

TRAINING PACKAGE 2020



As a Volunteer Support Service we provide the sector with a range of training options for their volunteers, coordinators and general staff. You don't have to be a member to benefit from our expertise and experience but if you do decide to join us, there is a discounted rate as well as a free workshop or two with each membership level. Our delivery mode is both face to face (at venue of your choice and within COVID guidelines for numbers) as well as online through our zoom option. Have a look through our suite of workshop options and let us know if there is something there for you

Workforce Development – including for volunteers

- Bridge to volunteering **
- Accidental counsellor
- Professional boundaries
- Active Listening Skills
- Administration Principles
- Being an Effective Volunteer
- Child Safe Environments – full day session and refresher
- Communication Skills
- Customer service
- Conflict Resolution
- Confidentiality and Privacy
- Cultural Diversity and awareness
- Food Safety & Hygiene
- Loss & Grief
- Manual Handling
- Prepare for Public Speaking
- Resilience and Wellbeing
- Working in teams **
- Working with Customers and Clients **
- Working with Older People
- Working with Vulnerable People
- Engaging Younger People
- Workplace Health & Safety **
- Boosting your employability **
- Resume writing **

** Pathway to Employment modules (6 week course) – these subjects can be combined into 6 week course (one day a week) to bring employability skills up to date to enter the current employment marketplace

Workforce Development including Volunteer Management

- Introduction to Good Governance
- Introduction to Mentoring
- Introduction to Volunteer Management
- Workforce development
- Marketing your Volunteer Program
- Project Management
- Recruiting & Coordinating Volunteers

Resilience and Wellbeing
Risk Management – an introduction
Writing Grant Applications
Introduction to basis finances
Advanced Grant Writing
Benchmarking Volunteer Programs
Conducting Training Needs and Analysis
Evaluation
Innovation and Change
Professional Reflection for Volunteer Managers
Risk management - advanced
Secrets of facilitated learning
Strategic Planning

Organisational Development

The Essentials of Managing Volunteers – ideal for group training

This structured online course is aimed at potential or newly appointed Team Leaders, Coordinators or Managers. The course focuses on the key aspects of managing volunteers and involves six weekly tasks, each covering a different topic area. Participants will be provided with an in-depth study guide, a range of other resources to support reflection on current practice and 1:1 encouragement and support from a course tutor who is also an experienced manager of volunteers. Topics include:

Volunteer motivations and expectations
The legal aspects of involving volunteers
Key systems, processes and documents to have in place
Recruitment methods
Ways to interview and screen volunteers
Orientation and training options
Team dynamics and personality traits
Useful communication skills
How to lead and supervise volunteers
Methods to manage challenging behaviours and conflict
Summer School Program

A packed 4 day (2 x 2 days) hands-on approach to working with volunteers featuring lots of practical tips and hints. Topics include:

Recruitment & Selection of volunteers
Volunteering trends and issues
Innovation in volunteer programs
Designing great volunteer positions
Information management and systems
Community Development
Managing the volunteer program
National Standards
Working with volunteer diversity
Volunteer induction and training
Keeping the volunteer program on track