- **Location**
- **Genuine interest in the role**
- **Availability**
- **Don't be afraid to say No**

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Tasks & Requirements

"Make it clear"

Guidelines, induction, training, "health check"

- **Knowledge of their role**
- **Training & "How To" videos**
- **Commitment & durations**
- **Continuous communication**
- **Group & 1-2-1 support sessions**
- **Record hours, submit reports**
- **Professional approach**

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Motivate & inspire

"Make it genuine"

Friendly, accommodating, understanding, approachable & enthusiasm

- **Saying thanks & genuine praise**
- **Reiterate the impact they have & benefits**
- **Sense of growth –** celebrate achievements, incentives, further training to upgrade their role
- **Make them part of it –** updates on the project, monthly newsletter, wall of fame
- **Sense of belonging –** annual Christmas Party, Volunteers' Week

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"Show volunteers you trust them & give them permission to act and take decisions based on the knowledge you've given them"

Karen C. – Head of Volunteering Croydon

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Resources

- **BETTER IMPACT** - Online Volunteer Database Management

https://www.betterimpact.com/

- **Survey Monkey** – Online forms, questionnaires, data gathering

https://www.surveymonkey.com/

- **Google Drive**

- **Office 365** – Teams, SharePoint

- **WhatsApp, Slack** – any communication apps that allow group chats

- **Mailchimp** – newsletters & group emailing

https://mailchimp.com/