

**EuroVolNet Workshop
“Management in Volunteering”
December 7-9, 2011
Frankfurt, Germany
Lindner Hotel & Sport Academy Frankfurt**

MANAGER AT WORK

QUALITY - MANAGEMENT



THE QUESTION:

IS THERE ANYTHING TO MANAGE ?

This Workshop will highlight:

*“Effective volunteering that meets the pressures and responsibilities placed upon volunteers and organizations requires effective management. **Voluntary organizations should set up volunteer policies to provide a more favourable environment for volunteers.**”*

There is no one-size-fits-all approach to volunteer management. The size of the organization, the number of volunteers and the type and complexity of roles being offered, they all impact on the model most appropriate.

EuroVolNet workshop will discuss and develop a »management in volunteering« strategy that suits to volunteers and organizations.”

Management can be defined as a systematic, long term steering of development processes.

- It follows the principle of constant and step by step improvement of the system, orientated on the available resources and the acceptance by all involved actors.
- Political willingness, careful planning (action plan), defined sequences for implementation and evidence based evaluation procedures are the basic steps for successful management.
- Immediate success should not be expected. Be satisfied with small progress

What does it mean, to develop a systematic approach?

3 phases of the strategic development:

- **Preparation phase**
- **Implementation phase**
- **Evaluation phase**

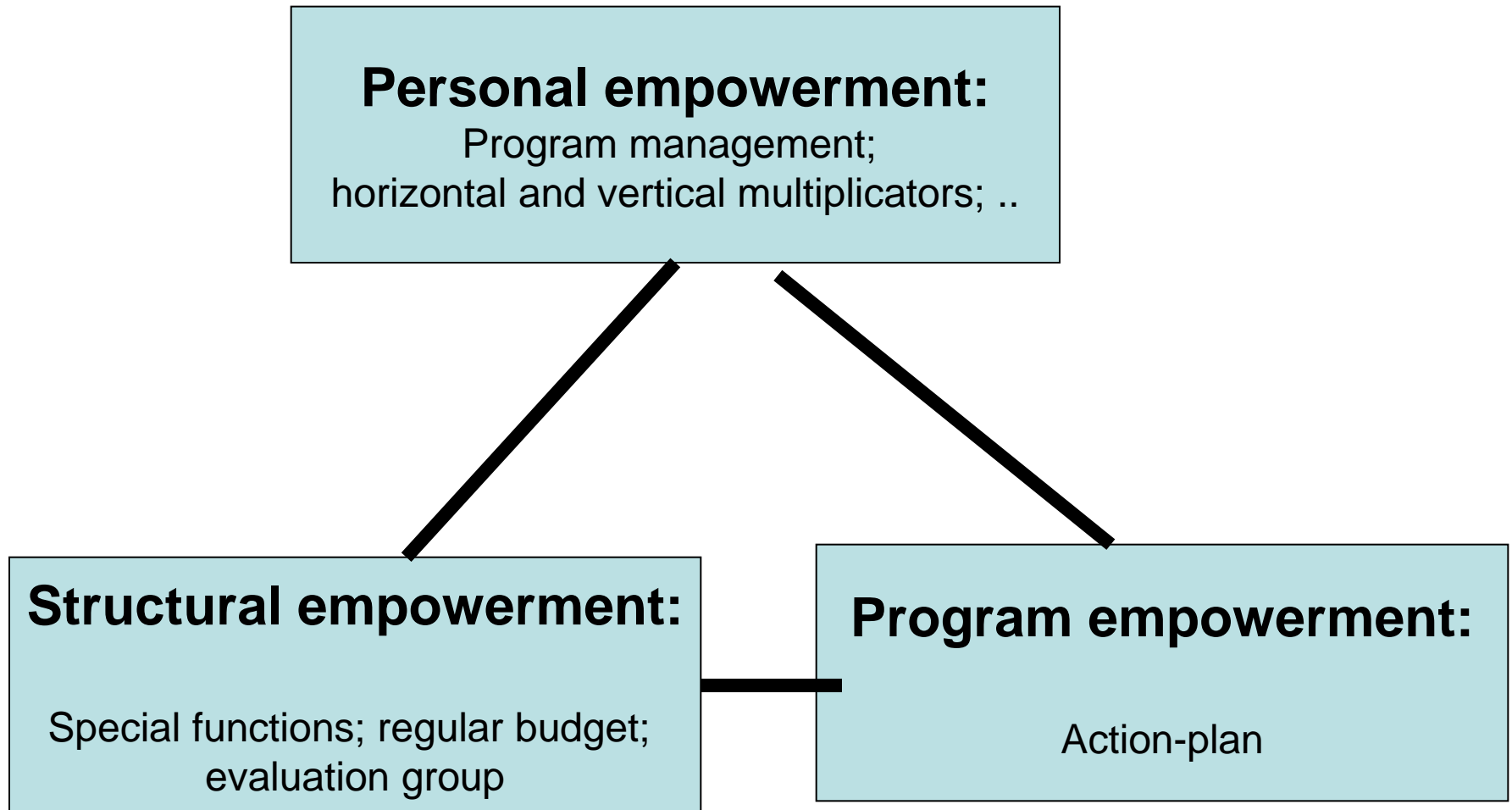
Steps in the preparation phase:

- **Clear definition of the objectives (mission paper)**
- **Analysis of the current situation (internal & external): attitude in your organisation; competences; resources; expected barriers; supportive structures in your organisation (participation)**
- **Formal agreement and support from the board**
- **Outline of a realistic action-plan**
- **A provisional budget-plan**

Management-Matrix for Volunteering in Sport for All

Area of management _____ – Type of volunteer	Recruitment/ Retaining Measures:	Qualification and Training Measures:	Transparent working structure and internal /external communication	PR and marketing	Ways of funding	Initiating the internal policy for volunteering
Volunteers in leading positions - in SfA organisations: -in clubs or local entities: Job description: ...	1..... 2..... 3..... 4..... 5.....					
Volunteers as instructors/train ers in SfA clubs Job description:	1..... 2..... 3.....					
Volunteers as helpers in a club Job description:						
Volunteers supporting special events Job description:						

Main steering sections of the management process:



Basic principles to steer the management process:

- **on long term basis**
- **systematic**
- **step by step**
- **continuously**
- **holistic**
- **interactively**
- **networked**



Management in Volunteering is real business!

But it's rewarding!

**Volunteers are the most valuable capital investment
for grass root sport development.**



Workshop section topic 2: Management proceedings in Volunteering for

- Structural development
 - Political convincing
 - Communication

1. How to create political willingness, commitment and support within your organisation from board level down to the grassroots?

- What is the present situation?
- Do you have a „mission paper“?
- How to create awareness within the organisation?
- How to get commitment?

How to develop transparent structures for volunteering?

- Who/what should be in the leading position to manage the program? (Chairperson; steering group; committee;...).
- Who will be responsible within the horizontal and vertical structure of your organisation?
- Who can be involved for partnership and networking?

How to communicate intern to the persons, who look after the volunteers and directly to the volunteers?

- What kind of communication channels can be used?
- What special communication tools should be invented?

Workshop section topic 7: Implementation and evaluation procedures

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Some recommendations for the implementation phase:

- Clearly defined and structured sequences in the workplan.
- Time scheduling
- Priority list for actions.
- Distribution of tasks.
- Reporting/feed back system
- Monitoring and consultation possibilities.
- Openness for modification; flexibility.

General question after explaining and discussing different actions in the implementation phase:

What kind of difficulties might come up during the implementation phase?

Evaluation and documentation.

- Identification and definition of (operational) indicators for progress and success.
- Questioning instruments (questionnaire; interviews;...) for volunteers and for persons taking care for volunteers.
- Interpretation, documentation and publication of results.

General question after identifying and explaining more evaluation measures:

What kind of experience do you have with evaluation procedures in strategic proceedings?