VIKTOR

Agency User Manual

Contents

Introduction to VIKTOR

VIKTOR is a national database and volunteer referral system created by Volunteering WA to link volunteers, volunteer referral centres and volunteer involving organisations.

VIKTOR allows volunteer involving organisations to login via the internet and directly update their details, including their organisation profile, available volunteer positions, contacts, address and phone numbers, etc.

As VIKTOR is the database behind the **GoVolunteer**, **SEEK Volunteer**, and **Volunteer Profile** websites, the **GoVolunteer mobile app**, and also several other **partner websites**, when you list your volunteer positions on VIKTOR they will automatically be advertised in all of these places.

To help you become more familiar with VIKTOR, this manual will cover how the system works. You can also find out more information about VIKTOR by visiting the [VIKTOR website](#).

Terms

Agency*:* A volunteer involving organisation. You will be able to edit the details of your organisation, including addresses, phone numbers, etc.

Contact: A person who works at your agency. You can have multiple contacts listed for your organisation, but you must elect one contact to be the primary contact. Your agency must have a primary contact. This contact will be sent any critical information.

Position: A volunteer position available within your organisation. These are the positions that will be advertised online, and Volunteer Resource Centres will search through these positions for volunteers.

Referral: When a volunteer is directed to a position through a Volunteer Resource Centre or submits an expression of interest (EOI) for a position you have listed online, it is called a referral. Volunteers may be accepted or rejected by your organisation.
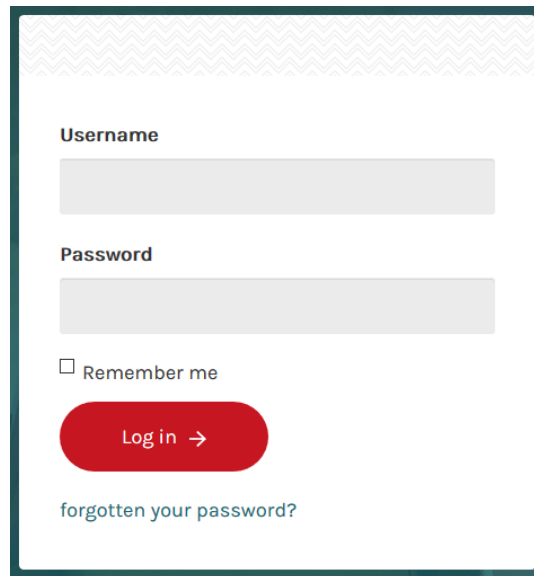
Process

The procedure for setting up your organisation in VIKTOR involves three steps:
1) Ensure that your agency details are correct and up-to-date
2) Add all contacts for your organisation that will be involved in assisting volunteers
3) Create the positions that you need volunteers for

Any positions you create must have a contact, this is why it is important to create contacts **before** you start listing positions.

Once you have created a **position**, it will be put into an **approval process**. Somebody will **review the position** to ensure the critical information has been provided, and to make sure the position is appropriate for volunteers. Once it has **been approved** it will be **displayed online**. **Volunteers** will then be able to **submit expressions of interest** (EOIs) for the position and **Volunteer Resource Centres** will be able to find and **refer volunteers** to it. You will receive an **email notification** each time an EOI or referral is submitted.
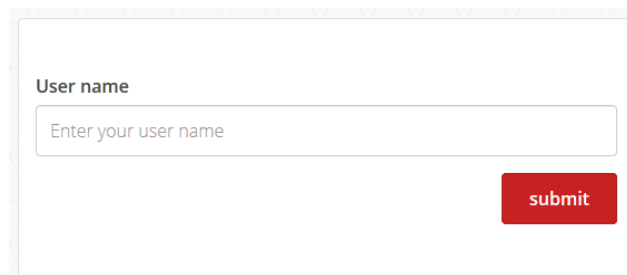
Login

Be careful about using VIKTOR on public computers. Do not save your passwords on a machine to which other people have access.
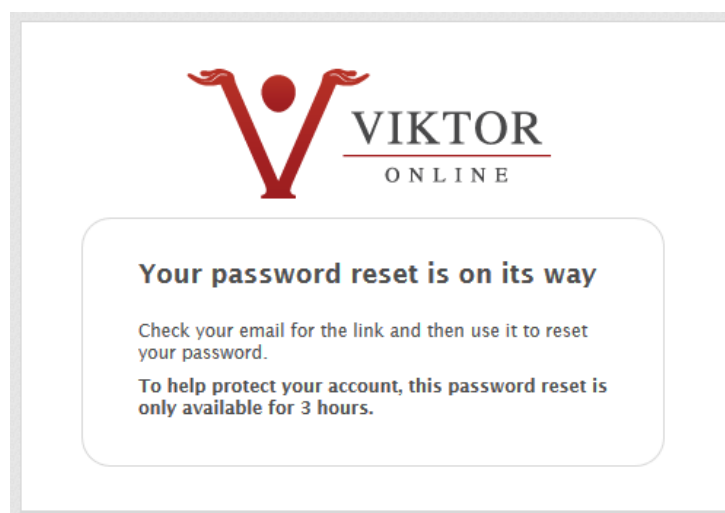
To log in, enter your user name and password. If you have **forgotten your password**, click on the 'forgotten your password?' link beneath the log in button. You will be taken to the following screen:

To reset your password, type in your user name in the box and click Submit. This will result in a password reset email being sent to the email address registered with the user name. These emails are only valid for three hours so make sure you reset the password within this timeframe.
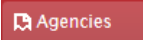
Your Agency Record

When you log in, you will see the **VIKTOR dashboard**. This will display any system announcements, note any outstanding issues, and provide you with links to your record, and the member resources provided by your volunteer resource centre (if you are a member)

Dashboard with sample alerts displayed

Click the **My Organisation** button or the [Agencies] tab to be taken to your record, where you can find all of the information regarding your organisation. From here you can update any information that is out of date, update contacts, and add/update volunteer positions.

There are **several tabs on the left-hand menu**, which will be covered next.

Details

The **Details** tab covers general information about your organisation.

Name – This is the name of your organisation. If the organisation undergoes a name change, just change the name here. Your Agency ID uniquely identifies your organisation and does not change.

Description – This description is what will appear online to volunteers on your organisation profile. Describe what your organisation does, what its purpose is and any other information you think is relevant.

Web Site – If your organisation has a website, enter the URL here.

Email – The email address you enter here is where general enquiries will be sent.

Publish Email/Phone – Ticking these boxes will mean that the telephone number and email address you enter will be made publicly available online along with your other organisation details.

Please note that if you publish this information, it may result in unwanted contact from advertisers and other individuals. You will have the option to send your contact details privately to potential volunteers later.

☐ Publish Email?

☐ Publish Phone?

Number of Volunteers – Fill this box out with the number of volunteers your organisation currently has.

Number of Volunteers *   [110]

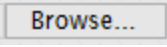***Registration/Expiry Date*** – You cannot edit these fields, they are managed by your Volunteer Resource Centre.

Registration Date *   [31/12/2007] 🗓

Expiry Date   [ ] 🗓

Service Focus – This is the main service area that your organisation operates in. Choose the closest match from the drop down list.

Service Focus *   [Mentoring & Advocacy ▾]

Update Logo - Click on the [Update Logo] button at the bottom of the page to **upload your organisation's logo**.

You will be taken to the following screen where you can click on [Browse...] to find the logo file you want to use. Once you have done this click on [Upload] to upload your logo.

↺ Back to agency search

Editing Agency: VWA Test Organisation
Choose the logo that will be shown on the online organisation profile

[Browse...] No file selected.   [Upload]

[Cancel]   [Remove logo]

If you need to change your logo you can click [Remove logo] to remove your logo so another one can be uploaded.

Make sure you click on the [Save] button after **amending** or **adding** any of the information in the **Details** tab.

Address/Phone

The **Address/Phone** section is where you store any addresses and phone numbers for your organisation.

Adding an Address – To enter an address, click the [Add Address] button. First enter the street address and postcode. Once you have entered the postcode, the **Suburb** drop-down menu will update with valid suburbs for the postcode you enter. You may add a street address and a postal address in this section. If your organisation has multiple locations, enter each of them here. To save an address, click the [Insert] button. If you make a mistake you can click edit next to the address to make a change, or delete to remove the address entirely.

Adding a Phone Number – To enter a phone number, click the ⬚Add Phone button. First select the phone number type from the drop-down list. Then enter the telephone number including any area codes and country code if the number is for outside of Australia. Click ⬤Insert to save the telephone number

Contacts

The **Contacts** section is where you enter all of the contacts for your organisation.

Adding a contact

To **add a new contact**, click the [Add New Contact] button. Fields marked with an asterisk (*) are required, all other fields are optional.

Title – Select from the list of titles

Title	▾

First Name – The contact's first name

First Name *	

Surname – The contact's surname

Surname *	

Email – The email address for the contact. It is important to put an email address here if the contact is going to be managing position applications.

Email	

Date of Birth – The contact's date of birth. You can use the calendar button the side to select a date.

Date of Birth		🗓

Gender – The contact's gender. If you do not wish to specify the contact's gender, or the categories of male/female are not appropriate, select the **Other** option.

Gender *	○ Male ○ Female ○ Other

Job Title – The contact's role in your organisation

Job Title	

Company – The company that the contact works for (if different from your organisation)

Company	

Comments – Any relevant information about the contact, such days they are out of the office

Comments	

Status – Select the status of the contact

Status	Active ▾

Once you have **filled out the form** click the Save button.

Once you have saved the contact, your default organisation address and telephone number will be added to it. You may need to change this depending on the contact. Also, if you update your organisation address in the future it won't update the contact records so these will need to be updated separately.

Primary contact

To update the **Primary Contact**, choose from the drop-down menu and click Save Change

Primary Contact *	Robert Solomon ▾

Finance Contact

Finance Contact *	Chuck Testguy ▾

To update the **Finance Contact**, choose from the drop-down menu and click Save Change

Positions

Once you have your organisation details up-to-date and have selected a primary contact you can now begin to add positions. Click on the **Positions** tab. The default screen shows you all the active positions currently listed by your organisation (if any).
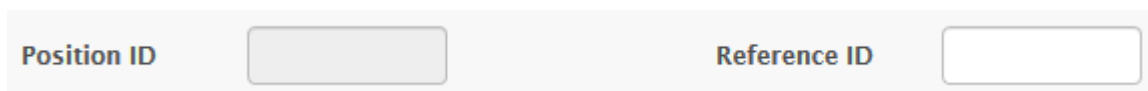
To **add a new position**, click the [Add New Position] or the [Position Wizard] button to create a new role. The Add New Position button will create a blank role, while the Position Wizard will take you through the role step-by-step, adjusting the fields displayed depending on the type of role you are creating.

Basics

About this position

Reference ID – This field is for use by Volunteer Resource Centres, leave this blank.

Position Name – This is the title of the position. Make the name relevant to the description.

Short Description – Type in a brief description of the position. Make it eye-catching, as this description is what will be displayed underneath the position name in search results.

Detailed Description – Use this description to explain exactly what the role involves, any benefits, what volunteers can expect etc. Remember that volunteers are giving up their time for free to help you – try and avoid turning this into a plain list of tasks.

Detailed Description *

Service Focus – Select from the list which area the position is primarily related to.

Service Focus *   Select one

Number of Volunteers – This is self-explanatory. If you need one volunteer, put 1 here, if you need 20 put 20 here.

Number of Volunteers   1

Requirements – Tick as many of the requirements that are necessary for your position. Ensure that you only tick the things that are *necessary*. For example, only tick 'Working with Children' if the position, *not your organisation*, involves working with children. The more barriers there are, the less likely you are to get applications. For example, the 'Finance Officer' position for the 'Helping Kids Organisation' does not involve directly working with children, even though a lot of the organisation's work involves children. In this case the 'Working with Children' requirement is not applicable.

Requirements

☑ Driver's Licence (C)
☐ Driver's Licence (F)
☐ Driver's Licence (HR)
☐ Driver's Licence (LR)
☐ Driver's Licence (MR)
☐ Heavy Lifting
☐ Medical Check
☐ National Police Certificat
☐ Others
☐ Traffic Check
☐ Working with Children

Requirement Description – Type in any other requirements for the position.

Contact for this position

Agency – This is the agency which you are creating a position for – make sure this is correct!

Contact – The person you select will be listed as the primary contact for the position.

Email for EOIs – This is the email address that EOIs will be sent to. Make sure this email address is correct, and preferably checked frequently – the biggest complaint from volunteers is that nobody gets in contact with them.

You can enter multiple email addresses separated by commas if you want notification to be sent to several people.

Advertisement

Display publically on the internet – Ticking this box means the position will appear across all of our websites that list volunteer positions.

Display on Map – Ticking this box means the position will be visible on the positions maps available on websites such as GoVolunteer and SEEK Volunteer.

Application limit – This means once the limit has been reached the position will not be searchable. For example, if you set the limit to 10 and the position receives 10 EOIs, the position will not be searchable again until you modify the outcome of the pending applications.

Expiry Date – Setting a date here will automatically de-list the position once the date has passed.

Active – You are able to manually de-list the position by unticking this box. If you want the position to appear online make sure this box is ticked.

Once you have filled out all of this information, click to save the position. This will save the position and take you to the next tab where you can fill out more details.

Make sure you **complete the following additional tabs** for the position so potential volunteers have all of the necessary information. Any positions that you submit will be sent to your **Volunteer Resource Centre** for **approval** before they appear online.

Details

The details tab goes into more specific details regarding the position.

Position commitment

Duration – Here you can choose one of the following options from the drop down list:

Start/End Date – Select the dates for when the position begins and ends. If it is an ongoing position (no end date) you do not need to complete this field.

Describe the Time Required – Explain the hours you expect the volunteer to be able to commit. Being more specific helps the volunteer decide if they will be able to commit or not. For example, "5 hours, once per fortnight on a Tuesday" is better than "a few hours here and there".

Describe the Time Required	

eg. 6-8pm, Tuesdays
(It is recommended volunteer roles should not be more than 15 hours per week)

Position suitability

Suitable for – Tick the box if your position is suitable for any of these categories. You can click on the question mark to see a definition of each category.

Suitable for (?)
☐ Centrelink Volunteers
☐ Families with Children
☐ Groups of 10 or more
☐ Online & Remote Volunteers
☐ People Learning English
☐ People with disability
☐ Skilled Volunteers
☐ Travelling Volunteers
☐ Wheelchair Access
☐ Work Experience & Internships
☐ Younger volunteers, aged 14-18

Age range – If the position is suitable for a particular age range enter it here. For example, you would put 18 as a minimum age if the position involved serving alcohol.

Age Range		to		If your insurance cover for this role has age limitations, enter them here

Working environment – Select from the list which environment best describes the work involved.

Working Environment		⌄

Training – If any training is provided by your organisation list it here.

Training	

Reimbursement – If your organisation offers reimbursements, such as those for travel costs, list them here.

Reimbursement	
	If none, leave blank

Transport options – Describe travel options, such as access by public transport, parking bays available etc.

Transport options	
	Describe how volunteers may get to the role. Note the public transport and/or parking options if applicable

Urgent – If this position needs a volunteer urgently, tick this box.

☐ This position needs to be filled urgently

Remember to click Save **when you have finished entering all of this information.**

Position Images

POSITION IMAGES

The optimal image dimensions are 620 x 370

⊕ ⊖

Click on the ⊕ if you have an image that you would like to use for the position.

You will then be able to upload an image by clicking on Browse... to find the image you want to use and then Upload to upload it.

You can remove the image by clicking on ⊖

Please note that images will only be displayed with your positon on websites that support this feature.

Position Tags

POSITION TAGS

☐ Special 1

☐ Taggy McTagart

If you are running any special programs, you can select one or more tags to flag the position to specific volunteers.

If required, Position Tags will need to be set up for you by the Volunteer Resource Centre who set you up with VIKTOR access.

Remember to click Save **again when you have finished entering this information.**

Location

POSITION LOCATION

Location Type (Help)
◉ Suburb ○ Multiple Suburbs ○ Exact Location ○ Multiple Locations ○ Virtual ○ State
Select the suburb. No specific address information is saved- it will be matched to the middle of the suburb

Post Code *	6005	Suburb *	West Perth

State	Western Australia	Country	Australia

Save

Position Location

This is where you set the location (or locations) of the volunteering.

Volunteers search the database using a radius system to find roles close to where they live or frequently go. This means you should specify the location(s) where the role actually happens, rather than areas you want to recruit from.
ie: Enter where the volunteer goes to volunteer. This will assist volunteers to find roles in locations they can easily travel to.

Positions in VIKTOR can be set up with any of the following location types:

Suburb

Suburb location types locations store a suburb (general area) only. If you do not want the exact location to be known (or have not set it yet), select this option. The mapping will be less accurate than if you select Exact Location.

Multiple Suburbs

You select multiple suburbs to define an area, and also describe the area with a text description. Note that the radius search will match volunteers near to the area you define, not just within it. This option is suitable for a position where the location changes or the volunteer moves around, or if the role has options to volunteer in different areas.

Exact Location

This is a position that occurs at a set location, such as at an office. You should enter an address so the geolocation system can match volunteers in that area. Do not write messages, notes, "TBA" or similar in the address field- the address is not visible; it is only used to plot the location for mapping and radius searching.

You can check the system has correctly located the role by examining the small map that will be displayed.

Multiple Locations

This is a position that occurs at a variety of locations, such as certain shopping centres, schools, etc. You should enter and addresses for each location for maximum accuracy.

Virtual

A virtual position has no location- it can be done from wherever the volunteer is. These roles would usually be done over the internet or phone.

Note that Virtual roles will often have applicants from regional and remote areas, so you should be prepared to interview the volunteer over the phone (or online) – if someone has to come in to your office, it's not a virtual volunteering role.

State

A state-wide position is available all over the state. This would usually be for events that occur in all major population centres, or tasks that can be entirely arranged by the volunteer.

Again, if a role is not suitable for volunteers in regional and remote areas, it's not *really* state-wide. If the volunteer needs to attend a specific location to volunteer, then list these locations directly using one of the multiple location types.

Depending on your internet connection, it may take a few seconds for the server to update your screen after you change location types.

Remember to Save **after any changes.**

Skills

Position Skills – if the position involves any particular skills, select up to three from the list and click **Save**

Availability

Position Availabilities

Use this section to specify the time of day and day of the week a volunteer is required.

If relevant, you can then also click on (Monthly Availability ») and select which months the position is available.

Click Save once you entered the appropriate availability information.

Notifications

EOI and Referral Confirmation Email

Contact details tickbox – tick this box if you want the contact details for the person listed as the position contact to be included in the automatic email volunteers receive.

This will send the contact details directly to the potential volunteer via email, but they will not be made publicly available.

Additional Information included in this email – If there is additional information that you want to include for a potential volunteer, include it here. This could range from a request for more information about them, such as a CV, or information informing them that the person in charge of the position is only in the office on a Thursday and Friday. You can also include in this message a link to your website if there is further information you want them to read or an application form they need to fill out.

Click Save once you entered the appropriate information.

Position Referrals

This section allows you to view all **volunteer referrals** for the **position**. Each volunteer is listed on a separate row, showing their **referral ID** and **date**, their **volunteer ID** and **name**, and their **outcome**. You can use the filter to view pending and accepted referrals.

By default, the outcome for each referral is ? - Unknown ▼. If you **accept** a volunteer, **decline** a volunteer, or **any other outcome happens** you should **update the outcome** in this section.

To update a volunteer's outcome, tick the box at the beginning of their row, select the outcome in the **Referral Outcome** section, and click [Save] - see example below:

If, for example, the position receives 10 referrals but only one volunteer is taken on, you would mark the accepted volunteer as 'D - accepted by agency' and the rest of the volunteers as 'F - volunteer not accepted'.

Agency Referrals

This tab displays **any referrals** made for **any positions** you have listed. At the top of the filter box you can select for the filter to show **pending volunteers**, **accepted volunteers**, or volunteers with **other outcomes**. To change the list being displayed, choose one of these options and click the Filter button on the side.

You can also export the list of referrals to a spreadsheet using the **Export to CSV** and **Export Details to CSV** buttons.

To view more information on each referral, click on the Referral ID number listed next to the referral you want to look at.

From this view you can print the details of the referral, update information, or send mail by using the respective buttons.

Insurance

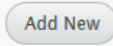To be able to make use of the VIKTOR system, you must have **valid insurance** that covers both **public liability** and **volunteer personal accident**. The details of your policies will be stored here, along with the expiry date.

To add details of your insurance policies, click the [Add New] button. Select the insurance type, enter the name of the insurance company, the policy number and the expiry date.

Once all of this information has been filled out, click the [Save] button.

To edit or update any of your insurance details, just click on Edit where it appears next to the insurance type you want to edit or update.

	Insurance Type	Policy Number	Expiry Date	
Edit	Volunteer Personal Accident	987654321	29/11/2017	Delete
Edit	Public Liability	147258369	05/12/2018	Delete

Remember to click on [Save] once you have finished editing or updating the information

Resources
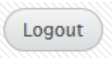
If you are a member of a volunteer resource centre, you can access any member resources they have uploaded by clicking on the **Resources** tab

You can also access these resources by clicking on the **VRC Resources** button located on the dashboard

This **Resources** section will display a list of any files the VRC has uploaded for your use, and you can download any of them by clicking the download button.
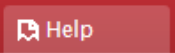
For more details on any of the member resources listed here, please contact your Volunteer Resource Centre

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Log Out

Once you have finished using VIKTOR Online, log out using the [Logout] button, located in the top-right hand corner of the screen.

Help & Support

You can access the **Help** section of VIKTOR, when you are logged in, by clicking on the

[Help] tab located in the top right hand corner. Here you can access a copy of this manual and also the **Creating a Position – Video Walkthrough**.

If you have any queries or experience any problems using VIKTOR and require support, please contact the Volunteer Resource Centre who set you up with VIKTOR access so they can assist you.