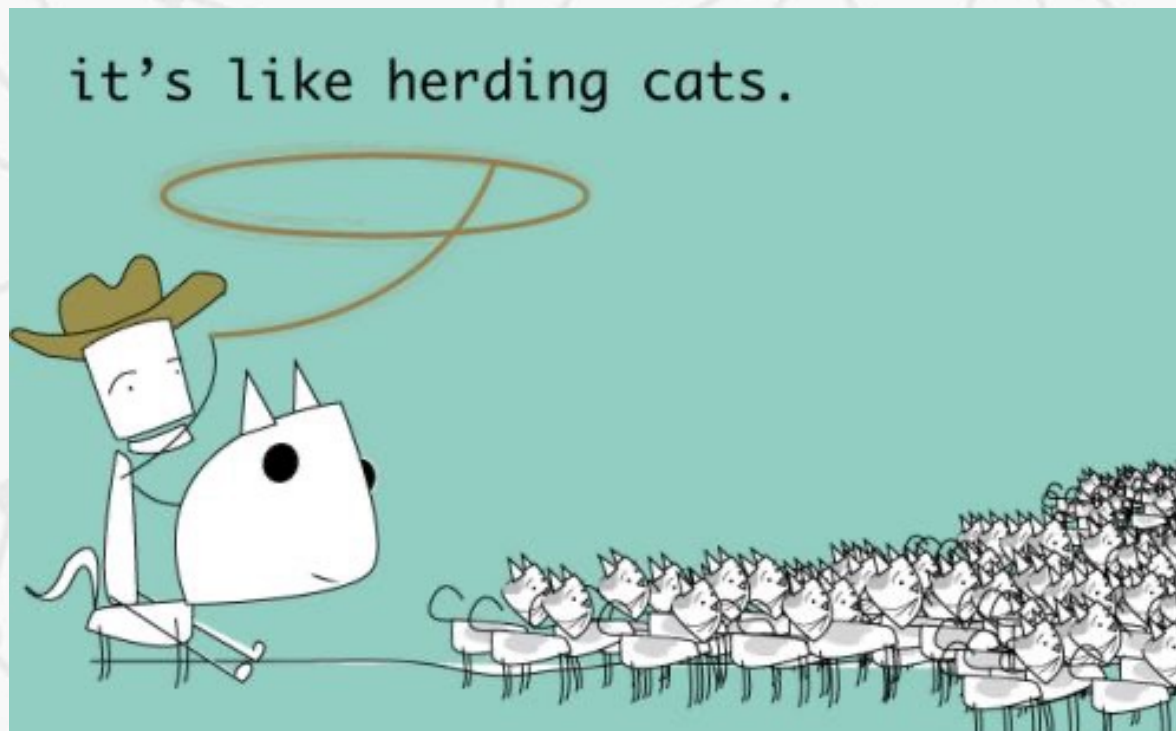


# Volunteer Management



# Sustainable relationships now & into the future

A sustainable relationship refers to ***long-term*** and ***mutually beneficial partnerships*** that are built and maintained with stakeholders, including volunteers. These relationships are characterised by ***trust***, ***collaboration*** and ***shared goals*** ultimately contributing to the overall effectiveness and impact of the NMOs work.





1. Clearly define volunteer roles
2. Recruit diverse volunteers
3. Provide thorough training
4. Foster a positive volunteer experience
5. Encourage collaboration and teamwork
6. Measure and communicate impact
7. Build long-term relationships
8. Continuously improve and adapt

By implementing these strategies, volunteers can effectively contribute to the overall goals of the patient organisation while also providing volunteers with a rewarding and meaningful experience.





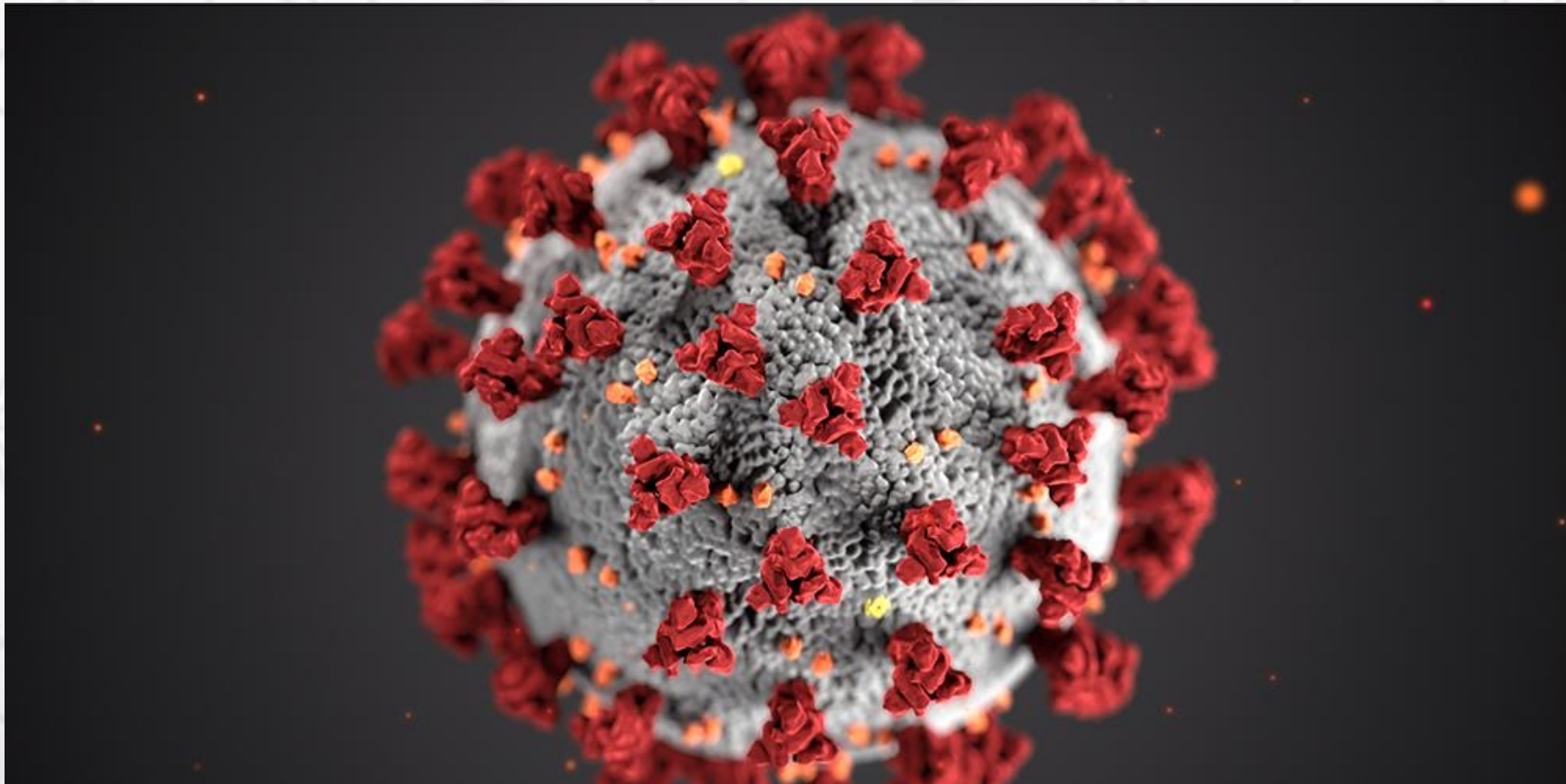
***Volunteer burnout*** refers to a state of physical, emotional, and mental exhaustion experienced by volunteers. It occurs when individuals consistently expend significant time and energy on volunteer activities without sufficient rest, support, or self-care.



1. Overcommitment
2. Lack of boundaries
3. Insufficient support
4. Monotonous tasks
5. Unrealistic expectations

Addressing and preventing volunteer burnout requires proactive efforts from both volunteers and the organisation.

By implementing these strategies, organisations can create a supportive environment that values volunteers' well-being and helps prevent burnout, ultimately leading to a more sustainable and fulfilling volunteer experience.





## **The COVID-19 pandemic has had a significant impact on volunteering globally.**

1. Disruption of in-person volunteering
2. Transition to virtual volunteering
3. Increased demand for certain types of volunteers
4. Isolation
5. Economic challenges and resource constraints
6. Easier say no!
7. Difficulty to reengage
8. Evaluation on what is priority

**While the pandemic presented challenges, it has also highlighted the resilience and adaptability of volunteers and organisations.**











**Many NMOs have found innovative ways to continue their work , stay in touch and connected to their community and address emerging needs, demonstrating the enduring spirit of volunteerism!**





# GENERATION GAPS

By BRUCE FEIRSTEIN

GENERATION	iGEN	MILLENNIALS	GEN X	BABY-BOOMERS	GREATEST GENERATION
YEAR OF BIRTH	After 2000	1980–2000	1965–1979	1946–1964	Before the end of W.W. II
WHICH MAKES THEM HOW OLD?	0–14	15–35	36–50	51–69 (but they lie)	70+
LIFE-ALTERING EVENT	Release of the iPhone 6 	Free Wi-Fi	9/11 	First time they tried pot	First time they laid eyes on a '55 Ford Thunderbird
CURRENT LIVING SITUATION	Down the hall from Mom and Dad	Sharing an apartment in Brooklyn	Priced out of Brooklyn, considering Los Angeles	Back in the city, baby!	Using a reverse mortgage to provide shelter for feckless offspring
HOW DO THEY GET AROUND?	Mom's Prius	Lyft	Handmade Dutch bicycle	Soon-to-be-repossessed BMW	Dreaming about that '55 T-Bird 
TRUSTED NEWS SOURCE	YouTube	Twitter	John Oliver 	Don Rather-Brian Williams	Dead trees
PREFERRED MODE OF COMMUNICATION	Snapchat	Selfies	Text	Lawsuits	Guilt-inducing phone calls
ICON	Ariana Grande	Mark Zuckerberg	Kurt Cobain 	Howard Stern	Harry Truman 
SOCIAL NETWORK THEY ABANDONED FACEBOOK FOR	Instagram	Tinder	LinkedIn	Match.com	The Rotary Club
ENTERTAINMENT EXPENDITURE	\$26.95 on Minecraft	\$900 on Coachella	\$2,000 on Burning Man	\$5,000 on "Platinum" tix to the Rolling Stones	\$35 on Oklahoma at community dinner theater
MONEY-DRAINING ADDICTION	Mobile-game upgrades 	Limited-edition Nikes	Superhero collectibles on eBay	Second home	G.O.P. fund-raising e-mails
GET-RICH-QUICK SCHEME	Create a video game	Invent an app	Sell something to Yahoo	Flipping houses	Fracking
SIGNIFICANT CONTRIBUTION TO SOCIETY	Being Common Core guinea pigs	Trigger warnings and micro-aggressions	Artisanal pickles 	The bong	Defeating Hitler
DEFINING CONDITION	Peanut-allergic	Gluten-intolerant	Attention-deficit-disordered	Erectile-dysfunctional	Permanently aggrieved
DEEPEST FEAR	Low batteries	Everybody doesn't get a trophy?	How to pay off grad-school loans	No longer being the center of the universe	America, 2015
AND, FINALLY, THE KEY QUESTION OF THEIR LIVES	What's a landline? 	What's a career?	What's the point?	Where's the Viagra? 	Where the fuck did we go so very, very wrong?



european haemophilia consortium

Advocating for people with haemophilia and congenital bleeding disorders

Volunteering is a wonderful way to contribute to society and make a positive impact on the lives of others!!

When it comes to generational types, each generation may approach volunteering in different ways based on their values, priorities, and life experiences.

## FOOTNOTE:

Assumptions about entire generations should be taken with caution ;-)

## Baby Boomers (born between 1946 and 1964):

Baby Boomers came of age during a time of social change and activism. **Many Boomers are passionate about social justice issues and may engage in volunteering as a means to create meaningful societal change.** Boomers often bring a wealth of professional skills and experience to their volunteer work.

## Generation X (born between 1965 and 1980):

Generation X grew up in a time of economic uncertainty and rapid technological advancements. **They may approach volunteering as a way to make a practical difference in their communities.** They may prefer flexible volunteering opportunities that fit into their busy schedules, such as virtual volunteering or short-term projects.



**Millennials/Generation Y (born between 1981 and 1996):** Millennials are known for their desire to make a positive impact on the world and their affinity for causes they feel passionate about. **They often seek volunteer opportunities that align with their personal values and offer a sense of purpose.** They are also likely to embrace technology and leverage social media to promote and organise volunteer efforts.

## Generation Z/Zoomers (born between 1997 and 2012):

Gen Z is the youngest generation and is characterised by their digital native status and strong desire for social change. **They grew up in a highly connected world. Gen Zers may participate in online activism, crowdfunding campaigns, and community organizing efforts.** They value authenticity and may be attracted to volunteer opportunities that allow them to have a direct impact and use their skills.





**At your table discuss the following questions....**

**Designate someone to report back!!**

1. What are some common challenges you have encountered in managing volunteers?
2. How do these challenges impact your organisations goals / the volunteers experience?
3. Have you discovered any successful strategies or solutions for addressing these challenges?
4. What resources or support do you feel would be helpful in overcoming these challenges?



# How to motivate young volunteers / intergenerational / planning

The president of your NMO has invited you to recruit more young people to the work of the patient organisation. Many of the old members are the ones that work well and are motivated, while the younger ones have good treatment and quality of life and don't see the point of being involved in the patient organisation.

How to plan to approach and motivate them to become active?



## **How to retain or motivate volunteers / older volunteers**

You are a staff person in your patient organisation and have enjoyed the help of a young active group in programs and activities. Since the pandemic you have noticed that fewer young people seem available or interested in participating this has always been an issue but since the NMO are trying to re-establish their activities it is really having an impact. You are worried that this change is permanent and struggle to see how the NMO can adapt.

What do you do?

