



## Matching Volunteers to Roles

Successfully matching volunteers to roles requires understanding both the specific requirements of the role and the volunteer's motivations for getting involved.

### Getting the Right Match

Successfully matching volunteers to roles starts with understanding both the role's specific requirements and the volunteer's motivation. It is also important that a volunteer's values align with your organisation's core principles.

Be clear about the key responsibilities of the role, including any essential skills or experience. Identify any non-negotiable requirements - such as a Medical Filing Clerk needing strong attention to detail, a methodical approach, and being a non-smoker.

Determine which skills and attributes are necessary from the start and which can be developed on the job. Regularly reviewing role descriptions ensures they remain relevant, and checking in with current volunteers can help confirm whether the job description accurately reflects the role in practice.

### Robust Recruitment

Interviewing multiple applicants increases the chances of finding the best fit for the role. The first person who applies may be suitable, but the next might be the perfect match.

Ensure your recruitment process is inclusive and allows prospective volunteers to learn about your organisation. A successful match goes both ways—it's just as important for the volunteer to feel that the role and your organisation are the right fit for them as it is for you to find the right person for the role.

When matching a volunteer to a role, consider these key factors:

- Your organisation's needs
- The volunteer's needs and motivation
- Their understanding of and alignment with your organisation's values

- Any additional support required, such as skills training
- A consistent approach to reference and official checks.

### Preferences vs 'Must Haves'

Some useful tools to help sort out the best candidate for the role:

- Understand the absolutes e.g. must have a full, clean drivers licence
- Understand what the preferred skills/attributes are, break it down in to a skills matrix
- Deal breakers e.g. criminal convictions, lack of experience, smoker
- What support/training can be offered to a volunteer (if any)

It's not unusual for a prospective volunteer to apply for a role that doesn't fully utilise their skills. Many people volunteer to explore something different from their paid work. Take the time to listen and ensure the role aligns with their needs and motivations.

### Summary

Effectively matching volunteers to roles requires a thoughtful approach that considers both the specific requirements of the role and the volunteer's personal motivations. Ultimately, aligning the right volunteer with the right role is a mutually beneficial process that helps ensure a successful and fulfilling volunteer experience.