

Using Volunteering Canterbury Online Services



We're here to help you make a difference

Logging In

The very first time you log in, you will need to follow an email link, and set your own password.

After that, you login by visiting volcan.org.nz and click on the Member Login link near the bottom left of the screen:



Note: If you ever forget your password, simply head to <https://volcan.org.nz/login> and click "Forgot password?"

Dashboard

This is where you land after logging in.

You can see your recent statistics here and access all your active roles and latest referrals. If you are a new organisation, or if it's been a while since someone logged in, your stats will probably say "Zero".

[Dashboard](#) [Roles](#) [Referrals](#) [Teams](#) [News](#) [Account](#) ▼

Dashboard

1

Active Roles

20

Pageviews (last 30 days)

1

Referrals (last 30 days)

0

Placed

Active Roles

ID	Title
1952	Volunteering/ Vacuuming Mentor

All roles

Latest Referrals

Date	Name	Status
26 Nov 2020	Taya Cross	No response

All referrals

Roles

All your voluntary roles are displayed here.

If the role is active and live for people to view and apply for online, the tick will be green.

Add a new role by clicking on "New".

Dashboard

Roles

Referrals

Teams

News3

Account

New

ID	Title	Active	Type	Category
1952	Volunteering/ Vacuuming Mentor	✓	Ongoing	Mentoring
1697	Community Activities Expert		Project	Administration
1460	Howzatt??!! - Cricketers dream		Ongoing	Companionship
1176	Volunteer Companion		Ongoing	Companionship

Show older



Adding a new role...

Title: *

Add a catchy title here

Note: it's best not to use the word "Volunteer" here - all roles are volunteer roles at VolCan!

Type: *

Please select...

Choose from: Ongoing, Event, One-Off or Project



Category: *

Please select...

What category does this role best fit under?



Hours: *

Please select...

Choose from: Working Hours, Evenings/Weekends, or Flexible/Both



Location: *

Specify where the role is based

Where the work is performed

Summary: *

1 - 2 sentences that briefly describe the role, and why it's important. Think of this as your elevator pitch. This shows in the search results and needs to draw the reader in to find out more.



Description: *

What do you want them to do? Describe the tasks, duties and ideal outcomes of the role. Talk a bit about the mission and vision of your organisation.



Adding a new role... (Part 2)

Requirements: *

Outline the requirements needed to perform the role.

Be specific, and avoid using discriminatory language.

Time commitment: *

Specify which day/s of the week and times the volunteer will be needed.

E.g. Thursdays, 10am-11:30am.

Background check: *

Please select...

Choose from: None, MOJ, Police. If you are doing background checks, please let us know why.

E.g. "Role involves contact with vulnerable people".

Contact via: *

Please select...

Contact name: *

Contact phone:

Contact email: *



Add in your preferred contact details here.

The email address entered here will be the one that receives volunteer applications.



Adding a new role... (Part 3)

This part is super important!

When you submit a role for publishing, you are agreeing to three key things:

- You will contact the volunteer within 5 working days.
- You will update us with a final outcome within 4 weeks.
- You will de-activate the role as necessary.

Please, if you cannot do these three things, do not list the role, and talk to us on 03 366 2442.

By listing this role with Volunteering Canterbury and activating it you agree to the following:

- To contact all volunteers referred to our organisation within five working days.
- To provide Volunteering Canterbury with an outcome for every referral, generally within four weeks.
- To deactivate this position as soon as we have adequate referrals or volunteers are no longer needed for this role.

Submit for publishing

Cancel

FINAL STEP! Click Submit when you're happy that the role is good to go. We will then moderate it within 1-2 working days.



Managing your roles

Once you've created a role, you can manage it by clicking on the title of the role in the "Roles" page.

Here you can "Deactivate" roles, or "Activate" older roles if necessary. You can also click on "Edit" to change any details. Please allow us up to two working days to moderate any edits that you make, although we usually get them done much quicker than that!

The "Stats" section will show you the page views etc for the role.

The small blue rectangle/arrow to the right of the title takes you to the public view of the role, should you want to quickly share it on social media.

Volunteering/ Vacuuming Mentor #1952 		Stats	Deactivate	Edit
Type	Ongoing			
Status	Active			
Category	Mentoring			
Hours	Working Hours			
Location	Hamilton			
Summary	Volunteer for two organisations at once, and support young men to vacuum at a local op shop.			



Managing your referrals...

When people apply online, the role contact will receive an email that includes the volunteer's contact details. You can also access their contact details by logging in, and going to the "Referrals" page.

Dashboard Roles **Referrals** Teams News **3** Account ▾

Referrals

Show incomplete

Date	Volunteer	Role	Status
26 Nov 2020	Taya Cross	Howzatt??!! - Cricketers dream	No response

Click on the persons name to see their email address and phone number

Forgot what they applied for?!
Click here to open the role.

Update their status by clicking on the status, and choosing a new one from the drop-down list.

Note: Volunteer details are only stored on this page for six months, so we recommend you have an alternative method of storing this information.



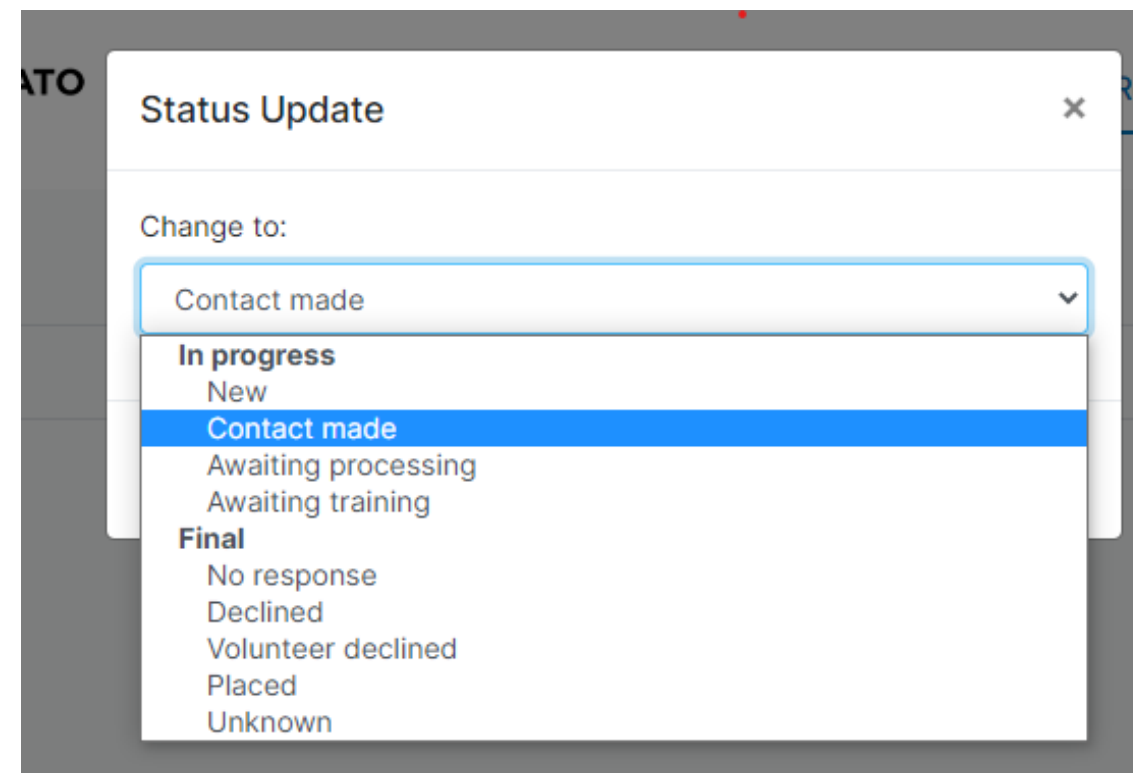
Managing your referrals... (Part 2)

Making contact:

We require you to contact all applicants within 5 working days. We highly recommend making contact as soon as you can - as the good volunteers are in high demand. Contacting people by telephone or text message is the most successful way to make initial contact.

Once you've connected with the volunteer, please change their status to "Contact made" (as shown below).

If you need time to train the volunteer, or to process their application (e.g. you're waiting on Police check results), then set the status to "Awaiting training" or "Awaiting processing" accordingly.



The screenshot shows a 'Status Update' dialog box with a close button (x) in the top right corner. Below the title, there is a label 'Change to:' followed by a dropdown menu. The dropdown menu is open, showing a list of status options. The first option is 'Contact made', which is highlighted in blue. Below it, there is a section header 'In progress' followed by 'New', 'Contact made' (highlighted), 'Awaiting processing', and 'Awaiting training'. Below this is a section header 'Final' followed by 'No response', 'Declined', 'Volunteer declined', 'Placed', and 'Unknown'.

Change to:
Contact made
In progress
New
Contact made
Awaiting processing
Awaiting training
Final
No response
Declined
Volunteer declined
Placed
Unknown



Managing your referrals... (Part 3)

Final Outcomes

When you know the final outcome, please update the status accordingly.

- No response = The volunteer did not get back to you despite several attempts at your end to contact them
- Declined = The volunteer wasn't suitable for the role
- Volunteer declined = The volunteer decided not to proceed
- Placed = The volunteer has successfully been matched to the role.

When listing a role with Volunteering Canterbury you agree to give us an outcome for each referral within four weeks. Providing outcomes as quickly as possible will minimise the number of follow up emails you get from our system regarding referrals.



Other online options

Listing a Team opportunity

If you are interested in recruiting a team for a project, from your dashboard, click on “Teams” located at the top right of the page. To create a new opportunity click “New” and populate the fields of information. Click “Submit for Publishing” once finished.

To reactivate and edit an existing team opportunity, click on the role and then reactivate or edit using the buttons located at the top right of the page. Click “Submit for Publishing” when finished.

Team opportunities are moderated before being activated and published on our website.

News

Check out our "News" tab to see interesting news snippets.

Managing Your Account

You can change a password, check your membership history and logout from here. Click on “Account” located at the top right on your dashboard page.



Excellence in volunteer management

Resources

We are committed to best practice in volunteer management. You might like to visit volcan.org.nz/resources to access all our useful guides, factsheets and templates to assist you.

Training

We offer a range of training workshops, at no cost or low cost for member organisations. You can view up-coming workshops and other events at volcan.org.nz/events.

Networking

Connect with other volunteer coordinators and not-for-profit organisations at our regular network meetings, also on the events page: volcan.org.nz/events.

Newsletter

As a Volunteering Canterbury member you are automatically added to our nonprofit mailing list to keep you up to date with relevant news, events and other relevant information.



Further Assistance

Feel free to get in touch with us if you need assistance using our Online Services:

Christchurch Community House
301 Tuam Street
Christchurch 8011

03 366 2442

office@volcan.org.nz

We're here to help you make a difference

