



volunteer ireland  
obair dheonach éireann

**National Volunteer  
Management  
Conference**

**bhp**  
Insurance

**Marino Conference Centre**  
Marino Institute of Education, Griffith Avenue, Dublin.

**10th April 2019**

The National Volunteer Management Conference enables and enhances volunteering through the promotion of best practice in volunteer management.

This conference allows volunteer managers to spend quality time on professional development. It provides the opportunity to network with colleagues and experts in the industry as well as participate in a host of motivational and informative masterclasses.

Appropriate to anyone who manages volunteers as part of their role or anyone interested in volunteer management in the Community & Voluntary or the Corporate Sector.

Hot lunch & refreshments provided.

Tickets available from [Eventbrite](https://nvmc2019.eventbrite.ie): <https://nvmc2019.eventbrite.ie>

**Many thanks to our kind sponsors BHP Insurance.**

# Schedule

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## 8:30 - Registration & Networking

Registration, networking & refreshments in the Nagle-Rice Building

## (9:00 - Pre Conference Session)

As registration & networking continues there will be a pre conference session presented by Prof. Dr. Lucas Meijs; "What can you do NOW to make volunteer recruitment easier in 2025." You can register for this additional session when booking your ticket.

## 9:45 - Morning Plenary

Welcome from Volunteer Ireland's CEO Nina Arwitz.

Prof. Dr. Lucas Meijs; The future of volunteering.

Presentation of the Investing in Volunteers Awards.

Peter Smyth; Launch of research project - "Migrant Participation in Sports Volunteering," carried out by Volunteer Ireland in collaboration with Sport Ireland & Dublin City Volunteer Centre.

## 11:15 - Break

Refreshments served in the Nagle-Rice Building

## 11:30 - Mid Morning Masterclasses

Attend your selected mid-morning masterclass; see page 3.

## 12:30 - Lunch

A hot lunch will be served upstairs in the Nagle-Rice Building

## 13:30 - Afternoon Masterclasses

Attend your selected afternoon masterclass; see page 4.

## 14:30 - Break

Refreshments served in the Nagle-Rice Building

## 14:45 - Afternoon Plenary

Discussion - Square peg in a round hole: Developing roles to adapt to volunteer needs.

Launch of the Postgraduate Certificate in Volunteer Management & Leadership.

Announcement of the host city for the National Volunteer Management Conference 2020 and European Volunteer Centre Capacity Building Conference.

Closing remarks from Nina Arwitz.

## 16:10 - End

# Featured

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**Prof. Dr. Lucas Meijs**

Rotterdam School of Management, Erasmus University.

Professor of "Strategic Philanthropy and Volunteering" at Rotterdam School of Management, Erasmus University, the Netherlands. Lucas's research focuses on Civil Society, volunteer/non-profit management and corporate community involvement. He has served for seven years as a member of the Dutch Council on Social Issues, the official advisory body of the Dutch Government and the national task force for Volunteering Policy.

Lucas will speak about the position of volunteering and volunteer energy in contemporary society. How does volunteering relate to broader civil society? Who are the new stakeholders? What can be done to create an even better future for volunteer involving organisations?



**Peter Smyth**  
Sport Ireland

Peter is currently Research Director at Sport Ireland having previously worked as Secretary and Corporate Services Manager. In his role he commissions and manages research into key sports policy issues, particularly around all aspects of participation in sport.

The research being launched today involved a short survey of migrants registered on I-VOL (the national volunteering database) and several focus groups facilitated by Dublin City Volunteer Centre. The presentation will provide an overview of the key findings from this research.

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# Mid-Morning Masterclasses

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**Lisa Byrne**  
Volunteer  
Coordinator at  
Depaul

Lisa Byrne has been involved in the not-for-profit sector for nearly 14 years. Since 2010 Lisa's role has involved developing and implementing a volunteer programme in a cross border homeless organisation. Depaul received the IIV award in 2015. Lisa is involved in all processes of maintaining and developing best practices within the organisation, inclusive of achieving the re-accreditation of IIV in 2018.

## Insights and Successes from Depaul's Volunteer Programme

This masterclass will explore practical tips and tools to enrich your current practices when auditing, recruiting and retaining your volunteers. Lisa will share how Depaul used the Investing in Volunteers (IIV) quality standard to create effective volunteer management practices and an effective organisational strategy. She will share insights from Depaul's implementation of good quality volunteer management practices and how they maintain these on an on-going basis.



**Terri O'Brien & Sacha Johnston**  
Volunteer  
Ireland

Terri manages the Corporate Volunteer Programme at Volunteer Ireland. Terri offers consultancy to companies on developing and implementing their employee volunteer programmes. She also leads on Investing in Volunteers. Terri will be joined by Sacha; previously the manager of Dublin City South Volunteer Centre, now a consultant in the Community & Voluntary Sector, focusing on quality standards, communication and best practice in all things volunteer related.

## Employee Volunteer Programmes: Thinking Outside the Box

An innovative and interactive workshop for companies and charities to explore unique and meaningful ways of engagement. Share examples and brainstorm new and different ways to create effective, innovative and sustainable employee volunteer programmes and projects. You'll come away with tangible ideas, a fresh perspective and new connections.



**Lizanne Frawley**  
Learning &  
Development Specialist  
at Cats Protection

Lizanne Frawley is a learning specialist working in the area of organisational development. A 20 year background in the voluntary sector including Citizens Advice, Volunteer Now and a range of small organisations has included both operational and strategic roles. She is also a volunteer with Rosie's Trust. People dynamics form the foundation of Lizanne's work with the creation of meaningful volunteer experiences as her motivation.

## Change Management in Volunteer Programmes

Two of the most challenging change issues I have experienced in volunteer programmes resulted in conflict, factions and walkouts. In these times, wise words from others, simple models and theories arrived like small life-rafts. This interactive workshop explores these and how, with even small changes, volunteers are at the heart of positive change plans and activities.

# Afternoon Masterclasses

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**George Gillespie**  
Manager at  
Volunteer Now  
Enterprises

George has been involved in promoting volunteering and developing & organising a range of volunteering projects for 20 years. He is the key contact for development and support, to embed volunteer best practice based on Investing in Volunteers standards for 1,750 awards for all grant holders in Northern Ireland. He has delivered training from Bahrain to Brussels on a wide range of Volunteer Management topics.

## Managing “Flexivols”- One off, Episodic and Ad hoc Volunteers

Volunteers with very little time or sporadic time to volunteer; how do we recruit them, make it a meaningful experience and hope to retain them? This workshop will explore and offer ideas on how to build these roles to be vibrant and motivational, how to give real and meaningful feedback, recognising these volunteers’ contributions and offer further suggestions on how we keep “flexivols” involved.



**Stuart Garland**  
Training & Programmes  
Manager at  
Volunteer Ireland

With 26 years of experience in the community & voluntary sector Stuart is recognised as Ireland’s leading specialist in the field of Volunteer Management and Leadership Training. He has developed volunteer programmes for close to 100 events & festivals. He is a lead trainer in the use of Volunteer Impact Assessment and IiV. He was a member of the Associate Faculty of NCI and is working on the development of accredited volunteer management & leadership training with NUI Galway.

## Handling Volunteer Performance Issues

Performance problems are gaps between what is expected from volunteers and what is actually happening. In this session we will identify some of the causes of volunteer performance issues and examine options for dealing with volunteer performance gaps and support for changed behaviour. We will explore some frequent volunteer performance difficulties and explore common techniques of disengaging a volunteer.



**Aisling Doherty**  
Mental Health  
Ireland

Aisling is an IUHPE registered Health Promotion practitioner working in the mental health and charity sector for over ten years. Aisling’s roles have always involved working with and supporting volunteers in a variety of capacities. Currently as Mental Health Promotion Manager with Mental Health Ireland she oversees the delivery of mental health and well-being programmes and initiatives.

## Five Ways to Wellbeing

This workshop will increase awareness and understanding of how to implement actions that will support your mental health and wellbeing as a volunteer manager. We will explore the definitions of mental health and well-being and gain a deeper understanding of the steps we can take each day which will look after our mental health and well-being. The workshop will focus on research carried out by the New Economics Foundation of evidence based actions to improve personal well-being.

# Plenary Speakers

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## Investing in Volunteers

Terri O'Brien

Congratulations to the organisations being presented with their Investing in Volunteers Awards including Aware, COPE Galway, Depaul, Senior Line, and St. Francis Hospice. liV is the national quality standard for good practice in volunteer management. It provides organisations with a framework to benchmark and improve the quality of their volunteer programme, enhancing your reputation as an organisation where volunteers want to be involved and ultimately helping you deliver a quality service to your clients.

## Square peg in a round hole:

Developing roles to adapt to volunteer needs

This session will look at statistics around the demand for different ways of volunteering such as short term, virtual and skills based volunteering; explore how organisations can adapt to changing volunteer needs and hear from volunteers and Volunteer Managers who have embraced new ways of volunteering.

## Launch of the Postgraduate Certificate in Volunteer Management & Leadership

NUI Galway, St Angela's College Sligo, Volunteer Ireland and Volunteer Now.

## Conference 2020

Announcement of host City

The National Volunteer Management Conference 2020 will take place alongside the European Volunteer Centre Capacity Building Conference. The theme for the CEV conference 2020 will be Managing Volunteers at Festivals and Events.

For further information visit [volunteer.ie](http://volunteer.ie)



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