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Serving the Voluntary and Community Sector



## Volunteer Management

*A One-Day Workshop*

*Trainer: Pam McNay*

*Tuesday 5th July 2011*

*9.45am to 4.30pm*

*at 43 Bromham Road, Bedford*

From £12 per delegate  
(includes course hand-outs, buffet lunch, tea/coffee)

Priority will be given to voluntary organisations

Serving the Voluntary and Community Sector

# Volunteer Management

## The course is for those people who:

- are involved in managing and supporting volunteers

## By the end of the workshop, participants will:

- have a better understanding of the importance of being clear why and how we use volunteers
- know what is involved in properly managing and supporting volunteers
- know which policies and procedures need to be in place

## About the Trainer:

Pam McNay is well-known to our local voluntary sector and has worked as a freelance trainer/consultant for over 20 years, primarily with voluntary groups. In training, she draws on the skills and understandings of those involved, while offering new perspectives and ways of looking at things.

She uses a range of approaches: to meet diverse needs, to value varying experiences and to match the specific work most appropriately.

# Volunteer Management

## Programme:

09.45 Coffee and Registration

10.00 Introduction to the day and each other

## During the day we will look at:

- good practice in using volunteers
- why we want to use volunteers
- being clear about what volunteers are asked to do
- how to manage volunteers and their work — how is it different from managing staff?
- support and encouragement, building motivation
- volunteer agreements — their value and the potential pitfalls
- policies and procedures — what should they cover and how do we develop them?

4.30 Close

*There will be breaks for tea and coffee during the morning and afternoon sessions, and a buffet lunch will be served.*

*The organisers reserve the right to modify the content of the programme*