Volunteering
CANTERBURY

We're here to help you make a difference

DATABASE HOW-TO GUIDE

This guide will help you to navigate the Volunteering Canterbury database, and provide advise on how to best utilize this resource to engage with volunteers.

Sign Up

To register as an organisational user of our online database, visit www.volcanmatch.com and click on "Sign Up" in the top right corner.

- Click on the blue link near the top of the page that says "Signing up as a member of an organisation? Click here."

- Enter your name and email address, and from the drop down menu select the organisation for whom you are a user.

- Enter a password, tick "I am not a robot" and submit.

Once we have verified you on the system, you will be able to sign in as an organisational user.

Settings

Here you can change your password, or update your account information, including the Primary Contact name and email address. Remember to press "Change" and "Save" when you're done.

My Organisation

- *Contact Information*
  Here you can update details such as phone numbers, address, office hours etc.

- *About the Organisation*
  This is what potential volunteers will see when they view a role description, so be sure all sections are complete. When entering a website, Facebook or Twitter link ensure you have a full web address starting with "http://".

Manage Roles

All roles for your organisation are listed here. The status of each role is shown in red on the right:

- Published - currently active on the database

- Unpublished - in draft form, not yet active

- Withdrawn - removed from the database by a user

- Expired - automatically removed from the database once expiry date reached.

Edit an Existing Role

Click on the gold "i" box on the right to view or edit the details of a role.

- *Set Up Tab*
  If you wish to make changes to a role you must click on "Request Publication" for these to be approved and published. If you wish to withdraw the role, there is a "Withdraw Role" button at the bottom of the page. The role will be immediately removed from the database.

- *Published Tab*
  This is a list of your currently published roles.

- *Volunteer Tab*
  This is a list of volunteers who have requested a referral for any of your roles. When this happens you will receive an email with their contact details - please contact them promptly.

Update a Volunteer Status

It is important that the volunteer status is updated promptly after they request a referral. To do so, open the role they applied for, and on the Volunteer tab find their name. Then select from the options in the drop down menu on the right.

Status options include:

⇒ Referral Under Review: you are undertaking interviews or other assessments.

⇒ Matched Referral: after review or assessment this person has become a volunteer with your organisation.

⇒ Not a Match: after review or assessment this person has not become a volunteer with your organisation.

⇒ Role No Longer Available: the role was filled prior to this person requesting a referral. *Prompt: you need to withdraw the role so it is no longer active on the database.*

⇒ Volunteer Not Contactable: after several attempts you have not been able to contact the volunteer.

⇒ Referral Request Cancelled: the volunteer withdrew their interest.

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Create a New Role

Under your list of roles, first check whether there is already a similar one listed that you can edit. It suits the system better to amend an already published, withdrawn or expired role, rather than create a new one. Make any changes you require, then click on "Request Publication".

If the role is completely new, click on "Add New" at the bottom of the page and complete the required fields:

- *Title*
  This needs to be appealing and should not include the word "Volunteer".

- *Primary & Secondary Categories*
  Select the appropriate options from the drop-down menu. Having two categories increases the chance of your role being found when a volunteer is searching the database.

- *Short Description:*
  This is what volunteers will see in their initial search. It is useful to include here the minimum hours you require.

- *Full Description:*
  This should cover as much detail as possible. Please include the location, minimum hours required, the frequency of work and the times of day required. Note that while your organisation's website, mission and services will automatically show on each role description, it helps to highlight how the role will positively impact your organisation and the people affected by it. Do not include your contact details in this section - these will be provided to the volunteer if they request a referral.

- *Location:*
  Select the suburb of Christchurch or area of wider Canterbury from the drop-down menu. "All of Christchurch" can be used if volunteers are required throughout the city, e.g. for a street appeal.

- *User Responsible:*
  This must be a registered organisational user. Whoever is selected will receive emails from volunteers requesting a referral for this role.

- *Time Commitment:*
  Choose from Short-term (less than six weeks) or Longer Term.

- *When Needed:*
  Choose one, two or three of the options, including Evenings, Weekends, or Weekdays.

- *Expiry Date:*
  This is only needed if the role is limited to a certain time, e.g. street appeals. If you have entered an expiry date your role will be automatically withdrawn on that date.

- *Skills Required:*
  List any specific skills that may be required to properly carry out the role.

- *Benefits/Rewards:*
  List any benefits or rewards available for the volunteer.

- *Travel Reimbursed:*
  Tick this box if you reimburse volunteers for their travel. Leave it blank if you do not.

- *Criminal Record Check required:*
  Tick this box if you require a Criminal Record Check. Leave it blank if you do not.

Once you have entered all the details for a new role, click on "Create". You will now find an draft of your role in the roles list (it may be at the bottom of your list).

Publish a New Role

To publish the role, you need to click on the gold "i" button on the right of the screen, then scroll down to the "Request Publication" button at the bottom of the page.

You will receive an email once your role is approved and published.

The system will send you an email once the role has been approved and is published.

Further Assistance

If you have any questions or need further assistance, please contact us on (03) 366 2442.

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Top 10 Tips for Advertising a Volunteer Role

Writing an appealing Volunteer advertisement is not as simple as it may seem at first. Follow these top tips to help you find the best volunteer for your role.

1. Know what you want

Having a written Role Description before writing an advertisement will help you clarify the required tasks beyond just needing "help". Undefined roles are difficult to become enthusiastic about, and enthusiasm is the emotion you want to elicit in potential volunteers who read your advertisement.

2. Check your language

Speak directly to the reader in your advertisement. The use of "you" and "we" will appear more engaging and friendly, rather than "The volunteer". This helps people visualise themselves in the role.

3. Choose the position title carefully

The position title should reflect what the volunteer will actually be doing; it gives a sense of identity. Generic terms don't mean anything, and the use of "Volunteer" in the title should be avoided.

4. Provide all the necessary details

Missing information leads to less applicants. What tasks will the volunteer be responsible for? Where will the work be carried out? Is there flexibility around this? If your advertisement is missing key details, potential volunteers will more likely pass over the role and look elsewhere.

5. Anticipate possible questions

Put yourself into the head of a person considering volunteering with you. What might they want to know? Try to offer that information as part of your advertisement. For example they might be interested but not sure if they can do the work, so be sure to include "no previous experience needed", or "beginners welcome".

6. Specify the expected commitment

Volunteers want to know upfront what you expect from them. Be clear on how long the job will take, how often it needs to be done, and what hours / days it should be carried out. Specify if it is a regular commitment or a one-off project.

7. Tell them what's in it for them

When you invite someone to volunteer you are asking them to give up some of their discretionary time. Therefore you want to the role be appealing, and rewarding. Tell them what they'll get out of volunteering for you e.g. gaining a new skill, developing a professional network, having fun, etc.

8. Promote the impact they'll have

People are more likely to be motivated if they can see the difference they will make through volunteering. Tell them not just the tasks they'll be performing but the outcome of these tasks, e.g. reducing loneliness for older people, or improving someone's quality of life.

9. Keep it short and simple

Keep sentences and paragraphs bite-sized and aim to keep the word count down. Use language that your reader is likely to use, and avoid complicated or technical words unless absolutely necessary. Efficient writing enables efficient reading.

10. "Would I volunteer for this role?"

This is the crucial last step before publishing your advertisement! If the role doesn't sound appealing to you then it is unlikely to appeal to others. Consider running your advertisement by other volunteers in your organisation to get their feedback.