

# Five things we find ourselves saying as volunteer managers...\*

\*...and some ideas to make our lives easier



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# FREE Q&A SESSIONS IN JULY!

Rebecca Tully is a trainer and advisor in volunteer involvement and runs both online and face-to face training. Here are 5 phrases she hears regularly in training sessions and conversations – and some ideas from her experience for moving forward. Click on the links throughout the leaflet for more information. For more information and to book the free sessions go to [www.rebeccatully.co.uk](http://www.rebeccatully.co.uk)



**“IT’S JUST QUICKER TO  
DO IT MYSELF”**

Yes – it might be. BUT - chunking and delegating a task might come with some handy extra benefits. Someone might come for an hour and stay for much longer... they might tell a friend... Plus the loyalty of a volunteer that’s learned something from you is very strong.



Learn to delegate – it’s a thing you have to practice, it comes naturally to very few people! And work out how to check your tasks so that you only delegate the tasks that are really worth delegating. Some aren’t – and that will put you off forever!

## Recommended courses:



Inspiring One-off Opportunities



Techy Solutions for Volunteer Coordinators

Find out more...  
test where you are  
with this  
delegation test

**“I CAN’T GET VOLUNTEERS TO DO THE DULL STUFF – BUT IT STILL NEEDS DOING”**

What’s dull?! A new volunteer once actually requested to “sit out the back and do the dull admin” when I asked her the things that interested her – that was where she was at that point! You can never be sure what tasks people are up for until you unpick what motivates them.



Pair interesting and dull tasks together. Ask people what their motivations are, and see how those tasks can fit. The biggest motivation can sometimes not be the task itself, but our cause, and the way our team makes them feel. Be honest about what needs doing, and you may be surprised at what’s offered.

## Recommended courses:



Creating Great Task Descriptions

Check out this template for planning your needs and making task descriptions

**“WE COULDN'T INVOLVE CHILDREN AS VOLUNTEERS – THERE IS TOO MUCH RISK”**

Parents, carers and children have an awful lot of time on their hands at particular points in their lives, and often a lot of energy. There are a huge number of ways we can tap into this with minimal risk.



Try looking at carers/kids/families as a unit, a lot can be done per unit, and many of the risks are (willingly) being shouldered by parents . A robust risk assessment goes a long way, get others to answer. What AM I safeguarding? What could actually happen that I'm worried about?

A great example of family volunteering is the National Trust.

### Recommended courses:



Creating Great Task Descriptions



Who Can Volunteer?

I created this blog about volunteering with my daughter



"PEOPLE DON'T HAVE THE TIME TO GET INVOLVED THESE DAYS..."

Close your eyes. What do you think is the average amount of time someone volunteers for? Is that a hard question to answer? There really is no 'one size fits all.'



Think of what you really want to get done. What are ALL the possible ways for this to happen? "We want EVERYONE to know about our event" could mean 100 people sharing the web link they have all supported your organisation in a very small window of time, and you get your outcome. People can be involved in many ways.

## Recommended courses:

-  Inspiring One-off Opportunities
-  Involving the Busy People

Explore micro-volunteering

**“I CAN’T ASK THEM  
TO LEAVE...  
THEY’RE A VOLUNTEER!”**

You have no legal obligation to provide a role – in the same way no volunteer has an obligation to stay with your organisation. Your only obligation is to treat people with dignity, compassion and respect.



If we’re worried about that horrible word ‘performance’ – try asking yourself some focussed questions around this. What’s the role? Are they capable of doing it? What behaviour suggests they are/aren’t? What is the impact of doing nothing? A clear role description is essential.

## Recommended courses:



Volunteers and Employment Law

Recruiting People to Stay

Look at Non-Violent  
Communication methods  
for ideas for successful  
communication