

Your community CONNECTOR

VOLUNTEER WELLINGTON | TE PUNA TAUTOKO



→ VISIT US AT www.volunteerwellington.nz → EMAIL info@volunteerwellington.nz

Are you aware?

Ngā mihi o te tau hou , Happy New Year!

The **Volunteer Wellington** team hope you've had an enjoyable and relaxing festive season and returned to work feeling refreshed and enthusiastic about the year ahead!

We've had our first team gathering and board meeting for the year – and yes, we are all raring to go. When we looked back on the past year and reviewed our many talks with those who have come through our processes and found volunteering roles with your organisations, the importance of your roles as managers and leaders rang out like a chorus...

So now, in our first issue of *Your community connector*, we want to ask, once again, that vital question.

Are you aware of the legacies you are creating as managers and leaders of volunteer programmes? It is easy to get so caught up with our day-to-day routines that we forget the indelible impact that marks out the act of volunteering. It is 'good work and no pay'.

Volunteers will come and go with their different goals, hopes and dreams. Years may pass but they will always remember you – your training, your influence, the way you welcomed them and how you acknowledged their work when they left.

This impact is what makes the whole voluntary sector strong, vital and resilient. The 'legacy' of the 'good experience' with your organisation is that,

yes, volunteers do move on. But as time goes by they return. Maybe it's with a board of trustees at a school, conservation work or they may even go abroad with VSA. These loyalists – trained and encouraged by you – have changed their priorities and values. They are intent on making the world a better place.

The importance of this leadership can never be overlooked. It's definitely something on which to reflect.

And the way to keep building the skills of leadership, and also to feel supported in your roles, is to make sure you take advantage of **Volunteer Wellington's** 2019 professional development programme ... and register for those one or half-day sessions which offer the stimulus and learning needed to make you the best leader/manager possible. See the first two workshops in the 2019 line-up on page 3.



EVA KAPRINAY

Inspiring group discussions at the 2018 IVMD event. Managing volunteers is a 'hugely rewarding and challenging task'

MANAGING VOLUNTEERS is a hugely rewarding task, but it's not without its challenges. Not only do you need to attract the right volunteers to your organisation, you need to train them, support them and keep them engaged. You need to be skilled at managing difficult behaviour, having tough conversations and resolving conflict. You need to give people freedom to do their job, while at the same time accepting accountability if things go wrong.

Key achievements in 2018

- **3000** formal volunteer seekers referred to **400** community organisations
- **466** tertiary and secondary students connected with community projects
- **930** employee volunteers participated in **99** community projects
- **150** volunteer seekers attended our monthly Volunteering Meetups
- **36** Managers of Volunteers peer support meetings held in Hutt, Porirua and Wellington
- **621** workshop participants
- **19** professional development workshops
- **375** liaison/mentoring visit and calls with community organisation members
- **550+** attended our **10** celebratory events
- **Wellington volunteers and the 1918 Flu Epidemic** published and launched to mark 100 years on
- 5th volume of **Once upon a time ... stories of volunteers and volunteering** launched on International Volunteer Day 2018

CHAIR'S COLUMN



Happy New Year! As we enter 2019, you may have thought about your New Year's resolutions and be reflecting on your role as a manager of volunteers.

Volunteering is known to increase happiness, decrease stress, develop new skills, and improve overall health. A study conducted by Harvard University has shown that those who volunteer regularly experience similar health benefits to those who exercise regularly!

But all these benefits only accrue if the leadership/management of the volunteers with your organisation is creative, effective – understanding.

As well as supporting individuals with volunteering efforts, **Volunteer Wellington** offers a range of professional development programmes, advice and support to our member organisations. Almost any non-profit organisation with a commitment to volunteering can apply to become a member. Members can also access our Employee Volunteering (EV) programme which facilitates teams of employee volunteers to volunteer with community organisations.

The New Year brings in new opportunities. As an organisation, we are taking time to undertake strategic planning and review to ensure that we prioritise our efforts to strengthen our operations. We are supportive of the government's commitment to putting people's wellbeing at the heart of its policies and will be watching with great interest the Wellbeing Budget in 2019 and how it impacts our sector.

Check out this newsletter to learn about the awesome work that **Volunteer Wellington** is involved with. You can also join us at our monthly Meet Up event at The Southern Cross (6pm, 12 February) to find out more.

Kia kaha,
Ming-chun Wu

Remembering Paul

Regular as clockwork every Monday for the past 13 years, receptionist Paul was in the office on the dot of 9.30am.

Everyone at **Volunteer Wellington** has been saddened by Paul's sudden death this month. Besides the valuable work he did week after week we miss his cheerful grin, sporting updates and his cheeky repartee. After redundancy some years ago Paul Headifen, aged 73 at the time of his death, found a community when he came into **Volunteer Wellington** soon after unemployment hit.

He loved those morning teas we had when we were saying goodbye to someone or celebrating a team member's birthday.

We've looked back through some of our annual reports of the past decade. Office administrator Debra Roche always had something to say about Paul. *'Paul Headifen is part of a great core of support and we are grateful for his dedication.'* (2013–2014). In 2009–2010 Debra says: *'We have a wonderful central unit of Paul Headifen (with four others mentioned) who work very hard and provide a fantastic service to all our clients.'*

These repeated phrases show what a staunch volunteer our Paul was. We miss him.



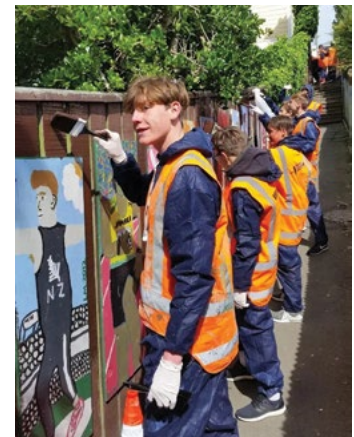
Paul at Volunteer Wellington's 2018 Xmas celebration

2019 Student Volunteer Week 1–7 April

Students of all ages are keen to volunteer with you! Do you have a half day project a group of students could undertake? The groups can be of any size, depending on the tasks you have. Past projects include conservation, environment and gardening; a concert and playing board games in a rest home; sorting out storage and stock rooms. This is a great opportunity to influence the next generation of keen and active volunteers so think of a project and be part of the 2019 Student Volunteer Week. Email ailen@volunteerwellington.nz

'Volunteering gave me the chance to be involved in a community project. There is a lot going on out there, and I am keen to do more.' Student

'The students worked well, and we had lots of laughs on the way. I'll have them back next year!' Manager of volunteers



Wellington College boys painting a fence

A fresh look for 2019 ... new and exciting volunteer roles!

When volunteer seekers are looking for volunteering opportunities the team at **Volunteer Wellington** is constantly amazed at the range of skills, experience and enthusiasm they bring with them.

The New Year is the perfect time to look at refreshing your volunteer roles and thinking creatively about how volunteers can add value and capacity to your organisation. *'After we had a good talk, I realised there were lots of volunteer roles I hadn't thought about. I can see my workload going down!'*

Do you have short- or long-term projects needing a specific skill set? Is there a project you have on the back burner? What aspects of your role could you delegate to a volunteer? Volunteers relish the opportunity to use their skills, experience and energy to support you in your work! To talk through options and brainstorm some innovative volunteer roles, contact our office closest to you:

Wellington ailen@volunteerwellington.nz;
Hutt Valley managerhutt@volunteerwellington.nz; and
Porirua managerporirua@volunteerwellington.nz

Securing the best volunteer for your organisation

At any one point in time there are approximately 500 active roles on **Volunteer Wellington's** database. So what is it that will make your role stand out from the rest and ensure that you get the right volunteer for the position?

First things first: think creatively about the title. Instead of 'Leaflet Delivery', how about 'Social butterfly'? Rather than 'Receptionist' or 'Administrator', why not 'Chief Welcomer'.

When explaining the duties in the role, make it sound interesting, inviting and, most importantly, fun! If you want volunteers to commit, they have to enjoy doing what they're doing. Could you include details about the social aspects of the role? Perhaps your team has morning tea together or does the daily quiz?

Next you want to think about the impact the volunteer will have on the organisation and include this in the role description. Volunteers want to know why they are doing something – and how they are making a difference. Explain about the people affected and supported by your 'cause'.

It's also a good idea to consider what the volunteer will gain from working at your organisation. What skills will they use and develop? How will this experience impact on their future volunteering, work and social life? What opportunities are there for volunteers to develop within the role and your organisation? Once the volunteer has perfected a role, what could they move onto? Is there a project they could lead? Or, could they move into a role training and inducting new volunteers to your organisation?

Including these details in your role description will make it stand out for the rest. When a volunteer is seeking volunteer work, they're looking for something interesting that meets their skills and motivations for volunteering so the more you can put in the role description, the better the referrals we can make.

Once volunteers contact you, it's essential to reply promptly. Volunteers are in hot demand so having a conversation on the phone or a meeting in person to discuss the role to see if it will work out for both of you is key to getting them on board. And, when you've filled the role, remember to contact **Volunteer Wellington** so we can remove it from the database – info@volunteerwellington.nz or 499 4570

Key topics lead the 2019 line up...

MONDAY 18 FEBRUARY 9.30am–12.30pm

Having Difficult Conversations

Most people are experts at talking but often we shy away from having meaningful and constructive conversations about things we find difficult to talk about. We find it hard to have a direct and challenging conversation with someone about their performance or conduct, and this can be particularly difficult when we work with volunteers who give generously of their skills and time and effort.

This half-day workshop will provide a greater understanding of when and how to talk to people on confronting topics, or when conflict is present. It will cover: What is a Difficult Conversation and when is the right time to have one – How to have a Difficult Conversation – Tips for a successful Difficult Conversation – Learning the art of conversation when conflict is present – How to use Difficult Conversation as a tool for building a cohesive team – Conversing with difficult people

Further information and registration [here](#)

TUESDAY 12 MARCH 5.30pm–7.30pm

Getting started with governance

Are you a new trustee looking for clarity about your role and responsibilities? Are you an experienced trustee who wants to keep up-to-date with new ways to doing things? Are you a manager who wants to know what you can reasonably expect from your Board? If so join us for an express 2-hour workshop. You will discover:

- Common models for non-profit governance
- Board roles and responsibilities
- Expectations for trustees
- Best practice governance.

Further information and registration [here](#)



→ THANK YOU FOR FUNDING AND SUPPORT

Betty Campbell Trust, Christine Taylor Foundation, COGS, Department of Internal Affairs Support for Volunteering Fund, Roy Ferguson, First Sovereign Trust, Four Winds Foundation, Havana Coffee, Holcim New Zealand Ltd, Hutt City Council, Hutt Mana Charitable Trust, John Illott Charitable Trust, Lion Foundation, Lottery Community, Ministry of Social Development – Work and Income, Nikau Foundation, Pelorus Trust, Sargood Bequest, Tai Shan Foundation, T G McCarthy Trust, Trust House Porirua, Victoria University Wellington, Wellington City Council, Wellington Community Trust
IN-KIND SUPPORTERS: *Kapi-Mana News*, minimum graphics, St John's in the City Presbyterian Church, Southern Cross Garden Bar, Vertia, Whittaker's

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→ FRIENDS OF VOLUNTEER WELLINGTON

BUSINESS FRIENDS: Symonite Wellington Ltd, Mosquito Consulting Services Ltd, Hutt Automatics Ltd, House of Sabra
INDIVIDUAL FRIENDS: Sue Hine, Sue Hobbs, Ann Hodson, Colin Hyde, Pat Lakeman, Helen Middleton, Raewyn Sinclair, Chris Streatfield, Olwen Taylor, Celia Wade-Brown

EV Project Brainstorm

Our Employee Volunteering (EV) partners are contacting **Volunteer Wellington** hungry for team volunteering projects throughout 2019. Hosting a team can be an extremely rewarding experience. Here is an example of a process for involving a team.

In September last year the EV Coordinator visited Robert McIntyre, CEO at **Laura Fergusson Trust (LFT)**, to brainstorm how a group of 60 volunteers



Z Energy employees build a herb garden bed at LFT

from **Z Energy** could be deployed. They took a tour of the facility and Robert was encouraged to think ambitiously about projects he would like to see undertaken. Some seeds were planted and after consultation with his team, Robert decided to say YES to hosting Z Energy. It was a big project, but with precise project management from Z Energy, Laura Fergusson Trust and the EV Coordinator Lyne Pringle, the day was a great success. A massive number of indoor and outdoor projects were achieved by multiple teams.

Robert had this to say: *'The final result has had a significant impact on our organisation sending a positive message that we care not only about the clients we support but also the environment they live in.'*

This project highlights the benefits of opening up a discussion around how a team of volunteers can help your organization.



Come along to the **EV Project Brainstorm on Wednesday 13 March 10–11.30 am at St John's in Willis Street**. Guests will include an EV Partner and a representative from a community member organisation who have undertaken EV projects. We will unpack some case studies and think creatively and ambitiously about engaging with the EV programme.

Contact Lyne Pringle on 499 4572 or email ev@volunteerwellington.nz to make a time to talk through your needs and explore some project ideas.

VOLUNTEER PROFILE

Being part of the community through volunteering



Sheree Thompson is a youthful-looking grandmother determined to build up her work experience after a series of health issues took their toll on her confidence and motivation.

Her 'rebuild' path began with a course in assertiveness through the **Hutt Valley Women's Centre**. **Workbridge** further supported Sheree with ideas and positive next steps. And then it was **Volunteer Hutt** with their one-on-one interviewing process who were able to take Sheree to the next level – volunteering.

It was a role at **Habitat for Humanity's** retail store that Sheree thought could be the right one for her

... and it was. 'As soon as I walked in I loved the place. There were so many lovely people around. It was like a breath of fresh air'.

Having had a background in retail Sheree was keen to work as many shifts as possible; the manager restrained her enthusiasm saying start slowly. Make sure your health is up to it.

Two and sometimes three shifts weekly became part of Sheree's new routine. Travel expenses could have become a barrier but through the Work and Income partnership with **Volunteer Hutt** assistance was available for reimbursements. 'What a difference that makes when you are on a benefit,' said Sheree.

Only now is Sheree recognizing how important this 'getting out and being involved in the community' is for her. Through friendships plus 'exercising part of my brain I'd forgotten about a bit' loneliness is being overcome, motivation and confidence are returning. She spoke about the spiral effect of 'being alone' – which so often leads to depression and the undermining of motivation and then further health problems.

Thanks to support such as that given by **Volunteer Hutt** and, of course, the management and team at **Habitat**, Sheree Thompson is achieving her major goal – to be part of the community. From now on she is building up experience and resources which, she hopes, will lead to paid employment in the future.

→ CONTACT US

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