

SNOWDONIA NATIONAL PARK  
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WcVA  
CgGC

helplu  
helpforce

age cymru

AGE CYMRU-  
BRYONY DARKE



WITH PARTNERS WE SET UP AN ONLINE VOLUNTEER MANAGEMENT SYSTEM USING THE 'BETTER IMPACT' SOFTWARE (BIS).

EVERYONE HAD TRAINING IN BIS TO ENSURE CONSISTENCY & QUALITY CONTROL.



# VOLUNTEERING BEYOND THE PANDEMIC

SHARED VOLUNTEER RECRUITMENT PROCESSES

HIGH LEVEL OF **TRUST** AND COLLABORATION NEEDED TO OPEN UP B.I.S. SOFTWARE TO MULTIPLE ORGANISATIONS.



ALL THE PARTNERS SUPPORTED THEIR VOLUNTEERS TO SIGN UP TO BIS AND BUILD A PROFILE, SO THEY WERE ALL IN ONE PLACE.

LOTS OF COMMUNICATION WENT ON BEHIND THE SCENES. DIFFERENT ORGS. HAVE THEIR OWN WAY OF DOING THINGS, SO WE MADE SURE WE HAD AN AGREED PROCESS IN PLACE.



COMMUNICATION WITH VOLUNTEERS WAS MAINLY VIA EMAIL THROUGH THE BIS SYSTEM, ALSO TEXTS AND PHONECALLS.



WE ALREADY HAD A STRONG VOLUNTEER BASE & WORKED WITH OUR PARTNERS TO BUILD RELATIONSHIPS & GROUP ALL OUR VOLUNTEERS TOGETHER.



WEEKLY PARTNERSHIP MEETINGS TO PLAN, COMMUNICATE & IRON OUT PROBLEMS WERE A CRUCIAL PART IN MAKING SURE IT WORKED.



SUGGEST YOU START SMALL, WORK WITH 2-3 ORGS. AND BUILD OVER TIME, RATHER THAN WITH LARGE NUMBERS OF PARTNERS FROM START.

## VOLUNTEERING WALES

'VOLUNTEERING WALES' IS THE ONLINE PLATFORM SUPPORTING VOLUNTEER RECRUITMENT & PLACEMENT. REGISTER YOUR VOLUNTEERING OPPORTUNITIES TO REACH HUNDREDS OF VOLUNTEERS.



WWW.VOLUNTEERING-WALES.NET  
IF YOU'RE NOT ON THE PLATFORM YET PLEASE TALK TO US AND WE CAN HELP YOU TO GET SET UP.

WE WANTED TO BE ABLE TO SHARE VOLUNTEERS ACROSS THE PARTNERSHIP (IN RESPONSE TO NEED AND OPPORTUNITY), MAKE IT EASIER FOR VOLUNTEERS TO 'PASSPORT' BETWEEN PROJECTS.



WE ALSO WANTED TO STANDARDISE OUR RECRUITMENT PROCESS.

VOLUNTEERS NOW JOIN 'CHARITY LOG' AND WE CAN CREATE LIFELONG VOLUNTEERS, WHEN A PROJECT ENDS WE CAN SHARE OPPORTUNITIES & PASSPORT THEM TO NEW PROJECTS



USING CHARITY LOG SO WE REFER VOLUNTEERS TO EACH OTHER EXTERNALLY & BUILD IN CONSENT.



ONE PARTNER HAD DEVELOPED AN APPLICATION FORM ON MICROSOFT FORMS, NOW USING THIS ACROSS THE WHOLE PARTNERSHIP. MORE **INCLUSIVE** AS PEOPLE CAN EASILY USE ON THEIR PHONES & VIDEO CLIPS CAN BE INCLUDED...



CREATED A NEWSLETTER SHARING VOLUNTEERING OPPORTUNITIES, SO WE'RE NOT JUST ADVERTISING IN OUR OWN LITTLE LOCALITIES.



AS PROJECT LEAD WE ESTABLISHED A WORKING GROUP INCLUDING STAFF AND VOLUNTEERS, TO LOOK AT WHAT WAS ALREADY IN PLACE.



WE INVOLVED VOLUNTEERS & STAFF FROM ACROSS THE PARTNERSHIP AND BUILT THEIR FEEDBACK INTO OUR WORK.



## CO-PRODUCTION

WE CONSULTED TO SEE HOW BEST TO INVOLVE VOLUNTEERS. WE FOUND THEY DIDN'T WANT TO BE INVOLVED IN WORKING GROUPS BUT HAPPY TO DO ONLINE SURVEYS.

