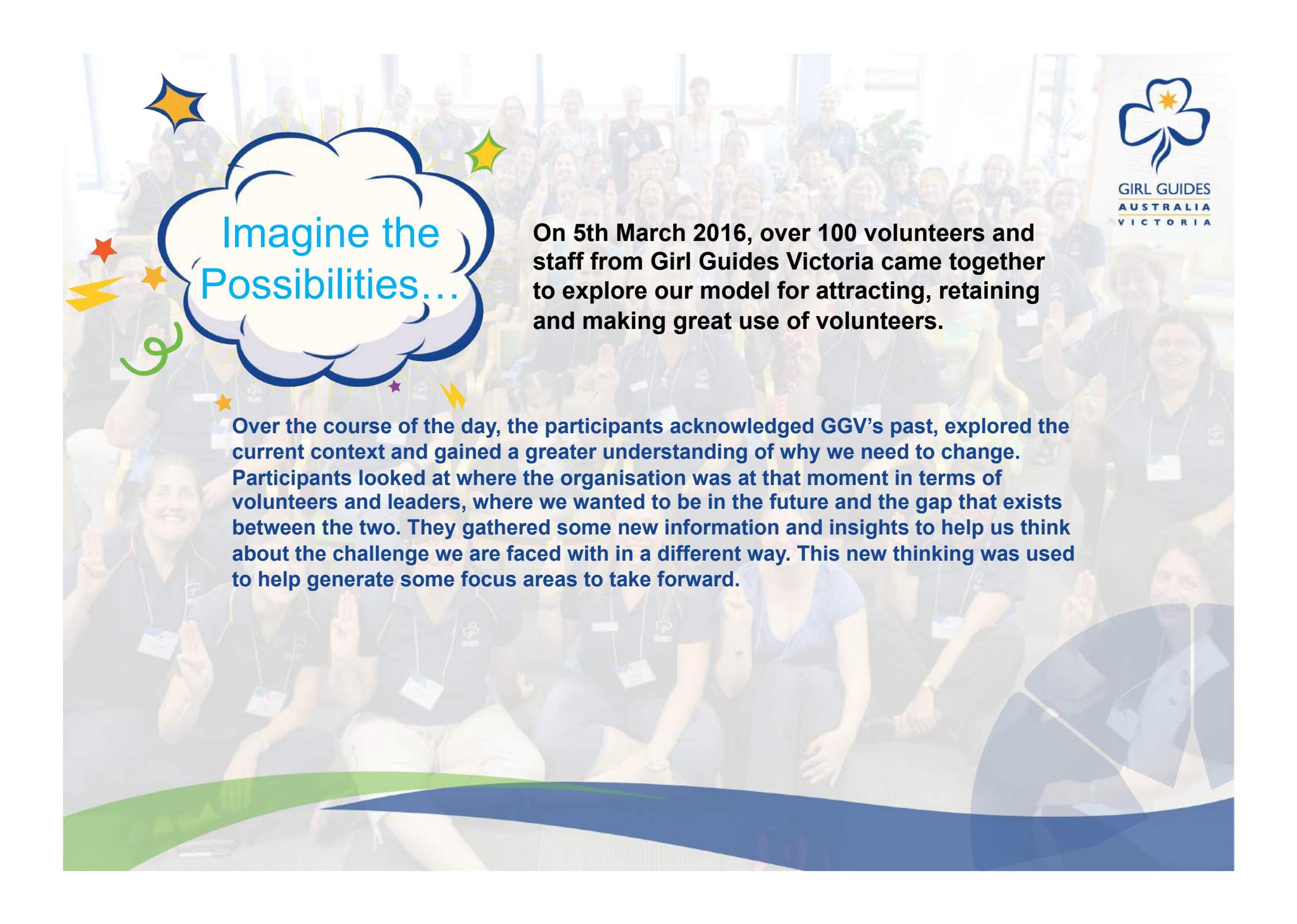




GIRL GUIDES
AUSTRALIA
VICTORIA



Imagine the Possibilities...

On 5th March 2016, over 100 volunteers and staff from Girl Guides Victoria came together to explore our model for attracting, retaining and making great use of volunteers.

Over the course of the day, the participants acknowledged GGV's past, explored the current context and gained a greater understanding of why we need to change. Participants looked at where the organisation was at that moment in terms of volunteers and leaders, where we wanted to be in the future and the gap that exists between the two. They gathered some new information and insights to help us think about the challenge we are faced with in a different way. This new thinking was used to help generate some focus areas to take forward.

1. Matching Volunteer to task*

- Google form database
- Active Alumni organisation with purpose
- Job/Task database and App
- Integration of technology and program

2. Roles and responsibilities*

- Help Leaders to move to new roles
- Job Sharing
- Matrix Management tool

3. Attraction

- Dot point job descriptions with skills required
- Elevator pitch (how to sell Guides quickly to volunteers)

4. What we offer*

- To identify our brand identity and attract volunteers
- Develop a proposal for adult/volunteer program

5. Learning and development

- Increasing monitoring "coverage"
- Cultural shift to promote and support goal setting and growth

6. Models and opportunity

- Local Community/ Business partnerships
- Centralised skills register
- Volunteer opportunities form
- Market flexible professional development opportunities
- Manager of Volunteers (Quality Control)

7. Myth buster

- Monthly myth buster segment in Guiding News
- Bust myths internally in the movement to influence external perceptions

8. Retention and length of commitment

- Develop training/method of managing short term Leaders of Adults and other volunteers
- Develop mechanism to allow volunteers to reconnect with their sense of purpose
- Develop training method for using/managing short term leaders of adults/youth
- Individual development plan for each volunteer

1. Matching Volunteer to task*

Significant upgrades to the iMIS customer database since 2016 mean that it can now be used as a tool for keeping skills-based records. This may be a task that volunteers can keep track of themselves.

Refer to the 2019-20 Strategic Plan, Outcomes two, four and five.

2. Roles and responsibilities*

Job sharing has been introduced into District Manager and Department Head roles. This is now an acceptable way of filling Management roles and is considered when roles become vacant.

Job sharing also helps with retention of volunteers (see focus area 8.)

3. Attraction

Position Descriptions for those roles defined at the GGV level have been updated to more accurately reflect those volunteer roles.

New PR materials are now available on the website and for professional printing via our Vista Print account.

Refer to the 2019-20 Strategic Plan, Outcomes two and five.

4. What we offer*

A number of short workshops were offered in 2017 and 2018. In particular, the Girl-Led workshops have been developed to a stage where they are now being offered to all Guides across Australia.

The renewed DHHS grant (2018-2021), allows us to employ a Volunteer Development Officer looks at self-identified gaps in volunteer training and sourcing (or developing) partners in the community to deliver that training.

Refer to the 2019-20 Strategic Plan, Outcomes one and five.

5. Learning and development

GGV has followed GGA's lead to re-introduce the annual appraisal for Leaders and Managers.

eLearning is currently being developed and will be rolled out in 2019.

In addition to this, the Leadership training has been reviewed and the two-day Leadership training will be modified in 2019 to work with the eLearning.

6. Models and opportunities

A number of approaches have been developed over the past two years.

A pilot method has been used to support Leaders from culturally diverse backgrounds to progress through their training.

An enquiry form has been developed to smooth the path to volunteering. The Centralised Skills Register is under development.

7. Myth buster

Resources are being developed in consultation with volunteers that provide consistent information, with as little jargon as possible.

Clear, consistent communication helps to bust myths.

The Lighthouse Workbook is continually being developed to help provide a consistent message to families and the public

8. Retention and length of commitment

A number of the other focus areas really support this particular area:

- The pilot method for supporting culturally diverse Leaders has informed the development of the new way of delivering the Leadership Passport.
- Workshops offered to volunteers under the DHHS grant assist here.
- The skills database will support volunteers to volunteer in a more flexible way.