



Creating a skilled volunteering role

The activities below will help you determine where volunteers can add value in your organisation and ensure that the roles fit in with your organisation's strategic objectives.

Most importantly the project should have intrinsic value. It should address real problems and have impact.

- **Activity 1**

Consider the questions on the left and fill in your answers on the right.

What sort of activities, skills and knowledge would add value to the organisation and its services?	Your answers
What needs does your organisation have that are currently not being met?	
What else would you do if you had the time or resources?	
Which skills or new approaches would your staff and organisation benefit from learning most?	
How could you improve the quality of your internal activities and processes?	
How could you improve the quality of your services?	
What additional services would your clients value most?	

Knowing what your organisation's objectives and strategies are is a good place to begin the task of designing these types of roles. The task will be easier if a consultative, organisation-wide approach is taken.

- **Activity 2**

Now read the Skills Register to help you think about some suitable volunteering positions. You may want to consult with others in the organisation. Briefly describe the roles in the box below.

Role 1	
Role 2	
Role 3	
Role 4	

Role titles

Avoid dry business titles to describe the volunteering role but give sufficient information so the prospective volunteer recognises their skills. Role titles help to shape the volunteer's understanding of their role. Managerial or generic titles should be avoided in preference for job titles which connect the role to a specific program or mission of the organisation. A good job title should not only capture the purpose of the role, it should also inspire the imagination of a prospective volunteer. For example, Business Plan Writer could be renamed Business Plan Writer- Childhood Literacy Program.

- **Activity 3**

Choose the most feasible volunteering projects for your organisation at this point in time.

Consider the following:

Are the roles challenging?

Do they add value to your organisation?

Will there be a transfer of skills between the volunteer and the staff of the organisation?

Role 1	
Role 2	

Creating projects for time-limited volunteers

You may find it a challenge shaping a complex role to fit into two days. Some roles will lend themselves to being broken down into smaller, more specialised components. It might be necessary to create discrete roles that accommodate different sets of skills (such as research as distinct from writing, or developing training sessions as distinct from delivering training sessions).

For example, financial policy writers would need three to four days to complete such a project (a day to gather information, and another two to three to write it) but a financial systems reviewer could undertake the task in two days as they are simply assessing existing procedures.

You will see in the Skills Register a Business Management skill described as Project Scoper or Assessor. If you are really unclear about how to move forward with a project concept, you could create a role for someone with such skills. They will be able to tell you what resources are needed, how much time it will take and whether the project idea is feasible.

Some NAB employees may have their manager's approval to incorporate volunteering projects into their development plans. If this is the case they may have more time to contribute to a project.

Virtual volunteering

Will the volunteer be able to undertake part or all of the work away from the organisation's office? Virtual volunteering roles are those that can be undertaken from the volunteer's home or office with the help of technology such as telephones and computers.

Provide them with adequate induction so they have an appreciation for your organisation's mission, sufficient information for them to carry out the role, and feedback on how they are progressing. It is worth inviting them to meet other volunteers, clients and staff at your organisation. Who knows what else they may be able to help you with?

- **Activity 4**

Do your chosen roles fit within a one to two day timeframe? If not, the following table will help you break down the role into smaller components.

Role title or description (Example: Deliver budget training workshops to newly arrived migrants.)	
Main components	Skills required
Example: 1. Prepare training session content 2. Deliver training session	Example: 1. Financial management skills, PowerPoint 2. Presentation skills, able to communicate to a diverse range of people
Component:	Skills:
Component:	Skills:
Component:	Skills: