

# National Volunteer Management Conference



**Tuesday 26 & Wednesday 27 April 2022**

Join us online on the mornings of April 26th and 27th to explore best practice in volunteer engagement and leadership.

The National Volunteer Management Conference will be held online on Whova. To register, please visit our website [www.volunteer.ie/events/nvmc](http://www.volunteer.ie/events/nvmc)

# Tuesday 26 April

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## 08:45 Registration & Networking

Registration & help desk

08:50-09:20: 30 minutes Networking Tables

## 09:30 Plenary - Welcome

**Nina Arwitz**, Volunteer Ireland CEO - Welcome

**Joe O'Brien**, Minister of State with responsibility for Community Development and Charities - Welcome address (TBC)

**Martin J Cowling** - Facing the Challenges: volunteering in an upside down world

## 10:30 Networking break

## 10:45 Breakout sessions

Attend your selected mid-morning masterclass or workshop session.

**Masterclass 1:** Martin J Cowling - Building a 21st Century volunteer programme

**Masterclass 2:** Mark Prendergast - Excuses prevent learning: How you lead a Fearless organisation

**Masterclass 3:** Terri O'Brien - The Do's and Don'ts of developing Corporate Volunteer Opportunities

**Masterclass 4:** Lizanne Frawley - Managing learning in voluntary organisations

**Masterclass 5:** Stuart Garland - Society has changed, isn't it time for volunteering to change?

## 11:35 Networking break

## 11:55 Plenary

**Terri O'Brien** - Presentation of Investing in Volunteers Awards

**Vicki O'Connell** - Volunteer Friendly

**Nina Arwitz** - Presentation of Volunteer Centre Quality Awards

**Mark Prendergast** - Keynote

**Nina Arwitz** - Closing remarks

## 13:00 Volunteer Manager's Happy Hour

# Welcome

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Welcome to Volunteer Ireland's annual Conference which will be held online again this year. We will be using Whova, the same platform as in 2021 and will be offering a host of different networking features. With a mix of national and international speakers, 10 masterclasses over two mornings and multiple keynotes, we look forward to welcoming you at this year's National Volunteer Management Conference.

## Networking

This year, we will offer a number of ways for you to connect and network with your fellow Volunteer Managers.

- **Networking Table:** Join us for 30mins (08:50-09:20) each day where you will be paired with a small group of conference delegates to chat and learn about one another's work.
- **1:1 meetings:** Send an invite to one or more attendees to join you for a quick chat between sessions.
- **Drop-in Room:** Drop-in prior to the conference and during breaks if you have any questions about the programme or the technical side of things and to say hi to VI staff and other attendees.
- **Community boards:** Create a new conversation topic or join existing community boards to discuss with fellow attendees.
- **Volunteer Manager's Happy Hour:** Join us for a post conference optional session on both days between 13:00 and 14:00 where you'll get the chance to mingle and chat with other volunteer managers. If you've attended our Volunteer Manager's Coffee Breaks during the year, you'll know the format, an informal chat and a digital give and get, the chance to talk about topics discussed at the conference and talk with colleagues about the year ahead.

# Wednesday 27 April

## 08:45 Registration & Networking

Registration & help desk

08:50-09:20: Virtual Networking Tables for 30 minutes

## 09:30 Plenary - Welcome

**Nina Arwitz**, Volunteer Ireland CEO - Welcome

**Department of Rural and Community Development** - Update on the National Volunteering Strategy

**Faiza Venzant** - Are you ready for equity? Self reflections on the way to becoming advocates for all

## 10:30 Networking break

## 10:45 Breakout sessions

Attend your selected mid-morning masterclass or workshop session.

**Masterclass 1:** Faiza Venzant - I just want to help: Understanding the Problematic Roots of Volunteerism and Moving Forward with Compassion

**Masterclass 2:** Mariana Vieira da Rocha - Once upon a time... There was a young person

**Masterclass 3:** Hannah Coleman - Getting Board Renewal Right

**Masterclass 4:** Panel discussion - Volunteer programmes: changes and growth

**Masterclass 5:** Chris Jarvis - The Neuroscience of Transformative Volunteering: How volunteering changes our brains

## 11:35 Networking break

## 11:55 Plenary

**Kayleigh Mulligan** - Community Volunteers Programme

**Dublin City University** - Presentation of research: Volunteering during COVID

**Mental Health Ireland** - Five Ways to Wellbeing

**Nina Arwitz** - Closing remarks

## 13:00 Volunteer Manager's Happy Hour

## Conference Platform

The conference platform we have selected is called Whova. It's intuitive and easy to use and has lots of engaging features. Once you register for the conference you will need to create a Whova account so you are ready to login on the day. Below are some of the platform features available during the conference:

- Livestream sessions
- 1:1 meetings
- Networking tables & sessions
- Interactive features: chat, polls, Q&A, community boards
- Access to platform before and after the event
- Access to documents and handouts shared by speakers

## Platform Accessibility

The platform can either be accessed via:

- The website - no downloading necessary as the platform is accessible via web browsers. For a better experience and to ensure you can access the sessions on the day, please use Google Chrome or Firefox.
- The phone App: a downloadable link will be included in all your emails sent to you from Volunteer Ireland.

## After the conference

You will be able to log onto the conference platform up to 3 months after the end of the conference.

You will be able to:

- Access recordings of workshops you could not attend
- Download brochures and documents shared by speakers and Volunteer Ireland
- Access messages and community boards
- Access contact details shared by other delegates

Join in the conversation on social media with the hashtag #NVMC2022

For more information, please read our FAQ page or contact us at [lucie@volunteer.ie](mailto:lucie@volunteer.ie)



Tuesday 26 April - 10:45-11:35

## Masterclasses



**Martin J Cowling**  
Volunteer Engagement  
Professional

### Building a 21st century volunteer programme

Hold onto your hat for an entertaining and challenging outline of the key features of a 21st Century Volunteering Program that impacts community, organisations and volunteers.



**Stuart Garland**  
Learning & Capacity Building Manager  
Volunteer Ireland

### Society has changed, isn't it time for volunteering to change?

The last two years have brought around unprecedented change in society, however change has been slow in volunteering. We want to work remotely while wondering why our volunteers want to do the same. These changes have been coming for some time pre-pandemic. In this session we explore different forms of volunteering engagement to see how these can help us diversify our volunteer base and provide volunteering that works for everyone.



**Lizanne Frawley**  
Learning and Development Specialist  
Cats Protection

### Managing learning in Voluntary Organisations

What role learning plays in establishing an organisational culture that respects and retains volunteer? This session will examine the challenges faced by volunteer managers in addressing risk and safety, while ensuring that volunteers feel valued and engaged as well as the effect of context on the delivery of learning for volunteers.



**Mark Prendergast**  
Founder & CEO  
Prendergast Leadership

### Excuses prevent learning: How you lead a Fearless organisation

High performing agile organisations create an environment where their teams learn openly and quickly from performance. These fearless organisations are psychologically safe and their leaders are focused on learning, innovation and growth. Mark Prendergast has experienced success working to support a wide variety of organisations and their leaders as they adapt to change and create this safe space. In this presentation he will share how leaders create that positive successful environment.



**Terri O'Brien**  
Corporate & Programmes Manager  
Volunteer Ireland

### The Do's and Don'ts of developing Corporate Volunteer Opportunities

We will take you through the fundamentals of identifying corporate specific volunteering opportunities in your organisation and hear first-hand from organisations that have developed successful company volunteering programmes, explore programme costings and share a range of corporate specific volunteering templates: volunteer information packs, risk assessments, photo waivers etc. By the end of this session, you will have an understanding of how to assess your organisation's needs and identify hands-on projects and what corporates are looking for when engaging with non-profits.

Wednesday 27 April - 10:45-11:35

## Masterclasses



**Faiza Venzant**

Volunteer Engagement  
Professional

### I just want to help: Understanding the Problematic Roots of Volunteerism and Moving Forward with Compassion

The desire to help others can be a powerful motivation to volunteer, but when that desire is rooted in pity and paternalism, or a need to save someone seen as less fortunate, it can do more harm than good. Understand how the charitable sector influences how volunteer projects are developed, who manages them and who gets to be a volunteer. Together, we'll think about ways to disrupt harmful practices to ensure equitable access to volunteer opportunities.



**Chris Jarvis**

Co-Founder & CSO  
Realized Worth

### The Neuroscience of Transformative Volunteering: How volunteering changes our brains

The 50 minute session will offer insights on how to elevate volunteering and giving from a transaction to a transformative experience. Session participants will see how they can integrate these new understandings into volunteering and giving, guiding people to challenge assumptions, become alert to new ideas, orient to what those ideas mean for them, and take action toward new behaviors rooted in inclusivity, compassion, and empathy.

#### Panel Discussion

### Volunteer Programmes: changes and growth

**Nicola Yau**

St Joseph's Shankill

**Louise Friel**

ISPCC

**Catherine Muldoon**

Breastival



**Hannah Coleman**

Communications & Development  
Manager  
Boardmatch Ireland

### Getting Board Renewal Right

In this session, Boardmatch will provide you with tips and tools on how to recruit and retain volunteers for your board. Understanding that there is no such thing as a 'one size fits all' for board recruitment, this workshop will provide you with practical steps and guidance any sized charity can take, with key takeaways and templates to support you in mastering board renewal.

All masterclasses will be recorded and available for you to watch after the conference



**Mariana Vieira da Rocha**

SPEAK London Co-Founder, UK Student  
Volunteering Network Chair, Training  
Facilitator

### Once upon a time...There was a young person

Young people want to get involved in activities they're passionate about and with organisations they believe in. When they have good opportunities available to them, they gain valuable skills and experiences but they also contribute a huge amount to the communities they're part of. How are we putting young people first and helping them get involved with our organisations? Where is the half-way point between what an organisation wants and needs, and what young people want and can do to help? This interactive session will focus on sharing ideas about how organisations can involve young people in volunteering and what some of the challenges might be.

In this session, three volunteer managers will share their volunteer programme with you as well as any changes they brought to their programme and how they have grown along the years. You will have the opportunity to discuss and ask them questions throughout this very engaging session.

# FAQ

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## Registration

### How can I register for the conference?

You can register for the conference via our Eventbrite page at: <https://2022nvmc.eventbrite.ie>  
In your confirmation email, you will receive a link to register on our platform, Whova. The conference will only be accessible on Whova, so please make sure you register before the event.

### How can I pay for my ticket?

You will be able to pay for your ticket on Eventbrite. If you come across any issues, please contact us at [lucie@volunteer.ie](mailto:lucie@volunteer.ie)

### How much do tickets cost?

Our early bird tickets are €35 (not including transaction fees). Early bird tickets will be available for purchase until April 5th.

### What is included in my ticket?

Delegates will have access to all plenary and networking sessions along with one masterclass per day. All sessions will be recorded, and recordings will be made available to delegates after the conference.

### I do not know how to register on Whova

Please follow this step-by-step guide: <https://whova.com/pages/whova-app-user-guide/> or contact us at [lucie@volunteer.ie](mailto:lucie@volunteer.ie)

## Accessibility

### How do I access my sessions on the day?

You will be reminded of the event via email in which you will find an 'access the event' button. You will then be redirected to Whova where you will have to log in with your email and password previously created. Alternatively, you will be able to access the event via the link provided in your confirmation email.

### Can I only access the platform on my laptop?

You can access the conference on your laptop/desktop but you can also access the event on your phone by downloading the Whova app. While using the conference platform on your laptop/desktop, please make sure to use Google Chrome or Firefox as recommended by Zoom.

### I attended the conference in 2021, can I use the same account on Whova?

Yes, once registered on Eventbrite, you should be able to use the same email address and password as last year to access the conference platform.

## Networking

You will be able to engage with other attendees either via private message or video call. There will also be a networking table which will randomly pair attendees. This feature will be available for 30mins at the beginning of both days. Finally, you will be able to attend our Volunteer Manager's Happy Hour at the end of both days. If you are using the Whova phone app, a matchmaking feature will be enabled, and other attendees will be recommended to you based on their profile.

When registering, make sure you add your job title & description, organisation name and contact details so people can reach out to you easily. We also encourage you to add a picture and biography so you can get to know each other better!