

Tech-up your team!

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Volunteers are fabulous!



EPC Volunteer Team:

130-140 volunteers

76% are 60 or over, 11% are 75 or over

Predominantly work in client homes

100% use email for their role

No problems with recruitment – despite email requirement

Why change the status quo?

Greater connection with volunteers

Training increases retention

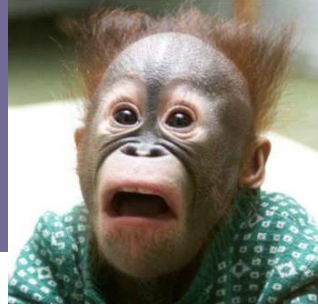
More roles volunteers can perform

Training is rewarding – signals respect

More demand, fewer resources

Your volunteers may already be online

You did what??



- Made email contact mandatory for new volunteers.
- Transitioned from mail to email communications for all current volunteers.
- Volunteers log hours, register for events and securely view client contact details online (more secure than via email).
- Trained all volunteers in using new website in the space of one month.
- Offered new roles for tech-savvy volunteers to help support their peers – and they ended up writing half of the tech training manual and reviewing our other training modules!

What's so good about email?



Why go to the trouble of getting all your volunteers on email when it's so tricky?

- Save money and time on postage and mailouts.
- Better communication / sense of team with **all** your volunteers.
- Keep an eye on volunteers falling under the radar.
- Manage more people.
- Use your volunteers' knowledge and engage them further!
- They may already be using email - 95.5% surveyed were happy to use email for role

The problems...

- Time commitment
- Approach dependent on size of team and staff knowledge
- Volunteer access to technology
- Accessibility issues
- Training resources
- Support from organisation
- Staff access to technology & expertise

How do I do it?



Know your stuff

- Google, YouTube, Broadband For Seniors, Microsoft online etc.
- Do a course
- Keep up-to-date
- Find someone else who knows

Know your volunteers

- Find out if you have IT-skilled volunteers
- Review recruitment process
- Empower volunteers to help each other – save time and increase connectedness
- Don't underestimate your volunteers – anyone can learn with the right approach
- Review your training process – is it person-centred?

Person-based training

- Research first – who is in the room?
- Teach to the lowest skill set – no ‘tech-speak’
- Ask experienced volunteers to help
- Accessibility guidelines
- Create handouts with easy steps and screen dumps
- Use homework
- Use small groups
- Consider home visits
- How will you support CALD volunteers?
- Use humour – more fun for all!
- Use personal examples – normalise technology



Get the message right...

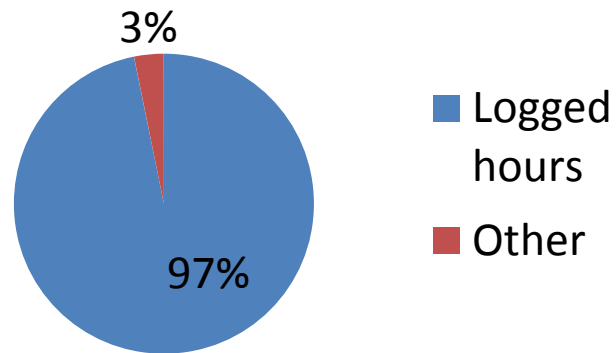


After the ~~torture~~ training...

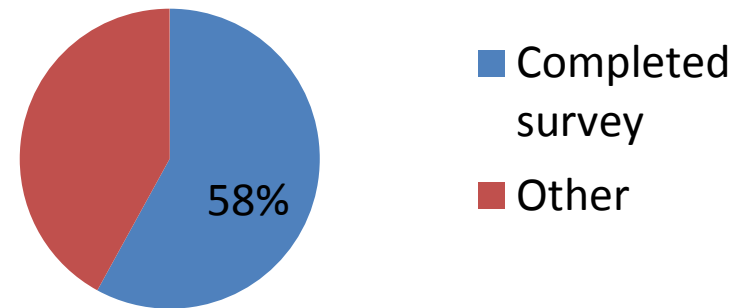
- Be prepared to support people using different operating systems and devices (PC, Mac, iPad/tablet, smart phone, different OS versions and appearances, etc.)
- Use volunteers to help you run a 'tech helpline' – it'll allow you to help more people, give 'helper' volunteers more roles, and help connect your volunteers with each other – so many wins from one small action!
- Skype is your friend – sharing screens saves time when trying to help explain over the phone (*this is NOT remote access) and many people already have it installed. We use it and solve it within 2 minutes = eg space in login solved on Skype.
- Make your own YouTube channel and send out the link.
- Investigate other free technology that could help your program.

Outcomes and surprises... from on-switch to clipart!

Website participation 1 month after training



Online survey participation 6 months on



- Volunteers emailing photos/messages from holidays – increased engagement.
- Social networking groups helping each other with tech issues - better social engagement AND more time savings for staff.
- Re-engaged periphery volunteers

Volunteer software training comments...

“Pre-warning of change to system to volunteers laid the foundations... Accompanying manual invaluable for future reference. Requests for assistance answered quickly and very clearly.”

“Clear, short and to the point.”

“The only thing that would improve the training is cream cakes.”

“It was fine. People need to experience hands on and interactive learning. Can't think of any improvements. Possibly a refresher via 'webinar'.

“Apart from serving champagne at the end of the session, I don't think it could have been improved at all.”



The final bit

Questions or comments?

