

Volunteering Canterbury

Instructions for Organisational Users of VolCan Database

As at 29 November 2016

How to log on

You need to first be registered as an organisational user. If this has not already happened, contact our office. We will register you and send you a password.

Go to our database at www.volcanmatch.com. This can also be accessed via our website at www.volcan.org.nz by clicking on CURRENT VOLUNTEER ROLES.

In the top right hand corner click SIGN IN. You might want to bookmark this page/add it to your Favourites. Login using your e-mail address and your password.

Settings (at the top)

Under Password, you can change your password to something private to you. Under (your personal) Profile, you're able to update your email address.

My Organisation (left hand tab)

If you are the Prime Contact, please check the details we have are correct. If you are an additional user for the organisation please do **not** make any changes to the organisation's profile. If there are details you think need updating, discuss this with the Prime Contact. The "About the Organisation" section is what potential volunteers will see, and it's good to have all sections filled in. When you are entering a website, Facebook or Twitter link, make sure these have the full address, starting with http://. The link will not work without this. This section appears automatically when a volunteer views any role description. If you wish to change the name of the Prime contact you need to contact Volunteering Canterbury to arrange this.

Manage Roles (right hand tab)

Any volunteer roles for your organisation are listed here. The Status indicates whether they are currently active, 'Published', or have been 'Withdrawn' or 'Expired'. (They may also be Unpublished if VolCan are in the process of publishing). Click on the 'i' at the right hand side to get full details and/or to edit these. Under Setup you can make changes to the role. You **must** then click on 'SAVE' and then 'Re-Request Publication' for these to come through to us for approval.

There is an option at the bottom to Withdraw the role, which means it will be immediately removed from our website.

If you click on the Published tab you get an option at the bottom to print out the role (Generate Print View)

Click on the Volunteer tab to see a list of those who have requested a referral to this role. Whenever a volunteer requests a referral you receive an e-mail with the volunteer's contact details, advising which role they have requested. Please enter the result of each referral under Status. The options are Matched referral, Role no longer available, and Not a match. If you learn that the volunteer is no longer interested, or they don't respond to your messages, please enter the status as 'Not a match'. If the status reads 'Withdrawn request', the volunteer has decided not to continue with the referral. It's important that the status is updated promptly once you've met the volunteer.

Please see attached document to explain this process: 'Database Volunteer status update How to Guide.pptx'

To add a new role

Under the list of roles, check whether there is already a similar role listed. It suits the system better to amend an already published, withdrawn, or expired role, rather than start a new one. Make any changes you wish, then click on 'Request publication'.

If the role is completely new, click on Add New near the bottom of the screen, and enter the information about the new role as follows:

Title of volunteer role: Needs to sound enticing. Please do NOT include the word volunteer. Use upper case for the title.

Primary Category: (from drop-down menu) e.g. Administration, Befriending, Practical

Secondary Category: Having two categories enhances the chance of your role being found when a volunteer is searching.

Short Description: maximum 150 characters & spaces – this is what volunteers will see in their initial search. It's useful to include minimum hours required.

Full Description: As much detail as possible of the tasks to be done. Include the street address, minimum hours required, day and time. Note that your organisation's Website, Mission, and Services will automatically show on each role description, so there is no need to include those here. Do not include contact details. These will be given to the volunteer when they request a referral.

Location: (from drop-down menu) Suburb of Christchurch or area of wider Canterbury – you may choose more than one. It's important to specify the area where the work will actually be done. 'All of Christchurch' should be used only if volunteers are required throughout the city, e.g. for a street appeal.

Organisation User responsible for this role: Must be registered as an organisational user. If this person is not your primary contact they may need to be added. You need to click on this field and select a user, even if you are the only one.

Time commitment: (choose one of two) - Short term (less than six weeks) or Longer term

When needed: Choose all that apply from 'Evenings', 'Weekends', or 'Weekdays'.

Expiry date: Enter a date ONLY if the role is limited to a certain time, e.g. street appeals. If you have entered an expiry date, there's no need to 'withdraw' the role when the date is reached – it will happen automatically.

Skills required: Enter some brief skills required. These could be patience, team work, communication, or specific skills, e.g. accountancy for Treasurer roles.

Benefits/Rewards: Enter brief benefits for volunteers, e.g. working with people, creating beautiful gardens, connecting people etc.

Travel costs reimbursed: Yes/No

Criminal record check required: Yes/No

**** Click on 'CREATE' and then 'Request publication' once you've entered all the details ****

The system will send you an e-mail once the role's been approved.

You can remove a role from being advertised, by changing the status to 'Withdrawn'. This happens immediately, and you do not get any e-mail confirmation.

Referrals When a volunteer requests a referral you will receive an e-mail with their contact details. Please contact them promptly. Note: Do NOT click on reply to send a message – this will come back to VolCan. You need to click on the volunteer's e-mail to send them a message. The volunteer will also get a message with your contact details, and instructions to expect a call or e-mail from you.

If you have any questions about using the database, please phone VolCan on 03 366 2442.

Mgr/Data/Database update/Instructions for organisational users