



# VOLUNTEER BURNABY

## COMMUNITY INVOLVEMENT STARTS HERE

available for volunteer managers. Volunteer Burnaby, in partnership with Volunteer Victoria run courses such as "Leading Volunteers: Foundations in Volunteer Management" (LVFVM). Recent graduates are impressed with the course. The course is a "a great starting point to get me thinking about the bigger picture of the specific topic... very insightful and all came from credible sources, something that I greatly appreciated in order to supplement my knowledge of the sector," said a recent graduate of the program. "Certified in Volunteer Administration" (CVA) course is another example. Originally developed by the international Association for Volunteer Administration, the program is now sponsored by the Council for Certification in Volunteer Administration (CCVA).

Volunteer resource management is an exciting and fulfilling profession. Nearly all the people I interviewed for this series of articles on non-profits are volunteer managers. They are passionate about their work with volunteers to make their organizations' programs work better. Each of them work with a unique group of volunteers contributing to each organization's mission – they work with volunteers young and old, they work with students and retired people, they work with new immigrants and veterans, the list is endless. But one thing they all told me is that, although they are paid, working with volunteers is not only a job, it gives them fulfillment, it makes them feel that they are making a difference not only because they advance the cause of the organization they work for, but they also help others and their volunteers also find fulfillment in being able to help others.

If you are a people person, are passionate about a cause, and want to make contributing to your community part of your job, check out how you can become a volunteer manager. The skill you learn will serve you well. To learn more about training available for volunteer resource management and how to get involved in your community, please contact Volunteer Burnaby at 604-294-5533 or visit their website at [www.volunteerburnaby.ca](http://www.volunteerburnaby.ca).

# Volunteer Management...a growing profession for a new generation

by Kelina Kwan

When Calgary experienced the worst flood in Alberta's history this summer, thousands of people showed up spontaneously, wanting to volunteer and help. News broadcasts everywhere in Canada showed crowds of volunteers standing around waiting to find out what they could do, where they should go, and how they could get there – they were waiting to be organized. If you think you can get volunteers organized and mobilized, you may have a job waiting for you. Volunteer management is a growing profession and you can be part of it.

Volunteers are an important part of non-profits, charities and community efforts. Some organizations' programs depend entirely on the efforts of volunteers. But whether it is a small charity with a handful of volunteers or the 2010 Winter Olympics with 25,000 volunteers, volunteers need to be led and managed to maximize their potential, and to keep them engaged and continue volunteering. It takes people with a special blend of talents to manage volunteers. Unbeknownst to many, volunteer resource management is a profession, and a profession in demand. With over 29,000 non-profits in BC, there is plenty of need for good volunteer managers.

So what exactly do volunteer managers do? Why are they important and how can you become one?

Volunteer Canada defines the work of a volunteer resource manager as "the selection, supervision and engagement of volunteers." But it goes on to say that it's much more than that. "Volunteer management opens an organization to the community and allows citizens to get involved." A volunteer resource manager's job is not just to organize and manage volunteers, but they have to ensure the well-being and happiness of volunteers, and to keep volunteer programs effective and engaging.

One big difference between human resources management and volunteer management is that volunteers are not paid. They volunteer because they want to help people in need, and to give back to the community. They volunteer because they are passionate about a cause, and they want to make a difference. A volunteer resource manager needs to understand the motivation of volunteers, as well as the need of the organization to make volunteer programs successful.

In short, volunteer management is a combination of organizational management and human resources management skills. It requires leadership and the ability to advance community goals. And it's fun too! Volunteer managers get to meet and work with a diverse group of individuals with a common goal.

So how can you become a volunteer manager? Like other professions, there are education and accreditation



Leading Volunteers: Foundations in Volunteer Management Graduating Class: Jeff Scheffel, John Renko, Elsie Decena and Oscar R. Cruz.



Julia Lemieux



Julie Cameron

**Volunteer**  
...you'll be glad you did



## The Season to Give & Volunteer is here!

We are looking for Gift Wrappers and Customer Service Volunteers for December 6 – 24 during shopping centre hours at Brentwood Town Centre.



Call 604 294 5533 to register



Leading Volunteers: Foundations in Volunteer Management has been designed to improve or update your skills for the field of volunteer resources administration. Starting with an in-person orientation session, followed by four weeks of online self-directed study with group and individual assignments to help you make the best of your participation.

### Leading Volunteers: Foundations in Volunteer Management

**Presenters**

April 21 - May 25, 2014  
In person orientation:  
Friday, April 25, 2014  
604-294-5533  
[info@volunteerburnaby.ca](mailto:info@volunteerburnaby.ca)  
203 - 2101 Holdom Avenue,  
Burnaby, BC V5B 0A4



Beth Cougler-Blom



Leanna Hill

**PARTICIPANT'S TESTIMONY:**  
I felt the reading and unit notes were very informative. They were a great starting point to get me thinking about the bigger picture of the specific topic... very insightful and all came from credible sources, something that I greatly appreciated in order to supplement my knowledge of the sector. Each module was clear and to the point. Previous information was drawn when needed so helping me to build a clear picture of the subject under study... All the notes and reading were so informative and helpful. Great idea to have assignments... a summary and discussion of the readings... It helped give perspective and explain the readings more in depth.