

Volunteer Management Track

Volunteer Experience Management

This module provides students with a working knowledge of human resource skills needed by volunteer managers to develop volunteer recruitment strategies, volunteer training programmes as well as volunteer recognition and engagement strategies that will create a fulfilling and engaging volunteer-centred experience.

Module Objectives:

By the end of this module, participants will be able to:

1. Develop and evaluate volunteer recruitment activities;
2. Identify training opportunities and conduct training for volunteers and staff to work effectively in their roles;
3. Develop volunteer engagement and strategies to engage and retain volunteers.

Topics:

1. Volunteer attraction and recruitment
2. Training and developing volunteers
3. Volunteer recognition and engagement

Target Audience:

Professionals with 0-3 years' experience recruiting and training volunteers for their respective organisations.