



Volunteer Management Guide

Primary and Secondary School

2019

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How to manage Volunteers?

Working with volunteers involves ensuring that they can add value to your school by ensuring they feel welcome and understand how to operate according to your values and guidelines.

Quick Checklist:

1. Who will Ardoch liaise with?
2. Who will be responsible for organising orientation and induction for volunteers?
3. Would you like an Ardoch Programs Coordinator to speak at a staff meeting to explain how volunteers can best support your classrooms?

Getting Volunteers Started

Storing referral forms

- The staff liaison of your choice at your school will receive referral forms for education volunteers once they are screened and trained throughout the year. Ensure referral forms are stored in an appropriate way as they are confidential. It will contain their personal details as well as information regarding their availability and past experience.

Contacting volunteers

- Support your staff to contact these volunteers by email or phone to arrange a start date and a day for them to come to the school for an induction and orientation as quickly as possible in order to get them into your classrooms and supporting children.

Induction & Orientation (OH&S)

- Ensure you give new volunteers an induction and orientation. Explain language and policies particular to your school and occupational health and safety procedures. Ensure volunteers understand your Health and Safety policies.

Welcoming Volunteers

- Ensure that volunteers know their way around the school and receive an all inclusive 'Tour' (including Staff Room, toilets, cafeteria, library). It is important that volunteers feel part of the school community. When possible introduce volunteers at a staff meeting.
- It is a good idea to make staff aware of who Ardoch volunteers are and what they are doing at the school. Ask staff to chat to volunteers when they see them in the staff room.

Ardoch 'Track it Forward' platform

- Track it Forward is an online platform that our Education volunteers use to log their volunteering activity. Volunteer hours can be exported onto a spreadsheet and we are happy to send to you at the end of each term (optional). Please note that we have advised volunteers that they will still need to sign in as a visitor to the school as required.

Teacher / Volunteer Agreement

- Establish clear guidelines of what you would like volunteers to do. Ensure the teacher gives a few minutes of instruction to the volunteer at the start date of each session. We suggest you have your volunteers fill out a teacher/volunteer agreement form so that they are clear about what they are expected to do. The volunteer will bring this document.

Suggestions of Successful Volunteer roles

- For a Prep to grade 2 classroom - reading one on one with students or in small groups
- For a Grade 2 and beyond classrooms – supporting work the teacher is currently discussing/assessing. Going through homework or work from previous days. Teachers can ask volunteers to support certain students or to be available for any student needing extra support.
- General Literacy/Numeracy support – reading and writing activities
- General classroom support – the classroom that may require extra support can be an English, Science, Home Economics or Garden Project class etc. Our volunteers are trained and skilled to support your students in their school learning outcomes. Please note the more specific the task the better the outcome will be for the student, staff and volunteer.

Volunteer Supervision

- Ardoch volunteers should always be supervised by a member of staff.

Ongoing volunteer management

'Check – in' with Volunteers

- Following standard HR practices, we suggest you 'check-in' with your volunteers at the end of each term to ensure their experience is running smoothly. We also recommend that you establish a clear line of management so that volunteers know who to direct any questions to. This could be a lead teacher, supervising teacher or DP.

Celebrate volunteers:

- You may already do the following but Ardoch suggests: you add volunteers to your newsletter list, invite volunteers to staff end of year events, a thank-you card for the Festive Season, a birthday card, any graduations or events for students the volunteers work with.

School Staff and Volunteers

- Ensure school staff are aware there are Ardoch education volunteers on site by putting up posters in a 'volunteer hall of fame' in the staff room or including their information at staff meetings. Ensure that staff has considered how to be welcoming to volunteers to ensure they feel part of your community.

Term Dates

- Make sure the volunteer has the correct term dates and holiday schedule for the school.

Changes to class timetables

- Contact volunteers when there have been changes to class timetables and/or the lesson plan (where this might impact upon volunteers) or where the relevant students may not be in class due to an excursion, exam, sports day etc. or has not attended school. Contact may be by phone or email. Please make sure you give the volunteer as much notice as possible.

Managing Problems

- If you feel that a volunteer has not correctly understood your instructions, please clarify with them prior to contacting Ardoch. Please contact Ardoch if you have followed up with a volunteer as above and you remain concerned about a volunteer and their behaviour in your school.

Professional Development:

- We invite all your current volunteers to continue to attend Ardoch Professional Development sessions throughout the year which are free of charge.