

# OCE165 Volunteer Resource Management

**Level:** 1

**Credit Units:** 2.5 Credit Units

**Language:** ENGLISH

**Presentation Pattern:** EVERY SEMESTER

## **Synopsis:**

Volunteers have played a significant role in building communities and remain a cornerstone in the work of the people sector and non-profit organisations. The benefits of volunteer involvement are far reaching. They help organisations expand the reach of their work and also extend their budget so that they achieve more. It is hence critical that organisations are able to effectively manage their volunteer resources as well as the resources and networks that they bring, and to do so will require a robust volunteer management framework. This course is set up to provide the fundamentals of such a framework. Managers of volunteers sketch and put into action, projects involving volunteers. As such, they carry a wide range of strategic and operational responsibilities. They are primarily responsible for the scoping and definition of the roles of volunteers, their deployment and scheduling, the recruitment and proper training and preparation for the volunteers' functions, and making assessments of volunteers' performances. Aside from that, secondary issues that such managers may also be involved in include fundraising, communication with organizations, budgeting, volunteer retention programmes, policy making, and Public Relations. Lastly they need to have an awareness of the ethical issues surrounding volunteerism, such as issues of leadership, interpersonal relations, motivations of volunteers and organizations employing them, professional conduct, resource allocation, and communication.

## **Topics:**

- Define the role of civil society, the relationship between social capital and volunteerism, and the importance of civic engagement in building a strong community (Civil Society; Social Capital; Civic Engagement)
- Define volunteer management and the elements involved in creating a volunteer management system
- Apply volunteer resource management framework to case studies in volunteer resources situations
- Explain the importance of volunteer resource management as an organisational strategy
- Identify the effect of volunteerism trends and technology on the development of volunteerism

## **Textbooks:**

Susan J. Ellis.: From the Top Down: The Executive Role in Successful Volunteer Involvement (ISBN: 9780940576599) 3rd Energize, Inc.  
ISBN-13: 0940576599

Mike Locke, Dr Eddy Hogg and Rick Lynch: The Complete Volunteer Management Handbook by Rob Jackson 4th Energize, Inc.  
ISBN-13: 9781784820565

Jayne Cravens and Susan J. Ellis: The LAST Virtual Volunteering Guidebook Fully Integrating Online Service into Volunteer Involvement 2014 Energize, Inc.  
ISBN-13: 9780940576650

Christine Burych, Alison Caird, Joanne Fine Schwebel, Michael Fliess, and Heather M. Hardie:  
Measuring the Impact of Volunteers: A Balanced and Strategic Approach 2016 Energize, Inc.  
ISBN-13: 9780940576728

**Learning Outcome:**

- Explain the role of volunteerism in society in relation to social capital and civic engagement
- Define volunteer management and the elements involved in creating a volunteer management system
- Discuss the strategic roles volunteers and volunteer managers play in an organisation
- Identify the implications of volunteerism trends and effect of technology on the development of volunteerism
- Apply volunteer resource management framework to case studies in volunteer resources situations

**Assessment Strategies (Evening Class):**

<b>Components</b>	<b>Description</b>	<b>Weightage Allocation (%)</b>
Overall Continuous Assessment	PRE-CLASS QUIZ 1	20
	TUTOR-MARKED ASSIGNMENT 1	40
	GROUP BASED ASSIGNMENT 1	40
<b>Total</b>		<b>100</b>