



Tips on getting the best from the Volunteer Referral Service (VRS)

Listing a job requires current Membership and up to date Public Liability and Volunteer Accident Insurance.

VRS and members are a partnership - working together for same objectives to get best results for you. Job Descriptions should be provided on our online Job Description form to save time.

Common issues that arise with Job Descriptions:

- Too detailed – read like a paid job and put volunteers off
- Not enough detail to get interest
- Not enough lead time for urgent roles
- Jobs called Internships when they are not – Internships are aligned with a course of study and are structured volunteer roles which need to have certain outcomes and documentation.

Ideally you need to provide:

- Sense of job and your organisation
- Concise and clear description
- Dot points for main tasks a good way to give information
- Experience or skills required
- Personality traits if required
- Police Check required
- Enough lead time for us to advertise, receive expressions of interest and interview
- Advise us if you advertise your position on GoVolunteer and Seek so we will not double up.

We provide our help and advice:

- Assist with writing job descriptions, a short conversation can give an accurate picture of the role.
- Advice re. complexity of role, adequate support, training for volunteer.
- Advertise roles for you appropriately to suit your target audience including social media
- Best practice – max 16 hours pw week on an on-going basis

We need your help:

- Advise us of changes in job
- Advise when job is filled
- Change in contact person's details
- Absence of contact for more than few days – if there is alternate contact of if job should be suspended temporarily (Our database has provision for 2 contact names but only one email)
- Getting back to volunteers promptly
- Details of any extensive training and commitment required for this role.
- Update job training dates

Other aspects of our service:

- Our Advertisements on GoVolunteer and Seek do not mention your organization name so that potential volunteer are unable to approach you directly without going through the VRS
- Screen candidates and refer suitable volunteers
- Monitor referrals - too many referrals we can temporarily suspend till interviews complete
- Re-activate old jobs – no new job description required
- Conduct 3 monthly Job currency checks

Referrals potential issues that may arise:

- We are not referring the right people – we need to change the job description
- If you get no referrals – can try a different approach
- Your specific requirements may not be clear
- We do our best to accommodate deviation from our standard procedures
- If you require first contact to be by email rather than phone there is the potential that volunteers may not feel valued . Many like personal contact and an opportunity to ask questions first.
- Wait for volunteer to contact you – as they may not be ready to take their application to you yet.
- Referred person needs to volunteer for Centrelink – your organization may not be Centrelink approved or you may not wish to take on Centrelink volunteers.
- Level of English is not adequate – this can be subjective

Feedback provided to us when we follow up with every volunteer we refer, will be passed on to you without judgement on our part.

Skilled Volunteer Weekly Alert has replaced FIDO. All jobs now come through VRS and skilled roles are sent through to the Skilled Volunteer Weekly Alert for advertising.

For the future please consider the changes in the volunteer workforce:

- Culturally diverse volunteers
- Young people - gaining valuable skills - the future of our nation
- Older people - have skills and experience to offer
- Asylum seekers and those on bridging visas especially young people unable to have Police Checks

Remember to nominate your volunteers and teams for Volunteer of the Year Award, nomination forms on our website.