

NPM506 Volunteer Management

Level: 5

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JULY

Synopsis:

NPM506 Volunteer Management provides an in-depth examination of the asset-based and task-based views of volunteer management. The former focuses on the growth of volunteerism and explores theories, concepts and skills for aligning volunteers' passion with non-profit organisations' overarching strategies. Students will be required to delve into the self-concepts, work roles and expectations of volunteers. The latter looks at the strategic frameworks and management practices for mapping non-profit organisations' needs to the engagement, recruitment and management of volunteers as crucial human capital. Students will analyse the links between the knowledge, skills and abilities of volunteers and the requirements of non-profit organisations. Students will also review how they can design better volunteering roles, in light of stakeholder-centricity in the third sector. The course would involve a reputable guest lecturer from the non-profit space and/or a volunteering site visit.

Topics:

- Evidence-based volunteer management
- Asset-based and task-based view of volunteer management
- Self-concepts, work roles and expectations of volunteers
- Volunteers' perceptions and decision-making
- Volunteers' psychological contracts
- Maximisation of volunteer and stakeholder's engagement
- Strategic human resource management and volunteers as human capital
- Policy considerations in volunteering programmes
- Communication with volunteers and stakeholders
- Volunteer deployment, staff-volunteer relations and volunteering performance
- Stakeholder Management
- Stakeholder Engagement

Textbooks:

: The Volunteer Management Handbook: Leadership Strategies for Success, (eText) 2nd ed (John Wiley)

ISBN-13: 9781118127421

Learning Outcome:

- Discuss key theories and concepts of volunteer management and stakeholders management.
- Appraise different forms of volunteer motivation with a view of matching them to non-profit organisations requirements.
- Construct strategies for strengthening volunteer programmes.
- Examine core principles of organisational behaviour for a volunteering setting.
- Relate volunteer and stakeholder management models to practical work situations.
- Analyse the attraction and retention of volunteers with effective human resource practices.

Assessment Strategies (Evening Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	PARTICIPATION 1	15
	TUTOR-MARKED ASSIGNMENT 1	35
Overall Examinable Components	ECA	50
Total		100