

# Volunteer Connect Organisation Guide

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## Introduction

**Volunteer Connect** is the publically available system allowing volunteers to search and register for roles and organisations to advertise roles and find potential volunteers in Coventry through the use of the **Volunteer Bank**.

Members of the public can create their own volunteer profiles that will describe their current skills and those that they would like to develop through a voluntary role.

Previous voluntary and non voluntary experience can also be listed as well as what interests they have as a volunteer.

To access Volunteer Connect and for your registration to be approved you must either be a current member of Voluntary Action Coventry or paying for one of our alternative advertisement packages\*.

The system times out automatically after 45 minutes when entering your information.

Roles will usually take between 10 - 20minutes to enter onto the system.

Before entering your role information it would be useful to have the role description already typed up to copy and paste onto the form.

If you have any queries regarding Volunteer Connect please feel free to contact the Volunteering Team who will be happy to help with any enquiries.

*Please note the Volunteer Centre is only open from Monday – Friday, 12pm – 4pm.*

*\*For more information on the advertisement packages available contact a member of the volunteering team at [volunteering@vac Coventry.org.uk](mailto:volunteering@vac Coventry.org.uk) or call on 024 7622 0381.*

## Organisation Registration

To access Volunteer Connect you will first need to go to [www.vacoventry.org.uk](http://www.vacoventry.org.uk) and click on **Volunteering**.



This will take you to the volunteering page.

### We need volunteers

- For advice and support on recruiting volunteers for your organisation call our Volunteering Team on [024 7622 0381](tel:02476220381) or email [volunteering@vacoventry.org.uk](mailto:volunteering@vacoventry.org.uk)
- Support and services provided to help organisations and groups **recruit volunteers**

[We need Volunteers >](#)

From there click on **We Need Volunteers**

and then

[Log in or register >](#)

**Log in or Register.**

Using our online database, Volunteer Connect, you can:

- Login and update your details
- Advertise your roles
- Manage and track volunteers who've registered interest in your roles
- View their profile before inviting them to apply
- Choose how you want prospective volunteers to contact you
- Search our Volunteer Bank to find suitable volunteers
- Keep track of all your roles, past and present



## New Registrations

Click the **Register** button.

Enter your name, email address and create your own password.

Click **Save**.

Sign Up

First Name	<input type="text"/>
Surname	<input type="text"/>
Email Address for Login	<input type="text"/>
Confirm Email Address	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>

Save

If you've previously registered with Volunteer Connect and completed your profile:

- Enter your Username (email address) and Password
- Click **Log In**

## Organisation Login

Username	<input type="text"/>
	<small>This is the email address you used when signing up</small>
Password	<input type="password"/>

Login or register as a new user

Log In

Register

Forgotten Password

## Complete the Organisation Profile

In the **Organisation** field start to type in the name of your organisation – this will auto complete with your details, if your organisation is already on the VC Connect database.

If your organisation is not already on the database, then please enter the organisation name and complete the fields on the profile page.

### Organisation Profile

You have been registered.

**Organisation**

Select your organisation - this will automatically complete most of the information below.  
**Type your organisation name in the box below to bring up a list of matching organisations.**  
 If you are not already on the list, completing this form will add it to our database.

**Organisation**   
 Voluntary Action Coventry  
 Voluntary Action Sheffield  
 Voluntary Action Sheffield  
 Voluntary Action South Leicestershire

**Building**

**House Number (if the address does not have a number please enter space or 0)\***

**Street \***

**Town**

**County**

**Postcode \***

**Phone**

**Fax Number**

**Email Address**   
Please enter main organisation email address

**Website Address**

**Tell us about your organisation**

**Main Purpose**

**Who are you working with?**

**Client Group 1**

**Client Group 2**

**Client Group 3**

**Client Group 4**

**Primary Service**

**Where are you working?**

**Areas within the city.**

Select All:

Bablake       Binley & Willenhall  
 Cheylesmore       City Centre  
 Citywide       Earlsdon  
 Foleshill       Henley  
 Holbrook       Longford  
 Lower Stoke       Radford  
 Sherbourne       St Michaels  
 Unknown       Upper Stoke  
 Wainbody       Westwood  
 Whoberley       Woodlands  
 Wyken

**Areas outside the city.**

Citywide       Leicestershire       National  
 Warwickshire       West Midlands

**The profile form asks for/includes information on:**

- **Contact Details** of your organisation. This is the main contact point for your organisation – often the reception or admin contact, ***not*** the main contact for volunteering.

**NOTE** – you are able to enter the contact details of the role when you add/edit roles.

- **Aims and activities** of the organisation.
- **Client groups** you work with.
- **Areas of interests** that your organisation fits into. This will directly influence the search results when volunteers search for and enter their ‘areas of interest’.

Once this information is completed, click **Save**.

New organisation registrations will receive an email notification that their registration is pending and will be reviewed by Volunteer Centre Staff.

Once reviewed by the Volunteer Centre Team your organisation will receive an email confirming your registration has been approved.

You will now be able to:

- Add and edit your volunteer roles
- Search the Volunteer Bank
- Edit your organisation profile
- Manage your password

## Adding Roles

Click on **Add/Edit Roles** on the menu bar.

Edit Profile Add/Edit Roles Volunteer Bank Signed in as Daniel Rogers

To add a role click **Add Role**.

## Managing your roles

Add Role

When filling out the form, if you need any help or guidance, click on the **I need help with this** button. This provides guidance on completing the role profile e.g. using clear role titles, being concise etc.

Please enter your role details below. [I need help with this](#)

Role Details

It is recommended that you add more details. You have

Opportunity Live

Role title \*

Description

Short Description

Advertising Start Date \*

Advertising End Date \*

Instructions for creating roles

### Completing the volunteer role form

Here are some pointers for completing this section:

**Role Title:** keep short & relevant to the role, e.g. Data Input Admin Assistant or Fashion & Clothing Volunteer (charity shop)

**Description:** use plain English, describe the role (not the organisation) and include a breakdown of tasks

**Advert end date:** set a date of at least a week before you want the role to be filled, to allow for interviews

**Contact Name:** for the person prospective volunteers can contact about the role or application

**Response time:** enables prospective volunteers to know what to expect

**One-off roles:** tick this if the role is a one-off and not ongoing

**Groups:** sometimes groups of staff or friends like to volunteer together. Please tick this box if you are able to accommodate groups.

**Number of volunteers:** indicate how many volunteers you wish to recruit for this role

**Skills required:** tick the minimum skills required for an applicant to be considered for the role.

**Benefits:** include tangible benefits that the volunteer will gain, including specific experience, skills or understanding



## Role available in multiple locations

Please tick the box if the role is available in multiple locations, postcode area. Once ticked, the role will appear in all role searches.

You can enter additional information on the location in the **Role Address** field.

Available in multiple  
locations

If this role is available in multiple locations you must select the tick box above, and you can enter further location details in the Role Address box below.

Role Address

Please enter the role address, or further location details, if it is different from your organisation address.

You can edit any of your roles at any time – click on **Show Details** next to the role.

Once you have edited the details of the role click **Save**, at the bottom of the page.

**NOTE** - When completing the form you have 45 minutes to enter the information onto the system before it 'times out'. I recommend having your role description typed up beforehand so you can copy and paste it onto the form.

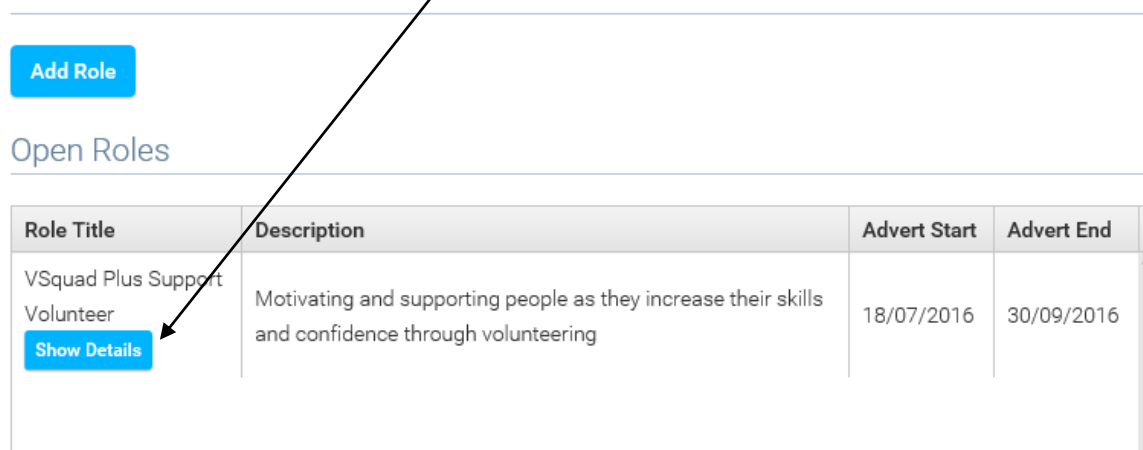
## Editing Roles

Click on **Add/Edit Roles** on the menu bar.



To edit a role please click on the **Show Details** button under the role title.

## Managing your roles



**Add Role**

Open Roles

Role Title	Description	Advert Start	Advert End
VSquad Plus Support Volunteer	Motivating and supporting people as they increase their skills and confidence through volunteering	18/07/2016	30/09/2016

Here you can edit all the role details, contact details for the role and control the dates that the role will be advertised online. Please check:

1. The advertising dates are correct.
2. The 'closed' button: ticking the closed button will take a role off the website, but leaving it open for future use/un-ticked means the role will be advertised online.
3. Phone vs public phone:
  - 'phone' is only visible to Volunteer Centre staff.
  - 'public phone' will be emailed to volunteers who register an interest in the role.

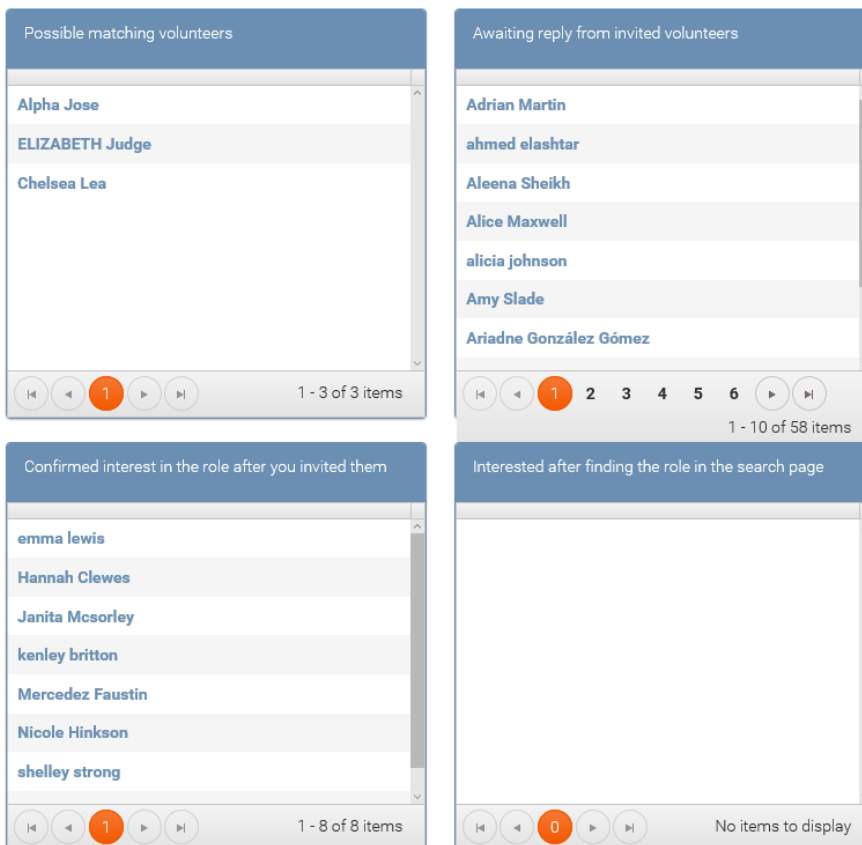
4. Contact e-mail: This will be emailed to volunteers who register an interest in the role and will also receive notification of all applications.
5. There are other fields which you can complete for each role. These are:
  - Number of volunteers required
  - How to find out more e.g. details of a recruitment drop in session
  - Skills required
  - Benefits from this role
6. Click **Save** and the changes will be made automatically.

## Managing your Volunteer Contacts

### Managing your Roles

When viewing a role you can view what stage you are at, in terms of contacting the volunteers.

### Managing Your Roles



The image displays four screenshots of a web interface for managing volunteer roles, arranged in a 2x2 grid. Each screenshot shows a list of names and a pagination control at the bottom.

- Top Left:** Titled "Possible matching volunteers". The list contains three names: Alpha Jose, ELIZABETH Judge, and Chelsea Lea. The pagination shows "1 - 3 of 3 items" with a red circle around the number 1.
- Top Right:** Titled "Awaiting reply from invited volunteers". The list contains ten names: Adrian Martin, ahmed elashtar, Aleena Sheikh, Alice Maxwell, alicia johnson, Amy Slade, and Ariadne González Gómez. The pagination shows "1 - 10 of 58 items" with a red circle around the number 1.
- Bottom Left:** Titled "Confirmed interest in the role after you invited them". The list contains eight names: emma lewis, Hannah Clewes, Janita Mcorley, kenley britton, Mercedesz Faustin, Nicole Hinkson, and shelley strong. The pagination shows "1 - 8 of 8 items" with a red circle around the number 1.
- Bottom Right:** Titled "Interested after finding the role in the search page". The list is empty. The pagination shows "No items to display" with a red circle around the number 0.

#### **a. Possible matching volunteers**

This is a list of volunteers who have been potentially matched to your volunteer role. For example the volunteer may have been matched due to skills the volunteer has, where they would like to volunteer or activities they would like to undertake.

When volunteers sign up and register their interest in volunteering, they have the option of being available in the Volunteer Bank. This ensures that if they are matched to you by skill, availability or any other profile information, you are free to invite them to apply for your role.

You can look at a volunteers profile and send an invite/message direct to them.

The volunteer will get an email notifying them of the potential invite and can review the details via their opportunities dashboard, once logged in.

#### **b. Awaiting reply from invited volunteers**

This is a list of volunteers from the 'Possible matching volunteers' who you have 'Invited to apply' and are waiting for a response from them.

When you invite a volunteer to apply they will receive an email prompting them to log in to view the role invitation.

#### **c. Confirmed interest in the role after you invited them**

After inviting a potential volunteer via the Volunteer Bank, the volunteer can then confirm interest in this role. On your dashboard they will move from the top right list to the bottom left – you will be able to click into their details and read a message from them. You will also receive an email notifying you of this.

#### **d. Interested after finding the role in the search page**

This is a list of volunteers who have searched for suitable opportunities through the Volunteer Centre website and who have registered their interest in the role. If they do this you will receive an email prompting you to respond to them.

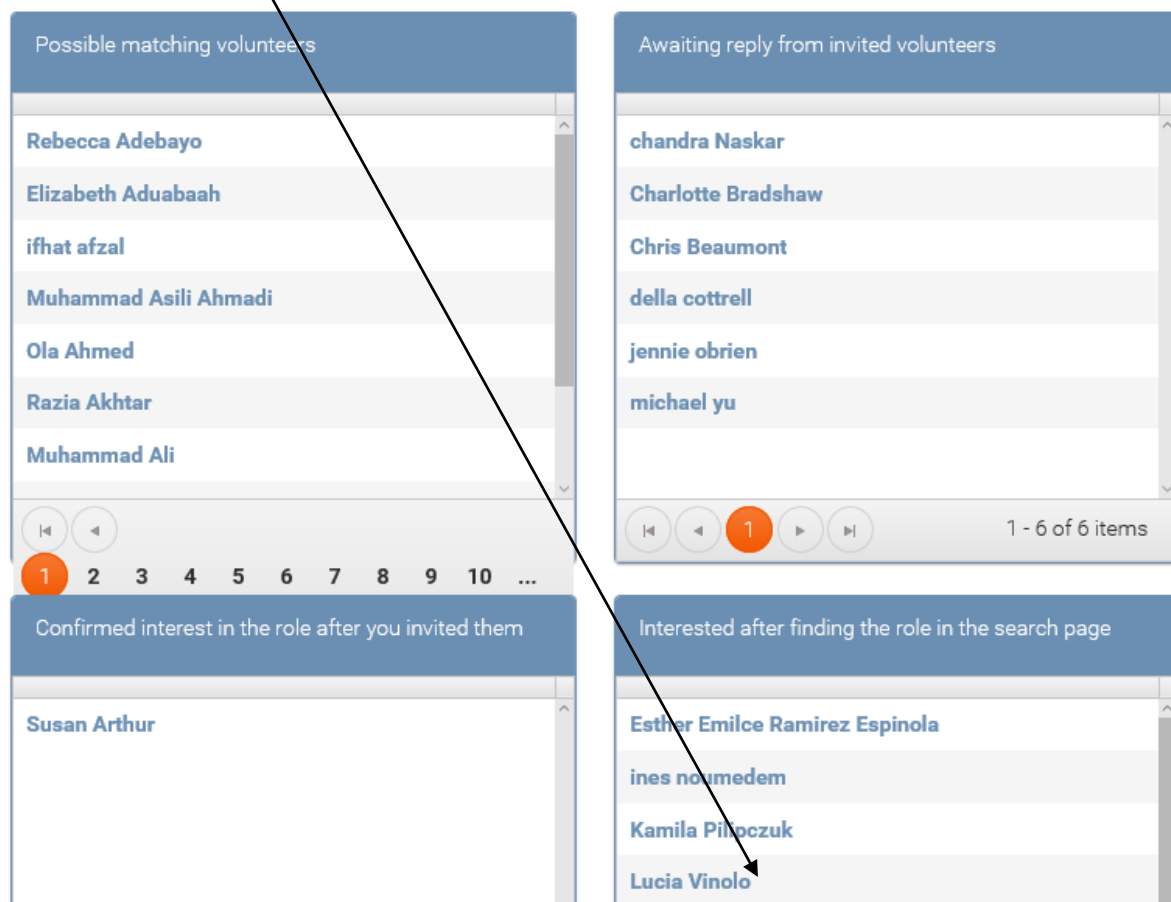
Once you have read the volunteer's information and think they are suitable for your role you can 'Invite them to apply'.

## Invite a volunteer to apply

You are able to invite volunteers to apply for your roles.

On the role profile form, click on the name of the volunteer and review their profile, e.g. Lucia Vinolo.

### Managing Your Roles



The screenshot displays a 'Managing Your Roles' interface with four panels:

- Possible matching volunteers:** Lists names such as Rebecca Adebayo, Elizabeth Aduabaah, ifhat afzal, Muhammad Asili Ahmadi, Ola Ahmed, Razia Akhtar, and Muhammad Ali. A pagination bar at the bottom shows numbers 1 through 10, with '1' highlighted in orange.
- Awaiting reply from invited volunteers:** Lists names such as chandra Naskar, Charlotte Bradshaw, Chris Beaumont, della cottrell, jennie obrien, and michael yu. A pagination bar at the bottom shows '1 - 6 of 6 items', with '1' highlighted in orange.
- Confirmed interest in the role after you invited them:** Lists the name Susan Arthur.
- Interested after finding the role in the search page:** Lists names such as Esther Emilce Ramirez Espinola, ines noumedem, Kamila Pilczuk, and Lucia Vinolo. An arrow points from the text above to the name 'Lucia Vinolo'.

Scroll to the bottom of the volunteer's profile and complete the **Invite volunteer to apply for** section.

### Invite volunteer to apply for: Administrator/Box Office

**Message From Volunteer**

I would like to be involved in this volunteering because it's related to administration duties and arts.  
As well this would allow me to improve my English and get some experience.

**Message To Volunteer**

After entering your text, click on **invite to apply**.



After reviewing a volunteer's profile you may feel they are not suitable to the role – you can remove them from the list by selecting **disassociate the volunteer from this opportunity**.



## Volunteer Bank

[Edit Profile](#)   [Add/Edit Roles](#)   **Volunteer Bank**

 Signed in as **Daniel Rogers**

### Volunteer Bank - Let's search for volunteers

Matching Volunteers		
Volunteer Name	Volunteer Skills	
Abigayil Tandy	Art & Craft, Creative & Design, English - Good, IT Skills - Basic (Internet & Email), IT Skills - Good (Excel, Word Etc)	<a href="#">Show Details</a>
Adam Frankson	Admin, English - Good, IT Skills - Good (Excel, Word Etc), Language Skills	<a href="#">Show Details</a>
ADEYINKA OLUTOBI	-	<a href="#">Show Details</a>
Adrian Martin	English - Good, Listening Skills, Negotiating, UK Driving Licence	<a href="#">Show Details</a>
Agnieszka Tuminska	Art & Craft, Cleaning & Tidying, Communication, English - Good, IT Skills - Good (Excel, Word Etc), Language Skills, Listening Skills, Maths - Basic, Organising & Planning, Photography, UK Driving Licence	<a href="#">Show Details</a>
ahmed elashtar	Cleaning & Tidying, Communication, Conservation, Counselling, Creative & Design, English - Basic, English - Good, Evaluating & Reviewing, Gardening, IT Skills - Basic (Internet & Email), Language Skills, Listening Skills, Managing People, Maths - Basic, Negotiating, Photography, Reading & Writing	<a href="#">Show Details</a>
Aleena Sheikh	Cleaning & Tidying, Communication, English - Basic, English - Good, IT Skills - Basic (Internet & Email), IT Skills - Good (Excel, Word Etc), Language Skills, Listening Skills, Managing People, Maths - Basic, Maths - Good, Organising & Planning, Reading & Writing	<a href="#">Show Details</a>
Alexander Hunt	Communication, English - Basic, English - Good, IT Skills - Basic (Internet & Email), IT Skills - Good (Excel, Word Etc), Listening Skills, Maths - Basic, Maths - Good, Reading & Writing	<a href="#">Show Details</a>
Alexander Kelly	-	<a href="#">Show Details</a>
ali abdi	Art & Craft, Cleaning & Tidying, Communication, Counselling, English - Good, IT Skills - Basic (Internet & Email), Listening Skills, Maths - Good, Organising & Planning, Research	<a href="#">Show Details</a>

10 items per page  
 1 - 10 of 378 items

The Volunteer Bank has volunteers who are happy for organisations to invite them for suitable opportunities.

You are able to search for volunteers through a number of search criteria:

- Keyword
- Skills
- Activities
- Interests
- Availability
- Distance and postcode

Once you have done your search the results will appear at the top of the screen.

Click **Show Details** to view the volunteer's profile.

Alexander Hunt	Communication, English - Basic, English - Good, IT Skills - Basic (Internet & Email), IT Skills - Good (Excel, Word Etc), Listening Skills, Maths - Basic, Maths - Good, Reading & Writing	<a href="#">Show Details</a>
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A volunteer's profile will include:

- Skills they have
- Activities they want to be involved with
- Their availability

See the example below:

## Volunteer Profile

**Contact Information**

<b>First name</b>	Alexander	 Volunteer Photo
<b>Surname</b>	Hunt	
<b>Email address</b>	Not available until the volunteer accepts the role	

**Skills and Interests**

<b>Skills</b>	Communication, English - Basic, English - Good, IT Skills - Basic (Internet & Email), IT Skills - Good (Excel, Word Etc), Listening Skills, Maths - Basic, Maths - Good, Reading & Writing
<b>Interests</b>	IT, Computers and Technology, Mental Health
<b>Activities</b>	IT, Technology & Websites, Counselling
<b>Communication Methods</b>	
<b>Brief profile</b>	<p>Name: Alexander Hunt            Age: 19            Skills: IT Basic, Media Level 2.</p> <p>Currently a College Student looking to expand my knowledge in my currently trained skills.</p>

**Availability**

	Morning	Afternoon	Evening
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



