

# National Volunteer Management Conference

Wednesday 22nd April 2020

Institute for Lifecourse and Society  
NUI Galway



Tickets available at <https://nvmc2020.eventbrite.ie>

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# Schedule

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## 9:00 Registration & Networking

Registration, networking & refreshments in the ILAS building.

## 9:45 Morning Plenary

Welcome from Volunteer Ireland's CEO Nina Arwitz.

Rob Jackson; Understanding and engaging 21st century volunteers.

Stuart Garland - An Update on Collaborations & Partnerships

Anshu Gupta - Changing the language of giving and receiving

## 11:10 Break

Refreshments served in the atrium.

## 11:30 Morning Masterclasses

Attend your selected mid-morning masterclass; see page 3-4.

## 12:30 Lunchtime Sessions

We will be splitting lunch into two time slots to make sure there is room for everyone to sit down and enjoy their meal.

We will be facilitating other informal sessions and networking opportunities. You can choose what session you would like to attend and at which time you would like to have lunch.

See page 5 to select your session

## 14:10 Afternoon Masterclasses

Attend your selected afternoon masterclass; see page 6-7.

## 15:10 Break

Refreshments served in the atrium.

## 15:25 Afternoon Plenary

Panel Discussion: Developing Strategic Partnerships Between Corporate and Community Organisations

Featuring: Alma Curran, Medtronic; Aoibheann O'Brien, Food Cloud Hub; Terri O'Brien, Volunteer Ireland.

Closing remarks from Nina Arwitz.

## 16:20 End

# Featured

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**Rob Jackson**  
Rob Jackson  
Consulting

Rob has written, spoken and trained on volunteer programme management internationally for more than twenty-five years. He has co-authored three books as well as contributing dozens of articles to a wide range of publications around the world. Rob is a Fellow of The Royal Society for the encouragement of Arts, Manufactures and Commerce.

This session will look at some of the key ways in which society is changing and how these changes affect volunteerism. It will also discuss what leaders of volunteers can do to update their practices to accommodate these changes, further enhancing their engagement and retention of 21st century volunteers.



**Anshu Gupta**  
Goonj

21 years ago Anshu took up an unconventional idea; talking about Cloth as a neglected basic need. That set him and his organization Goonj on a journey of looking at development issues from a different lens. Given his training in journalism and advertising, from very early on Anshu shunned words like charity, donation, beneficiary from Goonj's vocabulary. With his strong belief in the power of language influencing the mindset and perspective of a person, he strategically used a new language of dignity, respect, empathy and stakeholder involvement to move the narrative from the aid centric development work to dignity led empowerment of rural communities.

**Many thanks to our  
sponsors Medtronic  
& BHP Insurance.**

# Morning Masterclasses

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**Dannie Lønne Larsen**

Development Consultant  
Volunteer Centres and  
Self-Help Denmark

Dannie has been dedicated to volunteering for the last 25 years. He worked for 6 years in one of the largest Volunteer Centres in Denmark, and for the last 8 years he has been development consultant at Volunteer Centres and Self-Help Denmark, the national Volunteer Centre with 65 local volunteer centres and 11 self-help organizations as members.

## Morning Masterclass Option 1

### Inclusive volunteering - volunteer recruitment in many colours

Many associations are really good at involving different types of volunteers, but there are still some groups that do not participate in voluntary activities to the same extent as others. It may be people with different disabilities or people with a different ethnic background. It may be due to lack of time and desire or lack of knowledge about opportunities, but it may also be because they experience different barriers or do not feel invited into the volunteer community. Dannie Lønne Larsen's presentation focuses on diverse organisations and recruitment and on the individual's resources and opportunities to contribute, so they can experience the joy of being a volunteer for the benefit of themselves and the voluntary communities.



**Jason Flynn**

Volunteer  
Co-ordinator  
Depaul



**Cian Galvin**

Volunteer  
Manager  
Alone



**Barbara Kilbride**

Coordinator Volunteer  
Services; St Francis  
Hospice Dublin.

All three organisations and have achieved and maintained the Investing In Volunteers (IiV) Quality Standard, which demonstrates their commitment to their volunteers and developing world class volunteer programmes.

## Morning Masterclass Option 2

### Insights & learnings from expanding volunteer programmes

In this masterclass you will hear from volunteer managers who are working with just over a hundred volunteers to over 2000. Volunteer managers from Alone, Depaul and St Francis Hospice will share their expertise and learnings around adapting volunteer programme structures as you grow, gaining staff support, delegation and providing a person-centred experience for volunteers as programmes increase in size.

# Morning Masterclasses

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## Sacha Johnston

Training Officer  
Volunteer Ireland

Sacha is a consultant & trainer, working in the Community and Voluntary sector since 2012. Sacha has worked with Volunteer Ireland on projects including Quality Standards, Making it Matter, Investing in Volunteers, Event Volunteering, and now in a capacity building role to support Volunteer Centres to deliver training locally. Sacha was previously the Manager of the Dublin City South Volunteer Centre and has a keen interest in supporting organisations to develop high-quality volunteer programmes.

## Morning Masterclass Option 3

### Maintaining volunteer motivation

Much research has been done on what motivates volunteers to volunteer, and guess what, there isn't one answer. Volunteers have very different motivations and over time these motivations can change. In this workshop we'll look at the methods we can use to motivate volunteers during their time with our organisations, and we'll focus on the specific challenges that relate to keeping long term volunteers positive and engaged with your organisation.

## Sergeant Jim Gould

Compliance Manager  
Garda National Vetting Bureau

Jim is a member of An Garda Síochána for 25 years and has been working in the vetting area for 12 years.

## Superintendent Niall Featherstone

Chief Bureau Officer  
Garda National Vetting Bureau

Niall is a member of An Garda Síochána for the past 29 years and has been working in the vetting area since 2018. Niall was the National Chief Crime Prevention Officer and held roles in Garda Training, Community Engagement and Operational Policing. Niall oversees all functions of the GNVB including E-Vetting, Compliance and Specified Information.

## Morning Masterclass Option 4

### Myth Busting the Garda Vetting Process

This masterclass is designed specifically for those already involved in providing Garda Vetting services. It will be an opportunity to delve into specific details of the process that can cause confusion. Jim & Niall from the Garda National Vetting Bureau will be challenging some of the common misconceptions around Garda Vetting and giving you the information you need to streamline your processing. (This masterclass is not suitable for those who are not already involved in Garda vetting. Experience and some understanding of Garda vetting will be assumed for all participants).

# Lunchtime Sessions

We will be splitting lunch into two time slots to make sure there is room for everyone to sit down and enjoy their meal.

During this time we will be facilitating other informal sessions and networking opportunities. You can choose what session you would like to attend and at which time you would like to have lunch.

## **Kitchen Table Conversations**

Networking & Knowledge Sharing Session

This informal session is an opportunity to network, share your thoughts and learn from each other's perspectives. Hosts will briefly introduce a topic and then lead a conversation with those around the table; giving delegates a chance to share knowledge and meet new people from across the Community & Voluntary sector.

## **"Change management in volunteer engagement"**

In Conversation with Tony Goodrow

All the way from Canada, CEO and founder of Better Impact, Tony will lead a conversation around change management in volunteer engagement. He will discuss the challenges that adoption of technology creates; exploring team leads different approaches; older volunteers perceived/real aversion to technology, as well as automation of training and data security and privacy.

## **"A Family of social entrepreneurs"**

In Conversation with Anshu, Meenakshi & Urvi Gupta

Being a social entrepreneur, a partner to one and the child of social entrepreneurs... There are many layers to Anshu, Meenakshi and Urvi's story. At one level it's a normal nuclear family living its life in the capital of one of the world's biggest democracies but beyond the surface it's a life rich with conversations, ideas, conflicts and hopes for a better world and their every day work to find their own place and journey in the many world's they traverse.

## Select One Option

In Conversation With Tony Goodrow at 12:30pm  
& Lunch at 1:20pm

Kitchen Table Conversations at 12:30pm  
& Lunch at 1:20pm

In Conversation With Anshu Gupta at 1:20pm  
& Lunch at 12:30pm

Kitchen Table Conversations at 1:20pm  
& Lunch at 12:30pm

# Afternoon Masterclasses

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**Rob Jackson**

Director  
Rob Jackson  
Consulting

Rob has written, spoken and trained on volunteer programme management internationally for more than 25 years. He has co-authored 3 books as well as contributing dozens of articles to a wide range of publications. Rob worked for Volunteering England as Director of Development and Innovation, before going on to establish Rob Jackson Consulting and now provides consultancy, public speaking and training services on a range of topics, with strategic volunteer engagement remaining at the core of his work.

## Afternoon Masterclass Option 1

### Valuing volunteer management

In this session we'll look at the essential role of the leader and manager of volunteers. What do we know about Volunteer Managers? How do / should they operate within 21st century organisations? How can we effectively lobby for more support? With a mix of presentation and group discussion this workshop will leave you with at least one action to help you gain more influence within your organisation.



**Annette Holman**

Programme Manager  
Government Innovation  
People Power Team  
Nesta

With 14 years experience in the voluntary and non profit sector, Annette's work with the People Power Team at Nesta focuses on social action priorities. She supports organisations through grant fund programmes and has past experience in a range of areas including; Accelerating Ideas - focusing on scaling ideas to support ageing and long term conditions; Helping in Hospitals - developing and measure impact volunteering within hospitals; Mobilising Communities - trialling a people powered approach to health and wellbeing; and Rethinking Parks - exploring new business models for parks across the UK.

## Afternoon Masterclass Option 2

### Innovation in volunteering and participation

Exploring the trends affecting volunteering and participation with examples of innovative practices and emerging new ideas.

As an innovation foundation, Nesta are advocating for a 'people powered' approach across their work and with the organisations they support. This session will explore some of the current societal trends that are affecting volunteer participation such as developing technologies, increasing time pressures and generational disconnection, and look at some examples of innovative organisations and practices that have been developing in response to these. You will learn about different examples of people powered approaches that are enabling people to give their skills, experience and time in more innovative ways.

# Afternoon Masterclasses

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**Mark Callanan**

Community Engagement Officer; National Ambulance Service

After qualifying as a Paramedic with the NAS in 2014, Mark was promoted to a managerial role in 2017. Currently one of 3 Community Engagement Officers posted across the country with the responsibility of supporting and developing the Community First Responder network and its fantastic volunteers. Mark holds a Diploma in Emergency Medical Technology from UCD, BSc (Hons) from University of Limerick and has recently completed an MSc in Leadership and Innovation in the Public Sector.

## Afternoon Masterclass Option 3

### Insights and Successes from Community First Responder Volunteer Program

Mark is responsible for supporting and developing the Community First Responder network and its fantastic volunteers who make up an integral link in the chain of survival. In this masterclass Mark will share how the National Ambulance Service is continuing to support these volunteers, how they are successfully building a strong and cohesive network and promoting effective volunteer management practices throughout the many volunteer groups active across the country.



**Lorraine Tansey**

Student Volunteer Coordinator  
NUIG



**Cameron Keighron**

Education Officer  
NUIG  
Students Union



**Brandon Walsh**

Vice President for Welfare and Equality  
NUIG Students Union

Lorraine coordinates NUIG's student volunteer programme, ALIVE; which seeks to foster civic skills in students. She also teaches on the Postgraduate Certificate in Volunteer Management and Leadership at St. Angela's College Sligo.

Cameron has been working in LGBT+ activism and training for the last 5 years and is the current Chairperson of AMACH! LGBT+ who run Teach Solais in Galway city. Brandon believes it is vital to open up a dialogue around LGBT+ experiences and encourage small changes that have a huge impact for minority groups.

## Afternoon Masterclass Option 4

### Exploring LGBTQ+ Inclusion in Volunteer Programmes

Diversity is a cornerstone of a volunteer programme. Have you had the opportunity to explore LGBTQ+ inclusion topics? This Masterclass is facilitated by volunteer managers with extensive experience in engaging people with this subject in a safe, inviting and learning environment. Come along to navigate terms, build confidence and create a plan of action for your volunteer programme.