

Excellence in Volunteer Management Nominee

Example Application

Name: Lee Smith

Position: Volunteer Manager

Organisation: Helping Hands QLD

How has the volunteer manager demonstrated good practice?

Lee Smith has been the largest contributing factor to the success of Helping Hands QLD. She has gone above and beyond her responsibilities as a volunteer manager.

In the last year, Lee has facilitated the recruitment and training of over 40 new volunteers to the program. She achieved this feat through active promotion of the program at local events, on social media channels, through Volunteering Queensland website and was proactive, genuine and passionate in her approach. The amazing work that these new volunteers have performed, both operationally and strategically, is a testament to the support and training that Lee provided them when they began. Lee also plans training sessions and catch-up days in order to make sure everyone is up to speed and engaged. Lee is very capable at ongoing continuous quality leadership and management of volunteers, measuring her performance against the National Standards. Lee embraces diversity and makes sure we have a mix of volunteers, young and old, various cultural backgrounds and abilities, in person and online – it makes sure we are an inclusive place to be.

Lee is also very much a hands on person and is involved in every aspect of the volunteer program. She is not only interested in the immediate wellbeing of the work that is being done but is always thinking ahead into the future and making sure that we are prepared. This is what sets her apart. Her self-awareness of the environment that our program operates in allows her to prepare us for every obstacle that may come our way and ensure we come out better at the other end. This has resulted in many successes for the organisation, foremost, its longevity. Without Lee's willingness to think ahead, we may not have had the funds and support from the local community to be in operation for almost ten years.

Lee also very much practices what she preaches. She is regularly in the field with our volunteers at house calls to the elderly. She states that this also gives her an opportunity to see the work that we do in action and see firsthand where improvements can be made.

What do volunteers say about the volunteer manager or their program?

Our volunteers come from all walks of life and age groups. We are constantly receiving feedback from our volunteers about the work they do and how they feel they are making a difference to people's lives.

Sam, a high school aged volunteer, states that the program gives him an opportunity to give back to his community and is something different than his day to day life of school, sports and hanging out with his mates. He has specifically mentioned that his involvement is a result of Lee speaking at his high school and inspiring him by showing him how he could easily help those who need it in his community.

Sue, an active retiree, said that after retiring from her full time job, she still had so much energy and wanted to participate in volunteer work. After popping into our office and chatting to Lee about possible roles she could undertake for the organisation, she found a role that suit her love



volunteering
queensland

Excellence in Volunteer Management Nominee

Example Application

for conversation and meeting new people. She is now one of our volunteers who makes house calls and has a coffee and chat. Sue has said that Lee's passion for the program as well as her obvious desire to help others was a motivating factor for Sue to join Helping Hands QLD. Lee keeps her motivated and supports her when she has to face any difficulties in her role. Lee's open communication and ability to resolve conflict makes it a fantastic team to be a part of.

What positive impact has the volunteer program they manage had on the Queensland community?

The Queensland community has benefited in a number of ways from the Helping Hands program. Our mission is to provide company and a listening ear to those in the community who may feel unappreciated and isolated. Our volunteers make, in total, over 200 house calls a week and engage in everyday activities such as a chat and coffee and a trip to the movies or shops.

Feedback from those visited by our volunteers say it brightens up their week and gives them an opportunity to talk to someone new, hear different stories and learn new things from those with different life experiences than themselves. For many of those whom our volunteers visit, they are usually mature aged and do not have many interactions with others as their families have moved away and their friends have passed. The program allows them to develop new friendships and encourages a feeling of belonging and care for all parties involved.

Main emphasis:

- Highlight the volunteer manager's contributions with clear examples in the past year
- Show their ongoing dedication to volunteer management
- Demonstrate the effects and impact of their volunteer program at a personal, operational and strategic level



volunteering
queensland



volunteering
queensland

Level 12, 127 Creek Street, Brisbane, Qld 4000
GPO Box 623, Brisbane, Qld 4001

T: (+61 7) 3002 7600
reception@volunteeringqld.org.au

volunteeringqld.org.au

#volunteeringqld

