



Using Volunteer Connect to effectively recruit volunteers

www.volunteeringtas.org.au
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1. Getting Started

Volunteer Connect (VC) is a free resource for volunteer-involving organisations in Tasmania.

VC works by connecting volunteer-involving organisations with people who are seeking volunteer roles. Organisations can advertise volunteer roles on VC to a broad online audience. When a volunteer-seeker expresses interest in a role, an email with their contact details is automatically sent to the organisation.

It's a quick and easy way to promote your volunteer program to hundreds of people.

All organisations that register on VC must have both Public Liability Insurance and Volunteer Personal Accident Insurance. The volunteer activity must also meet Volunteering Tasmania's characteristics of volunteering statement.

Logging onto Your Profile

Go to <https://vol.org.au> and enter your username and password.

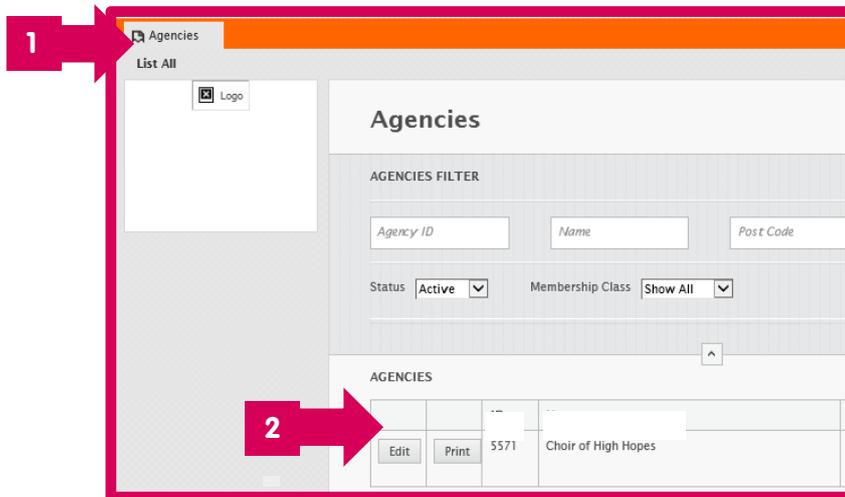
Your username is your full name, separated by a full stop. Eg: Jane.Smith

Forgotten your password?
Click on the 'Forgotten your password' link and enter your username.



Once logged to VC on you will be presented with the home screen. Here you can view manuals and forms about VC and announcements from Volunteering Tasmania.

To access your organisation's profile click on 'Agencies' – a tab on the top left hand side of your screen. Then click 'Edit' on the tab next to your organisation's name.

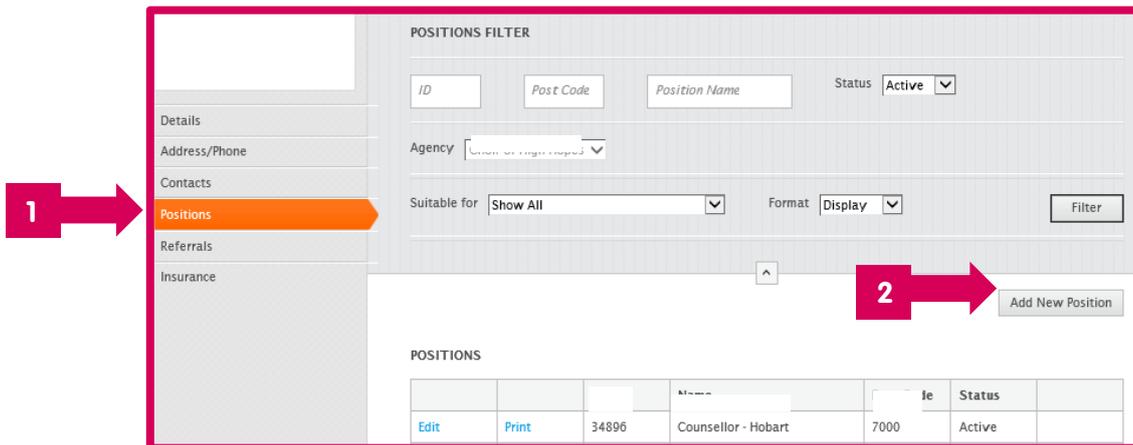


2. Volunteer Positions

Your organisation will not appear to volunteer seekers on VC unless you have active volunteer positions listed. You can list multiple volunteer positions.

Creating a New Volunteer Position

To create a new position click 'Positions' then 'Add New Position'.



This will open a volunteer position template. It is important that you complete all tabs, including 'Position' 'Details' 'Skills' and 'Availability'.

Remember to click 'Save' before moving to the next tab.



Please take time to make the role appealing and include as much relevant information as possible.

Putting some thought and effort into creating catchy volunteer positions is a good investment. Volunteers are often attracted to positions that are well-written and may overlook positions that look rushed, with spelling mistakes or bad punctuation.

The position will become active on VC after it has been approved by a VT staff member.

You must allocate a contact person to each position. This is the person who will receive the expressions of interest relating to this position.

Firstly, select a contact from the list. This is a list of contact people who have previously been added to your organisation's details. Then confirm the email address by typing it into the box marked 'Email for EOIs'

Contact *

Contact Phone

Contact Email

Email

Refresh

Editing an Existing Volunteer Position

Making changes to an existing volunteer position is easy. Click 'Positions' to view a list of all active positions added for your organisation. Find the position you want to change and click 'Edit'.

POSITIONS FILTER

ID Post Code Position Name Status Active

Agency

Suitable for Show All Format Display Filter

Add New Position

POSITIONS

		ID	Name	Post Code	Status	
Edit	Print	34896	Counsellor - Hobart	7000	Active	

This will open up the full position details. Scroll through the information and open each tab until you find the information you wish to change.

Make the desired changes and click 'Save'.

The updated position will be made active on VC after it has been approved by a VT staff member.

Deactivating a Volunteer Position

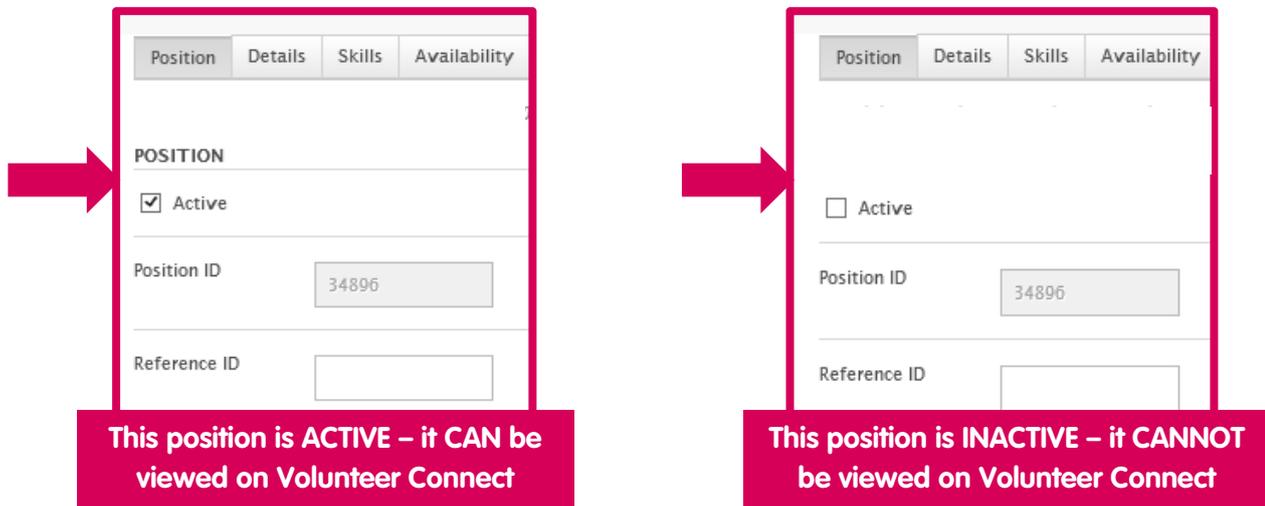
Your VC ad worked and the volunteer position had been filled – fantastic!

Don't forget to make the position inactive so volunteer-seekers don't continue to apply for it. You can reactivate the position when you need to recruit again.

Click 'Positions' to view a list of all active positions added for your organisation. Find the position you want to make inactive and click 'Edit'.

On the first page of the position details you will see a box with a tick in it. Click the box so there is no tick. Scroll down and click 'Save'.

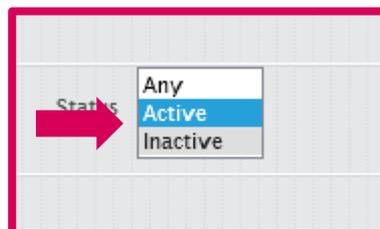
The position is no longer visible on VC and volunteer-seekers cannot apply for it.



Reactivating a Volunteer Position

You can easily reactivate a volunteer position on VC. This saves you from entering information from scratch each time you want to recruit volunteers to the same role.

Click 'Positions' to view a list of all positions added for your organisation. You then need to change the status to view only **inactive** positions added for your organisation.



Find the position you want to make inactive and click 'Edit'. Next, click on the 'Active' box so that a tick appears. Scroll down and click 'Save'.

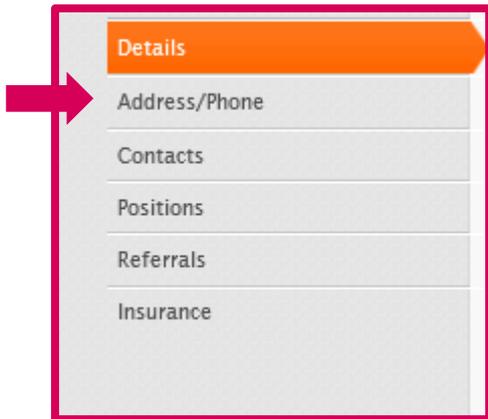
The position will be made active on VC after it has been approved by a VT staff member.

3. Organisation Details

It is important to keep your organisation's contact details up-to-date or you may not receive expressions of interest from potential volunteers. Volunteering Tasmania staff also use these contact details to keep in touch with you about important changes to VC.

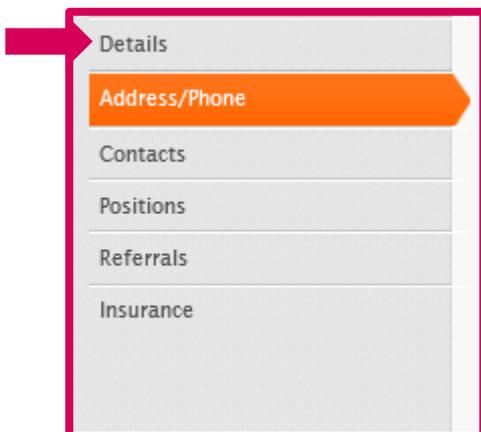
Editing your Organisation Details

To edit your organisation's basic details such as website, generic email address or description click 'Details'. Make the desired changes and click 'Save'.



Editing your Organisation's Address/ Phone Number

To add or edit your organisation's contact details click on 'Address/Phone'. Add new contact details or edit existing details and click 'Save'.



Please note this will not change the address where expressions of interest are sent. Individual contact details can be changed in 'Contacts'

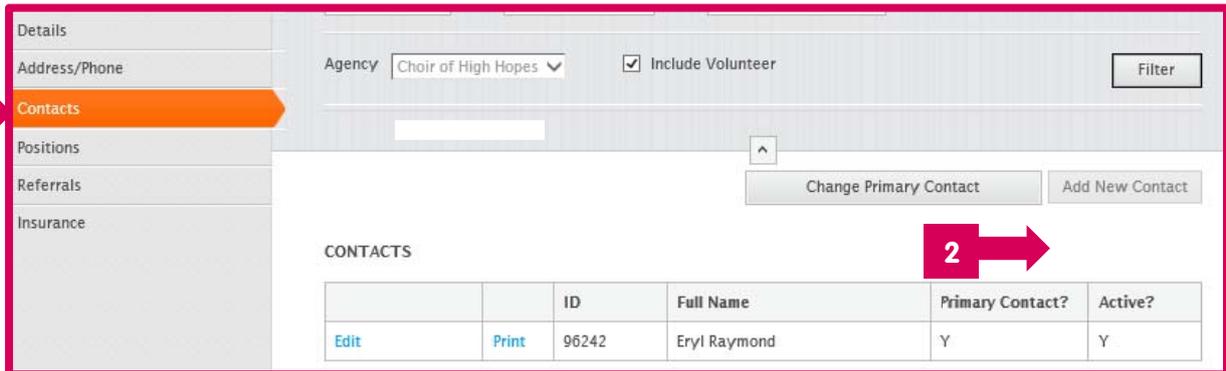
4. Contact Person

You must have at least one contact person listed for your organisation. This is the person who will receive ALL expressions of interest from potential volunteers.

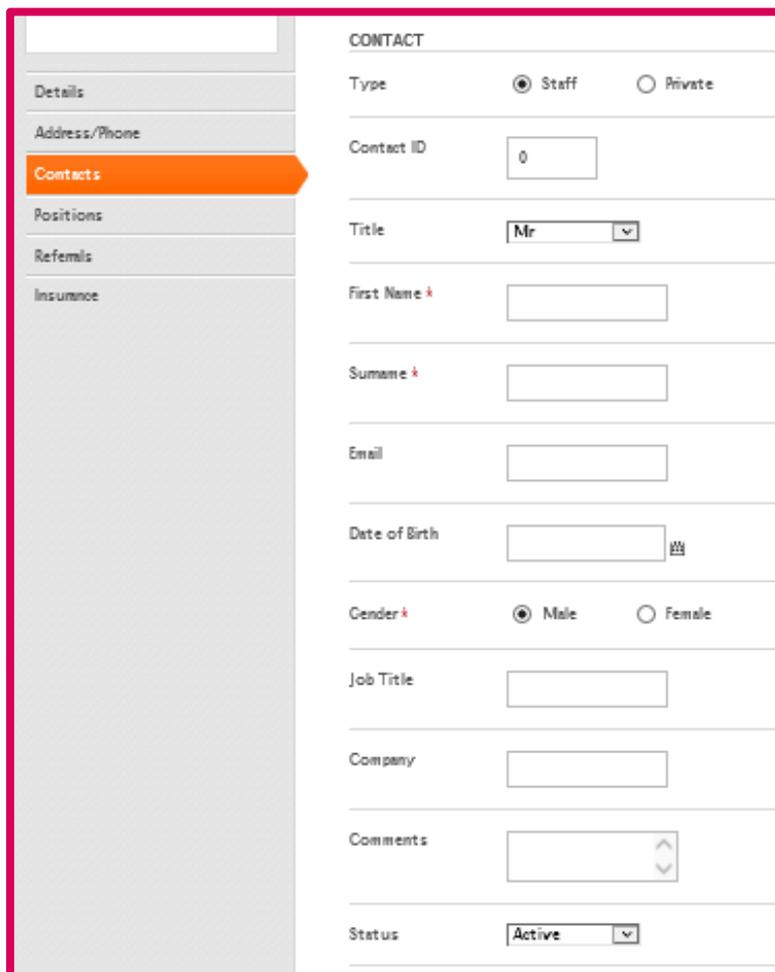
If you have multiple volunteer positions listed, you can select for the expressions of interests to be sent to different contact people or they can all be sent to the same person.

Adding a New Contact

To add a new contact person, click 'Contacts' then 'Add New Contact'.



The screenshot shows a web interface for managing contacts. On the left is a sidebar with menu items: Details, Address/Phone, Contacts (highlighted in orange), Positions, Referrals, and Insurance. A red arrow labeled '1' points to the 'Contacts' menu item. The main content area has a header with 'Agency' set to 'Choir of High Hopes', an 'Include Volunteer' checkbox, and a 'Filter' button. Below the header are buttons for 'Change Primary Contact' and 'Add New Contact'. A red arrow labeled '2' points to the 'Add New Contact' button. Below the buttons is a table titled 'CONTACTS' with columns: ID, Full Name, Primary Contact?, and Active?. The table contains one row for Eryl Raymond with ID 96242, Primary Contact? Y, and Active? Y. There are 'Edit' and 'Print' links for this contact.



The screenshot shows the 'CONTACT' form. The left sidebar has 'Contacts' highlighted in orange. The form fields are: Type (radio buttons for Staff and Private, with Staff selected), Contact ID (input field with 0), Title (dropdown menu with Mr selected), First Name (input field), Surname (input field), Email (input field), Date of Birth (input field with calendar icon), Gender (radio buttons for Male and Female, with Male selected), Job Title (input field), Company (input field), Comments (text area with up/down arrows), and Status (dropdown menu with Active selected).

Add contact details and click 'Save'.

Please ensure the email address is correct. All volunteer expressions of interest (for the position linked to this contact) will be sent to this email address.

5. Referrals

All expressions of interest will be emailed to the contact person. These emails will include the name, phone number and email address of the person who is interested in your volunteer role. It is your organisation's responsibility to follow-up each expression of interest.

It's a good idea to regularly check the list of referrals on your VC profile, to ensure you haven't missed any that were emailed to you.

Viewing Referrals

You can view all referrals (expressions of interest) that have been made to your organisation.

Click on 'Referrals' to view all referrals made to your organisation (all positions).

Click on 'View' to view full the details of each referral, including the name and contact details of the volunteer-seeker.

	Position	Agency	Date	Outcome	Volunteer
View	Volunteer	Organisation	08/04/2013	? - Unknown	104653
View	Volunteer	Organisation	08/04/2013	? - Unknown	104655

You can export the list of referrals into an Excel Spreadsheet by clicking the 'Export to CSV' link at the bottom of the page.

6. Tips for successful recruitment

Response time: Aim to respond to all expressions of interest within a couple of days. If you are short of time, even a quick email to the person to say you have received their email and will contact them soon is better than nothing. Volunteers are often very enthusiastic when they apply for a volunteer role on VC, but this interest can diminish if they don't receive a quick response.

Save your login details: Record your username and password somewhere safe and don't forget to pass it on if someone new comes into the role.

Keep your profile current: Check your VC profile at least once a month. Double check that the Position details are correct and check you haven't missed any expressions of interest by looking at the Referrals list.

Keep in touch with VT: From time to time, we will email you about changes we are making to the database. We would really appreciate if you could stay connected with us so you don't miss these updates.

7. Frequently Asked Questions

Q: Why do organisations need Public Liability Insurance and Volunteer Personal Accident insurance to register on VC?

A: Volunteering Tasmania recommends that all organisations have current and valid insurance to ensure volunteers are adequately protected - this includes Volunteer Personal Accident Insurance as well as Public Liability Insurance. Public Liability Insurance covers an organisation for its legal liability to third parties for personal injury or property damage caused by an occurrence in connection with the insured organisations business activities. Personal Accident Insurance covers volunteers for any out-of-pocket expenses following accidental injury, disability or death while carrying out their work on behalf of the organisation. This type of insurance would normally cover loss of income.

Q: If I register on VC, does that mean my volunteer positions are automatically advertised on the Seek Volunteer and Go Volunteer websites?

A: Yes! We use the same database as Seek Volunteer and Go Volunteer websites so your information is automatically added to those websites. This means increased exposure for your volunteer program!

Q: Has Volunteering Tasmania screened volunteers that come through VC?

A: No, volunteer-seekers using VC have not been screened. Your normal recruitment and screening procedures will apply.

Q: Who do I contact if I need help using VC?

A: Please contact our offices and we will put you through to the best person to help with your enquiry.

Need help? Get in touch!
1800 677 895
www.volunteeringtas.org.au
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