

# Creating successful partnerships with older volunteers

**Janet Thorne**

CEO of Reach Volunteering

**Dr Jacqueline Richards**

Freelance networker, advisor, volunteer and older dancer



# This webinar

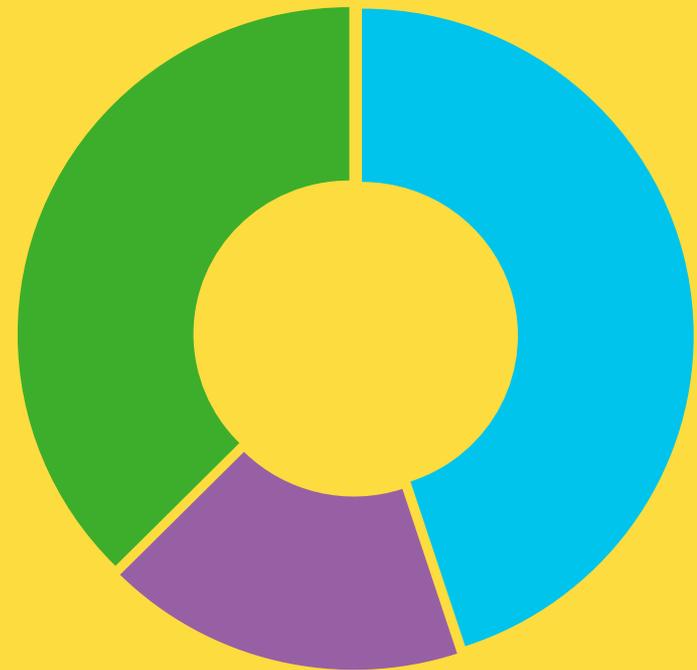
- Introductions
- Value of skills-based volunteers
- How do staff and volunteers fit together?
- Jackie's experience
- Group discussions
- Practical tips
- Q&A

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# About Reach Volunteering

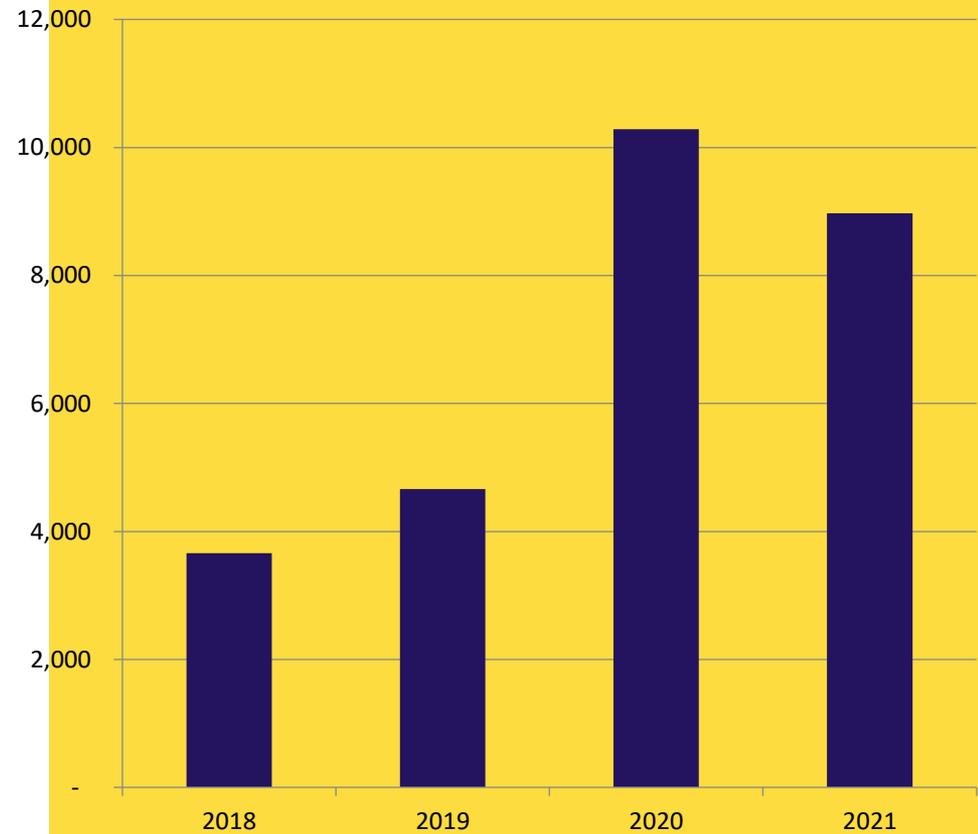
- We **connect professionals** who want to donate their skills **with charities**
- We work **nationally**, and across **every profession**

Last year charities and groups recruited almost **4,000** Volunteers and trustees through our service



- Trustees
- Short term projects
- Longer term (operational) roles

# Surge in interest in volunteering in last 3 years...



# Value of skills-based volunteers



# What can they do for your organization?

- Provide leadership - trustees and advisory committees
- Contribute specialist expertise - financial management, journalism, business development, community building, people management, IT...
- Extend capacity - service delivery,



“

Since coronavirus we've had volunteers **move us online**. We have a fantastic **new website, logo and videos**. This has actually helped us raise more funds, because of the way we have been presented more professionally. Last year, our income was £11,000 and this year it will be about £25,000 in grants

”



“

Skills-based volunteers don't realise how valuable they can be. They can do something well in 30 minutes that would take us 2 weeks to do badly

”



# Why older volunteers are great!



- Accumulated expertise and wisdom of a life time
- Clarity about goals and interests
- Often more settled (nb caring responsibilities / ill health)
- Tend to have time (nb choice of how to spend it!)



# Benefits for older volunteers

- **Well-being:** happiness from giving
- **Skills and learning:** leadership, influencing, cause specific, technical / digital skills etc
- **Stretch:** from working in new environments
- **Sense of community:** being part of a passionate (and mixed) group
- **Wider purpose** – working on something beyond immediate interests

“

The philosophy of helping me has been what I been brought with by my parents. .. Seeing the positive impacts and changes my efforts have brought about in other people's lives is a huge source of motivation and driving force for me. I am passionate about and committed to charitable causes, especially ones that help the vulnerable people in our society, like the elderly, children, and people who are chronically ill or disabled. I enjoy volunteering and motivating people. I hope for a war free world.” –

Kazeem Alabi

”



“

I volunteer for a charity that supports young people to develop literacy, digital and numeracy skills.... It is important to me that I am contributing to a fairer, more equitable society, and volunteering gives me an opportunity to do that.

Anon

”



# How do staff and volunteers fit together?



# Challenges

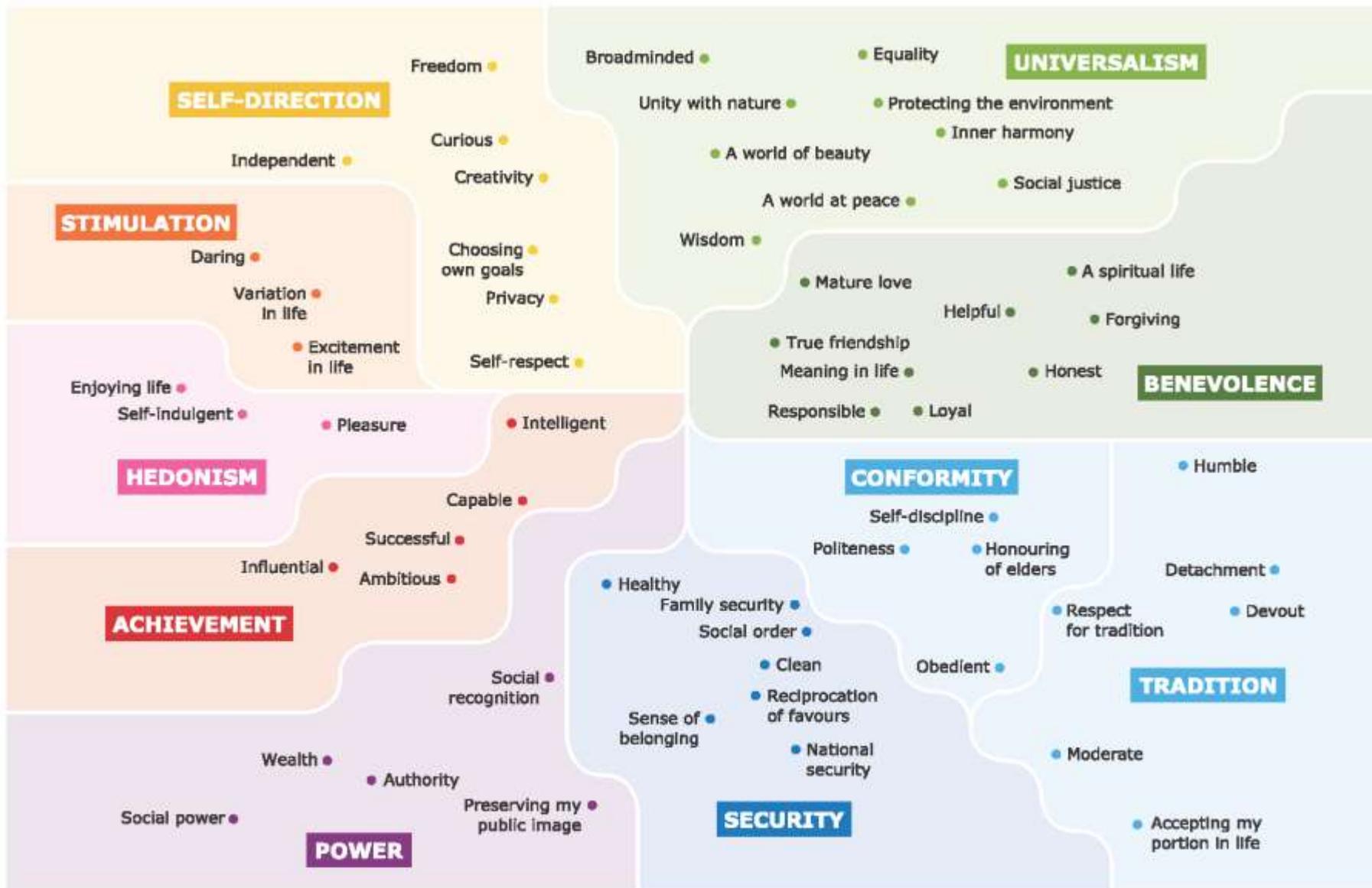
Reconciling the differences:

- Staff have a financial contract / volunteers have no contract
- Value and money (and values!)

It can be:

- empowering or exploitative
- enriching or desultory





# Key factors

## Avoid a setup where:

- Risk of job substitution
- Trades on desperation for work - promise of job
- Asking people with fewest resources to give their time for free
- Barriers exclude some (pay expenses!)
- Over burdensome; burnout, guilt, too much reliance on too few

# Key factors



## Create:

- a mutually respectful partnership based on trust and good communication...
- Over to Jackie....

# Break out groups:

How is the relationship between staff and volunteers at your charity? What is working well and what isn't?



# Practical tips



# Invest in building a relationship of trust



Understand your  
volunteers'  
motivations and  
communicate well.

Take time to explore  
mutual interests.  
Know your  
boundaries and then  
create the right role  
(interests, time,  
scope, skills, etc)

# Scope it wisely

Avoid mission critical  
and time urgent  
tasks

OR

Give it to a team to  
reduce burnout /  
single point of failure

**Chunk** it up - bite  
sized projects



# Support your volunteer well



Respect their  
contribution

Ensure they have the  
resources for the task

Volunteer agreement  
detailing support,  
policies, expectations,  
supervision

Pay expenses!

# Useful resources

**Recruit** volunteers through Reach Volunteering  
Post a role / suggest it to prospective candidates  
<https://reachvolunteering.org.uk/>

[Project library](#) – digital skills. More coming!

## Guides

[Recruit volunteers with professional skills](#)  
[Trustee Recruitment Cycle](#)

