



# Leading and Empowering a Voluntary Workforce

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There is a broad consensus that volunteering is important for society at the individual, organizational and societal levels. Such consensus does not mean, however, that all countries share the same definition of volunteering. Definitions used in the EU member states tend to share at least three dimensions in common:

- It is non-obligatory;
- It is unpaid;
- It is for the benefit of others



## **Maltese Definition**

- The legal Act defines a ‘volunteer’ as a person who provides unremunerated services through or for a voluntary organization



## **ILO Definition**

Unpaid non-compulsory work: that is time individuals give without pay to activities performed either through organizations or directly for others outside their own household



Volunteering is the commitment of time and energy, for the benefit of society, local communities, individuals outside the immediate family, the environment or other causes

Voluntary activities are undertaken of a person's own free will, without payment.



# Why volunteer?

- To give back to the community
- Learning and Education
- To develop new skills or refine old ones
- Social opportunity
- Beneficent utilization of time
- Help make informed personal or career choices
- Expression of faith/ belief/ spirituality

# Why do organizations involve volunteers?

- To increase the diversity of the organization
- To extend the organization's network
- To involve the community
- They are pioneers of a developing organization
- They are a cost effective human resource
- To improve the human touch of the organization



# Value

- The value of volunteering is immeasurable this is why supporting and motivating volunteerism should be given utmost importance.
- We need to understand the many roles that volunteers can undertake and for the social, economic and environmental contribution to be understood and valued.



# Citizenship

- Volunteering is part of citizenship and should be so important that people are defined not just by their paid work but by their voluntary activity.



Investing in Volunteering contributes to the shaping of a strong cohesive society giving every citizen the best of being an active part of committed fellowship.



# Systems Policies & Procedures

- Develop policies to guide all activities
- Develop volunteer database – Volgistics
- Role Descriptions

## Recruitment, Training and Induction

- Strategy for recruiting
- Develop standardised induction
- Core training to provide volunteers with the information they need to carry out their roles effectively.
- Learning and skills development

## Support and Review

- Develop specific review processes
- Mentoring
- Provide dedicated training to volunteer leaders so that they are equipped with the skills to motivate and support others
- Annual review



## **Reward & Recognition**

- Develop and publish a volunteer newsletter
- Develop a package of rewards
- Promote social activities

## Developing Volunteering

- Working in partnership with a range of stakeholders
- Develop KPIs
- Secure external funding
- Extend volunteering into the community



## **Delivering the Strategy**

- Requires people across a range of departments working together
- Supporting staff





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