

8 Things Volunteers Expect when Volunteering

Written by volunteers for volunteer managers



One.

Good use of time

It is important to think through all job duties and make sure volunteers know what to do by providing a volunteer job description, and the approximate time it will take to accomplish the task or how long they are needed in the role.



Two.

Clear expectations

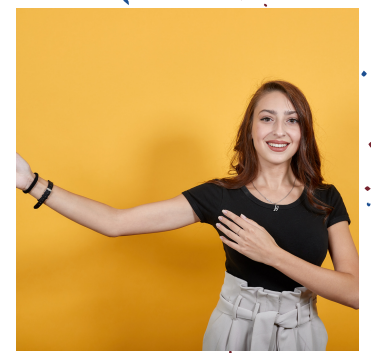
Volunteers want a clear understanding of what is expected of them. The more clear and concise the direction, the more comfortable the volunteer will be in completing their role. A clear job description, training on job duties, and a go-to person or coordinator are critical to this.



Three.

Provide adequate training

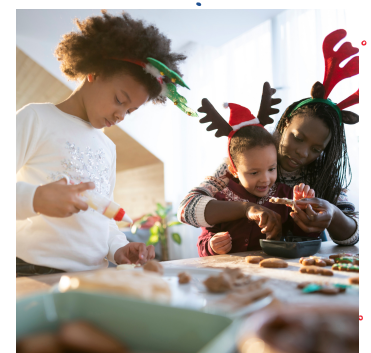
There is a basic expectation that volunteers receive the necessary training to do their role effectively, especially when representing the organisation. Proper volunteer training helps volunteers feel confident in doing their role and fosters a great volunteer experience.



Four.

Communication

It is important to communicate when and how information for the volunteer role, or tasks, will be shared and that this is done regularly and in far in advance as possible. A consistent communication method, whether it be face-to-face, email or online, is necessary to have volunteers engaged in your organisation.



Five.

Feel appreciated

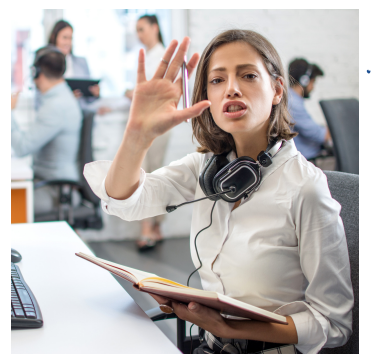
Volunteers give many hours of free labor and have a basic expectation that there is some level of appreciation for what they do. A simple thank you or a morning tea goes a long way in showing someone that their efforts have been recognised and are appreciated.



Six.

Organisation

Volunteers, like employees, feel safer and more prepared when the organisation they are volunteering for is well organised and prepared for volunteers and their roles. Having the right paperwork, equipment or information easily available to them helps them to know that they're valued.



Seven.

Follow up and care

A sense of belonging from a volunteer to an organisation starts from a place where volunteers are recognised as humans who have their own busy lives and struggles. Talking to them, and learning about them, are important in the relationship between managers and volunteers.



Eight.

Review

Volunteers know what is working and what isn't, because they're on the ground doing it. Getting their feedback and information on what is happening is important for improving the volunteer programme to ensure its success for the organisation, and that you have happy volunteers. They want to know that their experience is listened to.

