



Volunteer Ireland Volunteer Handbook

June 2023



**Volunteer
Ireland**
Obair Dheonach Éireann



Everything you need, right here

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My name is Vicki and I'm delighted to welcome you to Volunteer Ireland.

Since I have had the pleasure of working with Volunteer Ireland, I've found that every single volunteer who we engage brings a huge level of passion and dedication to the organisation.



Welcome

Thank you for volunteering with us

This handbook will help you get off to the best start on your volunteering journey and act as a handy guide during your time with Volunteer Ireland.

In this booklet, you'll get the opportunity to read about Volunteer Ireland and what we stand for and the vital role you will play in achieving that. You're instrumental in shaping how we move forward, so it's important to get involved as much as possible.

You can always reach out to contact me or your Volunteer Manager who will help support you throughout your time at Volunteer Ireland. And with such a supportive community, I hope that's a long while.

Vicki O'Connell
Volunteer Ireland
vicki@volunteer.ie

Thank you for volunteering

We are delighted to have you here



Nina Arwitz
CEO, Volunteer Ireland

Hi, I'm Nina and I am so pleased to welcome you to Volunteer Ireland.

I have been CEO of this amazing organisation for the last 8 years and know that you are going to have a really interesting, engaging time whilst you are with us.

You're joining a community of amazing people who have loads of experience to share with you. They're a really friendly bunch too, so I'm sure they'll give you a great welcome.

Please reach out to me, or any member of the team should you have any questions along the way.



Who are we and where did we come from?

Where did we come from?

Volunteer Ireland was formed through the merger of two organisations Volunteering Ireland and Volunteer Centres Ireland in 2011. Our predecessor organisation the Volunteer Resource Centre, part of Carmichael was launched on International Volunteer Day, December 1998.

What do we do?

In a nutshell, **Volunteer Ireland is the national volunteer development organisation and a support body for all local Volunteer Centres in Ireland.**

We also:

- Support volunteer involving organisations in best volunteer management
- Promote & celebrate volunteering in Ireland through campaigns and events
- Provide various services to the Community and Voluntary & Corporate sectors
- And much much more that you will discover through your time with us.

What do we stand for?

Our vision is an Ireland where everyone who wants to volunteer can volunteer to create a better society.

We have four over riding values:

Inclusion

Our policies and practice are inclusive and accessible. We value each other as equals. Everyone is encouraged to perform well and enjoy their work.

Respect

We show consideration for and value one another. We strive to conduct our work in a manner respectful to all.

Integrity

We operate a transparent organisation and commit to working in partnership with those who share our values.

Courage

We bring courage to our work and we are willing to pioneer new ways forward. We lead boldly and act decisively for good. We enjoy freedom to change and pursue new possibilities for our future and the future of volunteering.

What you mean to us

The most important person in the room!

As a volunteer with Volunteer Ireland you will always be valued and appreciated because we know and understand the importance of treating our volunteers just right!

Whatever role you are doing with us whether it be:

- Graphic design
- Event management
- Corporate programme support
- A bit of admin
- Packing envelopes
- Host at an event

or one of the many other ways we like to involve volunteers you can be sure of a few things:

- You will always be given a role description so you know exactly what we are asking you to do.
- We will support you in your role to make sure you are happy and train you so you feel confident.
- You will be safe! (We love Health and Safety at VI)
- We will listen to you if you have any concerns or maybe if you just fancy a chat!

What about you?

What we ask of you is really very simple. As with most things in life, the more you put in, the more you get out and this includes volunteering, so please get stuck in!

Please checkout your Volunteer Induction: [HERE](#)

Volunteer Policy and Procedures

The purpose of our Volunteer Policy and procedures is to provide staff and Board members with clear guidelines on involving volunteers and to ensure consistency of practice and equality and diversity in our volunteer programme

Please feel free to read our Volunteer Policy: [HERE](#)





Your expectations of us

Two-way process

Volunteering is a two-way process. What this means, is that we understand that volunteers have different motivations when it comes to their reasons for volunteering.

This could include any one (or more than one) from the list below:

- To give back to society
- To get out in the community and meet people
- To get experience in a particular area
- For fun
- To learn new skills

When you volunteer with us, we will try to ensure that whatever your motivation may be for engaging with us (and thank you!) that we are providing you with that X factor that are looking for.

One way we will do this is to chat with you regularly so that we can check in with you (and you with us!) that we are meeting your expectations and motivations for volunteering with Volunteer Ireland.



Our expectations of you

What do we expect?

As we have said, volunteering is a two-way process. We mentioned what we will try to do for you but what do we expect you to do for us?

As a part of our team (because that is what you are) we would expect you to be able to stick to the following guidelines:

- Be reliable and punctual
- Treat everyone with dignity and respect
- If you are not happy – tell us!
- Be aware of what your role is and complete tasks to the best of your ability (because we know you are great!)
- Stick to health and safety rules (we want you to be safe!)

If for any reason you are not happy in your role, please let us know and tell us how we can improve. You can do this by either going straight to your named volunteer manager or contacting the Internal Volunteer Programme Manager.

All the contact details you might need are below:

Vicki O'Connell
(Internal Volunteer Programme Manager)
vicki@volunteer.ie
(01) 636 9446

Tips and Tricks to help you on your way

Our language- a glossary

Yes our language is English (in the main!) but sometimes we use abbreviations and acronyms and forget that others might not know what on earth we are talking about. So here's a few to help you on your way

- **VI** – Volunteer Ireland
- **VC** – Volunteer Centre
- **VIO** – Volunteer Involving Organisation
- **DRCD** – Department of Rural and Community Development
- **IVOL** – The national database for volunteers and VIOs i-vol.ie
- **Role** – The description of the tasks a volunteer will do
- **NVS** – National Volunteering Strategy. Read it [HERE](#)
- **NVW** – National Volunteering Week (in May)

Volunteer Centres – The network

When we talk about the network, we are really talking about Volunteer Ireland as well as the 29 Volunteer Centres that are dotted around Ireland. There is one in each county and 4 in the greater Dublin area.

Volunteer Ireland is a support to the Volunteer Centres but we are not the boss. Each Volunteer Centre is independent but we all work collaboratively and supportively with each other.



