

Volunteer Connect

FOR ORGANISATIONS

Frequently Asked Questions

I've just posted a role and tried to view it as an outsider, but it isn't showing up on your website.

Any position that gets created will show up as "pending" on our system, and requires us to approve it before showing up on our website. This is just so we can ensure everything is correct; sometimes fields get left blank by accident, or you may not realise your insurance has expired.

We check our "pending" section several times each day, so it should show up online within a few hours after you submit it.

I've had a role online for a while, but suddenly it's disappeared from your website.

This could be due to two reasons:

- Your role has reached the maximum number of applications. You can fix this by:
 - increasing the application limit, found at the bottom of the "Basics" tab when editing your role, or;
 - updating your pending applications, found in the "Referrals" tab when editing your role.
- Your role has expired. You can fix this by extending your expiry date, found at the bottom of the "Basics" tab when editing your role.

We added a new contact but they have no login details.

When you add a new contact, they do not immediately get User Access – it must be granted by Volunteering Tasmania staff. This is a safety measure to ensure nobody accidentally gets access when they shouldn't.

When you've added a new contact, please give us a call or email with the name of the contact and we will grant them User Access. They'll receive their login details via email, usually within 24 hours max.

We changed the email address for our account/a contact, but the referrals are still coming through to the previous email.

The new email address will be used for all future roles you post. If, however, you've got existing positions being advertised when you make this change, it will not automatically update. You will need to edit each position to change the email address.

I can't remember my password/username; it says my password/username is incorrect.

Underneath the login button, click "Forgotten your password?" It will ask you to enter your username, and then you can reset the password.

Your username will be your first name (capital first letter), full stop, your last name (capital first letter), no spaces.

John.Smith Joe.Bloggs Jane.Doe

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Has Volunteering Tasmania screened volunteers that come through Volunteer Connect?

No; we are simply the “matchmakers”, and just help them to apply. Also, many of the potential volunteers will apply online, so we don’t have a chance to meet them. Your normal recruitment and screening procedures will apply.

Why do some of the applications from Volunteering Tasmania seem so unsuitable for our positions?

When people come in to see us, we will do our best to tailor the session and steer them towards positions that are most suitable for their skills/experience/interests. We are unable to do that with people who are simply applying online without any consultation from us, so you may receive applications that are unsuitable for your position.

Occasionally you may also have people who, for various reasons, are desperate for any volunteering position. Therefore they will apply for any positions in their area, regardless of suitability.

Can I advertise for one “generic” role, rather than several specific roles?

You can only select a maximum of three (3) skills associated with each role; it will not show up online otherwise. As long as three (3) skills would cover all aspects of the role, then it would be fine. You don’t want to exclude something relevant, as it may impact whether a volunteer is interested or not.

You say Volunteer Connect is free to use; are you sure there are no hidden costs?

Volunteer Connect is 100% free. There are add-ons available for a fee that will integrate with Volunteer Connect if you decide you would like to go down that path, but they are never automatically included; you have to contact the website developers to start the process of purchasing these.

One of the possible add-ons is VIRA, an advanced volunteer management tool that works alongside Volunteer Connect. It stores information about your volunteers, tracks their certificates and notifies you of expiry dates, allows advanced reporting, etc.

Top Tips

- Set a calendar reminder for when your Insurance Policies expire so you can update the details ASAP! We are not allowed to advertise pending positions until these details are current.
- Set an automatic response on your ads, letting potential volunteers know that you’ve received their application and you will be in touch soon. You can do this in the “Notifications” tab when creating or editing your role.
- Once you’ve filled a Position, don’t delete it. Instead, make it inactive. Anything can change with your volunteers and you don’t want to spend valuable time re-writing that position

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when you can simply hide it in the background and re-activate it if needed in the future.

- Write your Position and save it in a Word document first, then copy and paste it onto Volunteer Connect. Technology can be unpredictable, and you don't want to spend half an hour crafting the perfect ad, only for your computer to crash and lose your work.
- Use the "Short Description" section to grab people's attention. This is the first thing they see when they're scrolling through numerous available positions. Don't make it sound like "this is a dull role, but someone has to do it." Catch their eye so they click to read more
- Consider the reasons people may be volunteering, and change your wording to target this. Is it helpful in gaining skills/experience? A chance to make new friends? A new adventure? Make it sound beneficial to volunteers as well as to your organisation.
- Ask questions to draw people's attention. Instead of "Volunteer needed to do some gardening", try "Do you love being outside in the sunshine? Enjoy watching what you can create and achieve? We'd love you to help us with some light gardening!"
- Expand your field of potential volunteers. Look at all the boxes you could potentially tick in the Position Suitability on the "Details" tab of your role – consider whether you could tick a few more. You might not have thought so initially, but is this role something that may be suitable

for younger volunteers? Someone with a disability? Someone seeking work experience/internships?

- Are you eligible for Centrelink Mutual Obligation status? People aged 55+ on Newstart Allowance are often required to volunteer for a Centrelink-approved organisation. If you gain this status, you are going to attract volunteers with a wealth of experience and knowledge from many years of employment. To register as Centrelink-Approved you must complete and submit to Centrelink a "Voluntary Work - Request for organisation approval form (SU461)", available from Services Australia.



For any assistance with Volunteer Connect please call us on **1800 677 895** or email team@volunteeringtas.org.au

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