

**WORKING
WITH STUDENT
VOLUNTEERS**

WELCOME TO THE VOLUNTEERING AND COMMUNITY ENGAGEMENT TEAM

The University of Manchester Volunteering and Community Engagement Team will offer you their enthusiasm, knowledge, skills and support to provide the best volunteering support service to meet your organisational needs.

HOW WE CAN SUPPORT YOU:

- **Advertise your opportunities on Volunteer Hub**, our online database where you can advertise all your volunteering opportunities and students can search for volunteering roles.
- **Access tailored support** - our team can offer you help with one-off events, projects and targeted promotion.
- **Join us at the Volunteering and Social Justice Fair**, our annual volunteering recruitment event, giving you the chance to meet students face-to-face.

Your named contact in the Volunteering and Community Engagement Team can provide you with support and advice on advertising your volunteering opportunities.

If you don't already have a named contact, get in touch with us and we can allocate you the member of the team who focuses on your type of volunteering eg. volunteering related to culture or the environment.

We're here to help and we want to hear from you, so please don't hesitate to contact us with any queries at:

volunteers@manchester.ac.uk or **07810098834**



MEET THE TEAM:

Lindsay

- Lead on University-wide volunteering schemes
- Key contact for The University of Manchester's Volunteer of the Year Awards

Kirsty

- Lead for culture-related volunteering and environmental volunteering
- Key contact for volunteering in our local neighbourhoods

Emma

- Lead for health-related volunteering
- Key contact for international volunteering

Fran

- Lead for volunteering with vulnerable adults
- Key contact for the Volunteering and Social Justice Fair and Student Volunteering Week

Debbie

- Lead for volunteering with children and young people
- Key contact for the Volunteering and Social Justice Fair and Student Volunteering Week

Catherine

- Lead on Volunteer Hub and general enquiries

REGISTERING WITH US

Registering for the first time or registering as an additional contact

Go to Volunteer Hub and select 'Register' from the 'I am an organisation/project' menu.

find-volunteering.manchester.ac.uk

Complete the first part of the form with your own details. Then start typing the name of your organisation in the 'Search for your organisation' box. If your organisation appears in the drop-down list it means that the organisation is already registered with us, please click it to populate the rest of the form. You can then check and update these details.

If your organisation doesn't appear in the drop-down list, your organisation is not yet registered with us and you will need to complete the form fully, including uploading your organisation's logo.

Multiple people can be attached to an organisation's account, but bear in mind that everyone has the same level of access eg. can change adverts. Each person should set their own profile and attach themselves to the organisation.

You'll get an email to let you know when your account has been approved, which usually takes one working day. Click the link included in this email to set your password which you can then use along with your email address to log in.

Public Liability insurance

We require organisations that we work with to have Public Liability Insurance in place. Without this it is very unlikely that we will be able to advertise any roles on your behalf.

You will have the opportunity to add or update your insurance details during the registration process (if you don't have these to hand you can submit the form and add them later). You will receive an email reminder in the month before your Public Liability insurance expires, reminding you to update your details.

Once logged in, select 'Update your organisation'. Here you can update the organisation's details, including adding the new insurance information.

If you do not update your insurance, any adverts on the Volunteer Hub will be deactivated until the insurance information is updated.

Resetting your password

If you forget your password, send us an email and we can reset it for you. We will send you a replacement to allow you to log in temporarily. The first time you log back in, you will need to change the password to something more secure.



ADVERTISING YOUR VOLUNTEERING OPPORTUNITIES

Volunteering opportunity adverts

In the organisation menu, click 'Post an opportunity vacancy' and fill out the online form.

Once you submit your opportunity, you'll be asked to fill in a survey about how you've considered the implications of Covid-19 on your opportunity. Your advert will then be checked and usually published within one working day. If we have any queries about your advert we'll get in touch.

TOP TIPS:

- Ongoing opportunities will automatically be advertised for 12 months, so make sure you renew it if you want to continue advertising the role.
- Adding the postcode of the opportunity (if not based at your main organisation address) means it will appear on the map view when students search for volunteering close to where they live or study.
- Adding a photo will make your opportunity stand out and is a great chance to showcase your organisation and the volunteering role.
- Make sure you have added your organisation logo on your account as this will appear when students search for opportunities.
- Make sure your organisation insurance details are up to date as we can't advertise the role if they aren't.

Use the 'Description of role' box for the main part of your volunteering opportunity. It's a good idea to include something under each of the following headings.

Role/opportunity description

Add a description including the purpose of the role, what tasks the volunteer will do and who they will be working with. Students will use this to get an idea of what the role will be like and can decide if it's right for them. You could include some information about your organisation and beneficiaries in this section, especially about how the volunteer role will make a difference so that they can see how important the role is.

Time commitment

If you are asking volunteers to commit to a long-term role, make this clear and explain why this is needed. If the volunteering is flexible, include this in your advert as students may find it easier to fit this sort of role around their studies. We recommend labelling opportunities 'short term' if they're less than eight weeks long. Anything longer than this should be labelled 'long term'.

Desirable/essential skills and qualifications

Are there any specific skills or qualifications that are desirable or essential for the role? Examples might include: confidence in speaking to members of the public; previous film making experience; fluent spoken English etc. It completely depends on the opportunity!

Benefits/what the volunteer might gain

You might want to include what benefits the role or opportunity might involve. Examples might include: meeting a great bunch of like-minded people; developing communication skills; volunteer development training sessions; free tea/coffee.

Getting there

Where will the volunteering take place? It's a good idea to suggest some public transport tips, especially for students who may not be familiar with Manchester. For example, you could specify which bus route to take, or walking distance from a central location. This is especially important for roles based away from the main student areas or the city centre.

Next steps

You might want to include some information about next steps for the volunteer, for example details of your volunteer induction process or dates of upcoming information sessions. Please make sure students are encouraged to apply via Volunteer Hub rather than contacting you directly. This means there is a record of all the students who have applied for your opportunity and makes it easier to upload volunteer hours later.



RECRUITING STUDENT VOLUNTEERS

Volunteer applications

When a student clicks 'Apply now' on your opportunity advert, you will receive an email notification to check Volunteer Hub.

In the organisation menu, click 'View your opportunities', then 'View volunteers' next to the role.

Click 'Update/view' to see the information the student has submitted, including their contact details and why they have applied. You can then contact them via email or phone to follow up with more information about the role and next steps.

TOP TIPS:

- Follow up with students as soon as possible after they have applied. We advise students that they can expect to hear back from an organisation within one working week.
- Having a clear next step and induction process will help to keep students informed and feel supported before they begin their role, especially if they have never volunteered before.

Promoting your volunteering opportunities

Once your advert is on Volunteer Hub, there are lots of ways we can help you to promote it to students. For example, we can target students on specific degree programmes who may have an interest in your opportunity. Make sure you tell your contact in our team about your new advert and they'll make sure it features on our social media.

Recording volunteering hours

In exchange for using Volunteer Hub, we require our partners to record the volunteering hours for students that are volunteering with you. We recommend adding the hours in chunks - once a term or even once a year works best. Make sure that you record them by 31 May to meet our annual deadline.

You can do this on Volunteer Hub by selecting 'View Volunteers' on the opportunity, then 'Update Hours' or 'Bulk hours update' if you have a group of volunteers' hours to update. This allows students to gain recognition for their volunteering and means that we can ensure that we have enough staff to support you.

If students haven't signed up through your advert on Volunteer Hub, they can still make their hours count by recording them as independently sourced volunteering.

WORKING WITH STUDENT VOLUNTEERS

Motivations for volunteering

Students volunteer for all sorts of different reasons and this can impact on the type of opportunities they are interested in and how they approach their volunteering.

Some students will volunteer because they are passionate about a particular cause, others may want to boost their employability by learning new skills, while others might use volunteering as a way to explore their academic studies in a wider context.

For longer-term roles especially, it could be a good idea to find out why the student has applied to volunteer with you, and think about how you can support them to get the most out of their experience while having a valuable impact on your organisation. This will hopefully ensure that the volunteer is really committed!

Commitment and expectations

Students make excellent volunteers because as well as having huge amounts of energy and enthusiasm, they often have lots of free time or are available during the day.

However some students will have demanding timetables and other extra-curricular commitments, so if your volunteering opportunity is flexible it's a great idea to highlight this – even the busiest students can fit volunteering around their studies if it's the right role for them.

Many students will be less able to volunteer during university holidays or exam periods, so it's worth having a conversation early on about the student's availability and your expectations. The best advice is to encourage communication so students will get in touch with you if anything changes.

Retaining student volunteers

Students may want to use short-term volunteering opportunities as a way to find out more about what you do or to try volunteering for the first time. Highlighting new tasks, responsibilities or roles to your existing student volunteers could be a way for them to enhance their personal development while adding more value to your organisation.

Encouraging students to access any optional volunteer training or development opportunities you offer will also allow them to get more out of their role.

INTERNATIONAL STUDENTS

We have a thriving international student community here at The University of Manchester. International students are among the keenest volunteers, as they want to make the most of their short time in Manchester and will use volunteering as a chance to discover the local community.

International student volunteers may face additional challenges or barriers to volunteering that result from not having English as a first language or not being familiar with the local area. You could support these students by providing additional transport information or offering opportunities for students to volunteer with their friends. It is really worth putting in a little bit of extra effort as you're likely to be repaid with really keen and committed volunteers!

REWARD AND RECOGNITION

Recognising volunteering hours

Students can get their community-facing volunteering recognised by the University, if it's recorded on Volunteer Hub. These hours can be used to count towards the Stellify Award, a prestigious University award which recognises the extra-curricular activities a student undertakes.

stellify.manchester.ac.uk/stellify-award

Some students will be taking the Manchester Leadership Programme (MLP). This combines an academic unit with volunteering to explore issues such as climate change, inequality and social responsibility.

manchester.ac.uk/mlp

Student Volunteering Week

Student Volunteering Week is a national event that takes place in February every year. It's a week-long celebration of everything to do with student volunteering! Every year we distribute thank you cards to our student volunteers. Check our newsletter for details of when to request your cards.

manchester.ac.uk/svw

Volunteer of the Year Awards

The University uses its annual Volunteer of the Year Awards scheme, to recognise and celebrate the community activity of its members. Awards are given in three categories: Student, Staff and Alumni. Nominations open in January, so if you have an exceptional volunteer make sure you put them forward for an award.

manchester.ac.uk/volunteeroftheyear

Tell us about your great student volunteers

It's always good to hear about the difference student volunteers have made, so please let us know what your volunteers have been up to. We might be able to use them as a case study, or feature their story on our website and in our newsletter.

CONTACT US

manchester.ac.uk/getvolunteers
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