

Working with Volunteers and the Voluntary Sector

Lucy Bramley, APSE Associate



Course Brochure

training@apse.org.uk | 0161 772 1810

Working with Volunteers and the Voluntary Sector

Course details

Does your service or authority make the best use of volunteers in the delivery of local community and neighbourhood services? Do you ensure their wellbeing and the wellbeing of those they are working alongside?

Volunteers can be an important frontline resource, bringing a huge variety of skills, knowledge and experience. In addition to local community volunteering, many non-profit, faith, voluntary and community organisations deliver services on behalf of local authorities, through the commissioning process. This sector can be vibrant and dynamic, with innovative solutions to local challenges.

If you are responsible for managing volunteer programmes or commissioning services which utilise volunteers and want to explore best practice in volunteer management and support, this highly interactive course will help you to understand the obligations and responsibilities of your local authority.

The course will help you develop an approach to volunteers and the voluntary sector which reflects their value and helps you to ensure that community benefits and local authority outcomes are realised.

Who should attend?

The session will benefit local authority staff and elected members who are engaged in managing volunteer programmes and activity, either directly or through the commissioning process.

Learning Outcomes

- Clarify the value of volunteers in service delivery
- Appreciate what motivates people to volunteer
- Compare the practice of managing volunteers with managing paid employees
- Assess the purpose and content of volunteer policies
- Devise strategies and protocols for volunteer recruitment
- Explore the use of Volunteer agreements
- Develop a basic volunteer induction

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Course programme

For further information, please contact training@apse.org.uk

REGISTRATION (and Tech Check)

UNIT 1: Understanding Volunteers

- What is volunteering & why do people do it?
- Volunteer & paid roles
- Managing volunteers
- Volunteer policies and agreements
- Recruitment Strategy

COMFORT BREAK

UNIT 2: Volunteer Recruitment and Induction

- Selection Processes
- Induction, Support & Training
- Managing Performance - dealing with difficult volunteers
- Retaining Volunteers

LUNCH

UNIT 3: Working with Community Groups

- Community leaders and community organisation
- Working with and supporting hard to reach groups.
- Safeguarding, health, safety, and wellbeing

COMFORT BREAK








UNIT 4: Supporting Organisations

- Different types of voluntary organisation
- Grants commissioning and Contracts
- Managing Committees and Charity Trustees
- Operations: Finances, paid staff, premises, and insurance

PLENARY, FEEDBACK AND CLOSE

In-house - tailored training to meet your needs.

The package includes:

-  A pre-course consultation so we can tailor the course to meet your needs.
-  Trainee Needs Analysis.
-  Customisation of the slide pack.
-  Delivery of the course on a mutually convenient date and time to meet your authority's needs and working patterns.
-  Analysis of trainee feedback, which we share with you.
-  Trainer feedback, if required.
-  Post-course materials on password-protected hidden webpage.

If delivered online, the course is suitable for up to 15 participants and over two half-days or one full day, via Microsoft Teams

If delivered onsite, it is suitable for up to 20 participants. Trainer travel, subsistence and accommodation is charged at cost.

What do participants say about our training?

"Well explained and easy to understand."

"Take it - it enhances your understanding and removes assumption."

"It's very engaging and interesting. And all questions are encouraged and answered."

"Very informative, delivered in an engaging way."

"Attention was engaged throughout the course. Relative and informative."

"It is a very knowledgeable course and every point explained thoroughly and the slides were very well presented and didn't include too much information."

"Not too intense and delivered in layman terms."

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About APSE Training

APSE (Association for Public Service Excellence) is a not-for-profit local government think tank, working with over 300 councils throughout the UK, promoting excellence in public services.

APSE is the foremost specialist in local authority front line services, hosting a network for front line service providers in areas such as waste and refuse collection, parks and environmental services, leisure, school meals, cleaning, housing, and building maintenance.

APSE Training aims to provide inspiring and impactful lifelong learning and development opportunities, nurturing talent and enabling growth. A broad range of courses are available via the APSE website and as bespoke in-house courses.

APSE Training is compliant with APSE's Quality Assurance processes under ISO 9001, ISO 14001, ISO 27001 and GDPR. We are also a Platinum Carbon Literate Organisation, which demonstrates our commitment to raising awareness of the climate crisis.

The team is ready to help.

Please direct enquiries to: training@apse.org.uk | 0161 772 1810

3rd Floor Trafford House, Chester Road, Old Trafford, Manchester, M32 0RS

APSE Head of Training: [Fiona Sutton-Wilson](#)

Senior Training Officer: [Amy Caldow](#)

Training Co-ordinator: [Olivia Wright](#)

Business Support Assistant (Finance): [Daniel Lee](#)

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