

2022

Digitalisation and Volunteering

***An All-Ireland project with Volunteer Now and
Volunteer Ireland.***

*Developing a network, sharing ideas and learning.
Supporting volunteering in a digital environment.*



**Volunteer
Ireland**
Obair Dheonach Éireann



A series of workshops aimed at developing a network, sharing ideas and supporting volunteering in a digital environment.

Join us on Thursday 24 February, Tuesday 29 March and Wednesday 4 May 2022 and network with leaders of volunteers from Ireland and Northern Ireland.

(A fourth session will be announced for September 2022, which we hope will be an in-person event to share all our learnings)

The pandemic has changed volunteering as well as the nature and support organisations and volunteers require.

Organisations are having to pick up the pieces of volunteering programmes, which have not been able to proceed for nearly two years, with fewer new people coming forward to volunteer and with the disengagement of existing volunteers due to the lack of meaningful volunteer roles.

This in turn has had an impact on people who depend on their volunteering for social contact and friendship.

However, there has also been a rise in many new online volunteer roles as well as a cohort of new, younger, more digitally literate people keen to explore these types of online volunteer activities. This breed of volunteers are used to less bureaucratic, informal volunteering which can be supported well digitally.

There is a need for organisations, volunteer managers, and co-

ordinators to upskill and ensure they are getting the best from the digital tools available to them. These tools can help to organise their volunteering programme, to build confidence and create new opportunities that meet new trends such as virtual, micro, episodic and spontaneous volunteering. All this requires conversation, it will be challenging but we can rebuild together.

Join Volunteer Now and Volunteer Ireland for our series of information sessions, where you will hear from international speakers who have tried, tested and embedded new digital systems and created new roles to meet their organisational aims.

In addition to this, you will also have the opportunity to hear from various digital volunteer management providers and how they may benefit your organisation.

Together, let's share our experience and knowledge, develop new roles, and new ways of communicating with our current and future volunteers. We will endeavour to remove some of the onerous administration that comes with volunteer management and look forwards to the benefits of digitalisation.

→ **For maximum benefit, we would encourage you to join us for all four sessions. Participants should be leaders of volunteers in organisations based in the Republic of Ireland or Northern Ireland.**

Register to attend at

<http://digitalvolunteering.eventbrite.com>

Organised by Volunteer Ireland and Volunteer Now.

Supported by Community Foundation of Ireland and funded by All-Island Fund.

Workshop 1

Thurs 24 Feb 10:00 - 13:00

International Learning

Introductions and explanation of the purpose of the project. Sharing the learning from international organisations. Join us to hear about how volunteering is changing and adapting as well as exploring how to re-engage volunteers online and in person.

Liora Arnon – Israeli Volunteer Council

Alexandra Infante Perales – Perú Voluntario

Mark Collard – Playmeo

Liora Arnon – The Israeli Volunteering Council

As head of Research and Development, Liora leads the knowledge development, research & evaluation of professional Volunteer Management. She is a leading practitioner and trainer in the field of volunteer management. She has been working in the nonprofit sector for the past 23 years. As a former Volunteer Manager herself, she combines theory and practice while providing consulting to many NGO's around the country, regarding volunteer engagement. She Holds an M.A. Degree in Nonprofit Management.

Alexandra Infante Perales – Perú Voluntario

Alexandra is the Executive director and co-founder of Perú Voluntario and CEO and co-founder of IKIGAI Social Lab. Alexandra is an economist, life coach and meditation teacher with more than 14 years of experience in designing and implementing volunteering programmes within the corporate sector, government, academia and civil society.

Find out more about Perú Voluntario [Here](#)

Mark Collard – Playmeo

Mark is an experiential trainer, author and international speaker. He is best known as the founder of Playmeo, the largest online database of group games & activities in the world. Put simply, his training workshops and resources help people connect through play. He has written three top-selling activity books including his latest No Props No Problem and Serious Fun.

You can learn more about Mark and Playmeo [Here](#) and [Here](#)

Session Overview

This will be a highly interactive and fun online presentation in which Mark will explore and model a variety of practical tools and strategies you can use to engage your groups and help them connect in both online and face-to-face gatherings. In particular, he will share:

A series of simple group activities that will invite your training participants to interact, share and have fun.

The value of helping groups 'connect before content,' and strategies to help your group prepare to shift from virtual to face-to-face environments.

Featuring a blend of slides and live-to-camera interaction, you will leave this 60+ minute session feeling inspired to try some of these ideas with your own groups as you prepare for 2022 and beyond.

Workshop 2 **Thurs 29 March** 10:00 - 13:00

Volunteer Management Platforms and Supporting Tools

Join us and representatives from some of the leading organisations of digitalisation tools and volunteer management systems as they share their experience and knowledge in this rapidly developing field. Learn the many benefits these tools can bring to your organisation as we continue to embrace the changing world of volunteer management.

Daniel Green – Better Impact
Jamie Greer – Be Collective
Chris Martin – TeamKinetic
Ashley Staines – Volunteero
Randa Bennett – vHelp

Daniel Green – Better Impact

At Better Impact, Daniel works with organisations large and small within the non-profit sector across the UK, Ireland and around Europe. As a Sales Software Advisor, Daniel builds relationships with those exploring any of our four program management software solutions: Volunteer, Donor, Client and Member

Impact. He works with your team to match your software needs to the right solutions, conduct personal demos, support you throughout your free software trial, provide bespoke quotes, answer questions and any other requirements your team may have throughout your journey.

Find out more about Better Impact [Here](#)

Jamie Greer – Be Collective

Jamie has over 15 years' experience working in the charitable sector since graduating from Queens University Belfast. As Community & Stakeholder Development Manager at 'Be Collective' Jamie is working in partnership with local organisations to support and grow their volunteer programmes digitally through Be Collective.

Prior to this he has worked extensively in the areas of learning disability employment services, youth work & mental health for organisations such as Volunteer Now & Mencap. As a trained Investing in Volunteers (IIV) Advisor & Assessor Jamie has in the past been involved with the NW200 Road Race and most recently in supporting Foyle Search & Rescue Service. Currently an active volunteer within his local community, Jamie understands how volunteers play a vital part in all areas of life and is looking forward to bringing his experiences and knowledge to the conference.

Find out more about Be Collective [Here](#)

Chris Martin – TeamKinetic

Chris has worked in both community and professional sport, starting life as a coach and fitness training in professional football with Sheffield Utd, before qualifying as a teacher

and then moving onto community sports development.

During his varied career, the golden thread that has linked his various life choices has been his passion to volunteer and it has led to many of his life's opportunities.

In building the company TeamKinetic, it has been his desire to create a platform for people to find communities, to share a common cause, to work in collaboration and utilise their skills. Also, to provide the opportunity for communities to grow, be it online or in the physical world, enabling them to share resources, passion and success.

TeamKinetic functions on three fundamental concepts; the generosity of individuals, the ability of people to work together when they have a shared goal and satisfaction of being part of something greater than oneself. These are concepts Chris and TeamKinetic continue to hold dear. Their mission is to make volunteering easier for everyone.

Find out more about TeamKinetic [Here](#)

Ashley Staines – Volunteero

Ash has volunteered most of his adult life, most recently as a befriender for Age UK. Paper-based processes and manual interventions

Continued →

meant that a lot of the time, there was a lot of effort required to sign up for even the simplest volunteering opportunities. During the first UK national lockdown, Ash and his two co-founders decided to do something about it, a far cry from his previous career in finance. Ash set about interviewing as many volunteer managers who would give him the time, the team built out a spec and Volunteero was born. At its core, Volunteero is designed to revolutionise volunteer management and enable charities to have an even greater impact through volunteering.

Find out more about Volunteero [Here](#)

Randa Bennett – vHelp

Randa Bennett is the founder of vHelp. When the first Covid-19 lockdown started, she wanted to help so she started to shop for her neighbours. She quickly found that taking payment was an awkward and impractical experience. Firstly, you have the money exchange happening at the door, then the hassle when you don't have the right change to give back. Let alone the risk of contamination, with cash being one of the dirtiest objects to be exchanged. There was also a major risk around safeguarding vulnerable people when dealing with cash and payments. vHelp is an innovative product that helps you reimburse your volunteers and so avoid all those complications and more

Workshop 3

Wed 4 May 10:00 - 13:00

Volunteer Trends – Digital / Virtual Roles

In this session we hear about how volunteering can operate in a changing world, we will hear from organisations in Ireland and Northern Ireland about their experiences during the pandemic and explore how we can adapt our programmes to ensure that volunteering is a two way quality experience.

We will explore the following forms of volunteering:

- Informal
- Episodic
- Spontaneous
- Micro
- Virtual

Join George Gillespie, Stuart Garland and others for a workshop designed to give you the tools to develop fitting digital and virtual roles for your organisation.

George Gillespie – Volunteer Now Enterprises Ltd

Stuart Garland – Volunteer Ireland

Dympna Kenny – Victim Support at Court

Nicola Yau – Saint Joseph's Shankill

Catherine Muldoon – Breastival

Elaine Sheridan – Mindwise

Kyle Duncan – Inspire

George Gillespie

– Volunteer Now Enterprises Ltd

George, currently the manager at Volunteer Now Enterprises Ltd, has great managerial experience and a history of working in the non-profit organisation management industry. He is skilled in Nonprofit Organisations, Business Planning, Sales, Event Management, and Volunteer Management.

Find out more about Volunteer Now [Here](#)

Stuart Garland – Volunteer Ireland

Stuart joined Volunteer Ireland in July 2014 and manages the National Volunteer Management & Leadership Training Programme. Stuart leads, develops and manages capacity building for volunteer involving organisations. His experience spans over 26 years working in the NFP sector. He has direct extensive volunteer management experience with managing volunteer teams and worked as a Volunteer Manager for a national homeless charity for a number of years.

Find our more about Volunteer Ireland [Here](#)

Hear from organisations as they share their experiences of managing volunteers online and developing new roles.

Dympna Kenny – Victim Support at Court

Victim Support at Court (V-SAC) is the only voluntary service in Ireland dedicated solely to court accompaniment for victims of crime, their families and witnesses. They are at the forefront of delivering a high-quality, court accompaniment service within the Irish judicial system.

Find out more about V-SAC [Here](#)

Nicola Yau – Saint Joseph’s Shankill

Saint Joseph’s Shankill aspires to lead the way in dementia care in Ireland. They have transformed from a traditional style, medical modelled nursing home into six homes or ‘lodges’ as they are known, where the care is a social model called the Meaningful Care Matters ‘Butterfly approach’. They are the first nursing home in Ireland to receive the Investing in Volunteers award.

Find out more about Saint Joseph’s Shankill [Here](#)

Catherine Muldoon – Breastival

Catherine is Coordinator for Breastival, a high impact, innovative organisation that aims to celebrate, support and normalise breastfeeding again. Catherine is an NCT Trained postnatal and breastfeeding practitioner, with an MA in Film and television management with expertise within new, emerging and immersive technology and online community creation and curation.

Elaine Sheridan – Mindwise

Elaine has been involved in volunteer management for 15 years and currently works with local mental health charity MindWise.

She completed the Effective Management of Volunteers (EMOV) course when she was working with a student led mental health project,

She has a passion for working in the Community and Voluntary Sector and in particular in supporting people to fulfil their potential. Digital developments have been challenging for Mindwise through the pandemic as like many organisations. They work very closely with clients on a face to face basis, however as many of their services and activities moved to online/ remote they identified that many of our service users and volunteers didn’t have the IT skills to always participate. This pushed them to start

utilising digital platforms more. They were also able to utilise Be Collective for their volunteer recruitment which has been invaluable over the last two years.

Kyle Duncan – Inspire

Joining Inspire in March 2021, Kyle has developed an organisational volunteering framework in response to the ‘new volunteering environment’ that we are all working within. Embedding a co-produced Volunteer Strategy across the organisation, he has responded innovatively to advance volunteering across their services. Inspire is committed to engaging volunteers towards creating a society free from stigma that focuses on people and their abilities.

Inspire is an all-island charity and social enterprise and our aim is wellbeing for all. We work together with people living with mental ill health, intellectual disability, autism and addictions to ensure they live with dignity and realise their full potential. We campaign to create a society free from stigma and discrimination with a culture of compassion that focuses on people and their abilities.

You can check out more information about #TeamInspire by visiting www.inspirewellbeing.org

April to September 2022

Pilot Programme

Organisations will then take the learning from the three workshops, bring it back to their own volunteer management programme and develop a pilot programme from April to September.

To encourage and assist them along the journey, each organisation will be given a task to complete between each session. This will help them to prepare and give them the confidence to run their pilot.

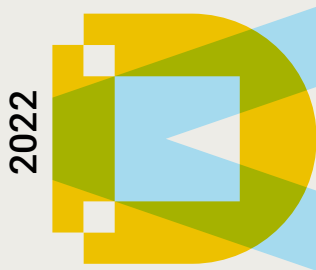
End of September 2022

Final Event

At the final event, we aim to bring everyone together (hopefully in person) to give all organisations the opportunity to share their learning and experiences from the journey. We hope to establish a network with the aim to meet Bi-Annually in order to be able to continue to support each other as we grow and consolidate our digital environment in relation to supporting volunteering.

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