

National  
Volunteer  
Management  
Conference

## Meet our presenters

Research: Best practice in  
volunteer inclusion

**Dr. Maura Coulter, DCU**



**Volunteer  
Ireland**

Obair Dheonach Éireann



# Our team

**Dr. Conor Scully & Dr. Maura Coulter, DCU**

**Dr. Dirk Schubotz, Queen's University**

**Paul Collins, Volunteer Ireland**

**Jane Gribbin, Volunteer Now**



# Our objectives

- To determine what processes/practices can be put in place to improve inclusion and diversity in volunteer management
- To develop a toolkit for volunteer organisations who wish to improve their own practice in this regard



# Our participants

9 volunteer coordinators/managers at organisations across the island of Ireland

How were these people selected?

Who were they?



# Our methods - 1



# Our methods - 2



# Results Overview

1. **Volunteer motivations**
2. **Inclusion practices**
3. **Volunteer monitoring**
4. **Supporting volunteers**
5. **Volunteer retention**
6. **Volunteer recognition**

# Volunteer motivations





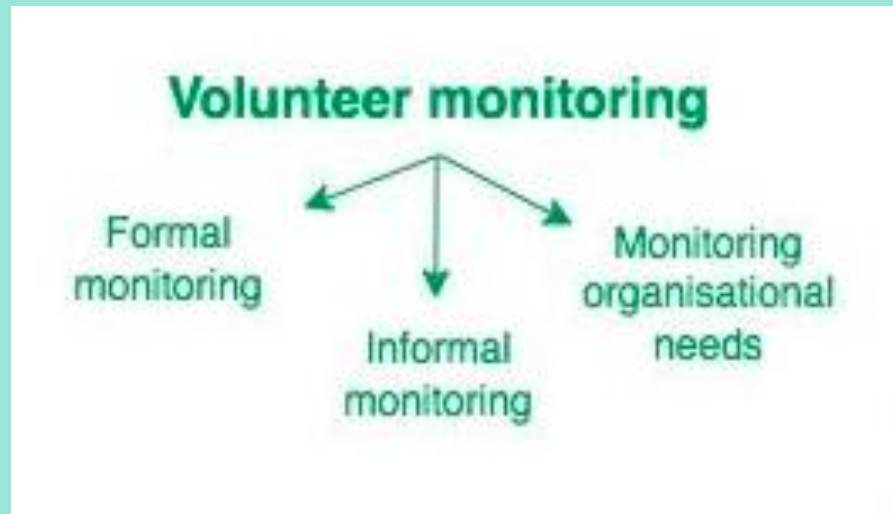
“And I think volunteering is an **expression of someone’s values** and someone’s commitment to things. Like our volunteers would really **align with our own vision of a kinder world**, a world where no good food goes to waste”

# Inclusion practices



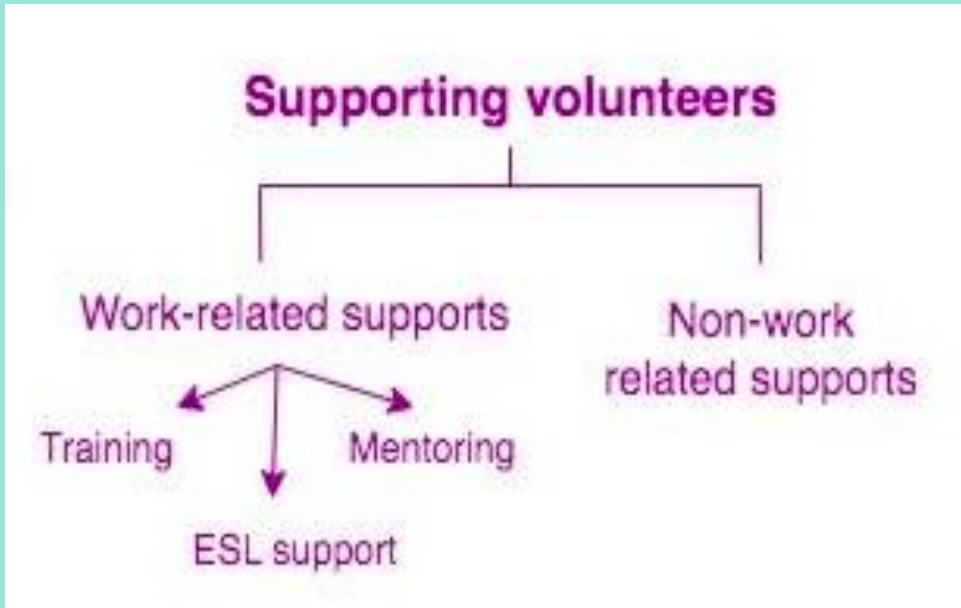
“And it means that like we would have some volunteers that will be in their eighties and their nineties that would still actively volunteer, but it **might have taken a step back from what they would have been doing in the past.** So they may do a little bit more **honorary duties**, presenting medals at tracks you know that type thing.”

# Volunteer monitoring



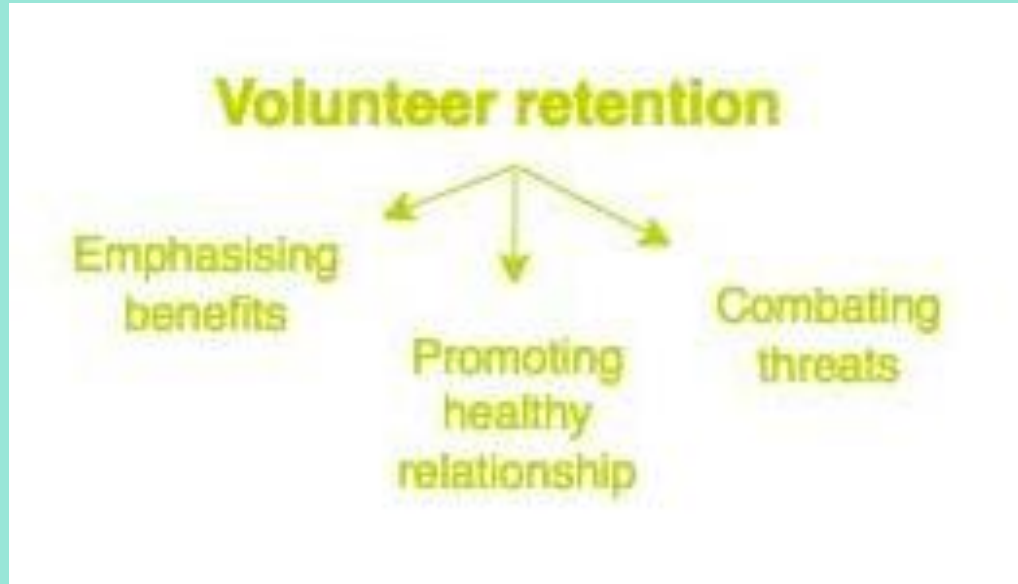
“Yeah, we would have **regular support and supervision** with a staff member for those volunteers, and so they have an opportunity to **feedback on how the experience is for them**. And also for that person, to feed back to them **how they’re getting on within the organisation** as well.”

# Supporting volunteers



“And in recent times I’ve been fortunate enough to get **English classes**, so one-off, a miracle really, from the council, **they paid for conversational English classes** for those particular volunteers”

# Volunteer retention





“And our CEO, for example, will always make time to stop into the break room and **have a chat with the volunteers** and just **see how they’re getting on** and just thank them, and I think that it’s seemingly a small thing but it’s really valuable because it’s you know it’s from the bones basically. That is **showing that appreciation.**”

# Volunteer recognition



“And sometimes, you know, there are **little perks to the job**. Like for example, tonight we’re taking a large group and we’re going to the Panto in Belfast...We will have a couple of volunteers coming on that, and that’s... when they can see those little perks and **they still enjoy what they’re doing.**”



next  
steps

The logo features the words "next" and "steps" in a white, lowercase, sans-serif font. The text is centered on a dark navy blue rectangular background. The word "next" is positioned above "steps". The letter 'x' in "next" is stylized with a white curved line that starts from the top left of the 'x' and arches over the top of the 't'. Several colorful geometric shapes are scattered around the text: an orange diamond above the 'n', a yellow diamond above the 'x', a green triangle above the 't', a purple triangle to the left of the 's', a light blue triangle to the right of the 's', and a purple triangle below the 'p'.



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**Wednesday 1 May 2024  
Sheraton Athlone Hotel**

