W3RT Golden Volunteering Platform FAQs for Local Organisations

<u>General</u>

1. What is Golden Volunteer?

Golden Volunteer is an award-winning online volunteering platform that W3RT has invested in to help local voluntary organisations recruit and manage their volunteers.

2. What can Golden Volunteer support me with?

Golden Volunteer can help you recruit new volunteers for your community and charitable activities in Watford and Three Rivers area as well as managing your existing volunteers.

3. Who can use Golden Volunteer?

Golden Volunteer is an international platform so it can be accessed by anyone. However, the roles listed on our W3RT volunteer hub will be local roles for eligible volunteering opportunities in Watford and Three Rivers.

4. Is Golden Volunteer free to use?

Yes, Golden Volunteer is free to use for all local voluntary organisations looking for volunteers in the Watford and Three Rivers area.

5. How can I set up an account on Golden Volunteer?
As an organisation, the first step is to set up and register your account. To do so, click here and complete the <u>short registration form</u>.

When setting up an account, you will need to ensure that a personal email address is used such as <u>firstname.surname@myorganisation.org</u> rather than a generic email address such as volunteering@myorganisation.org

6. What happens to my personal data or volunteer personal data on Golden Volunteer?

Watford & Three Rivers Trust operates under the General Data Protection Regulation. Your privacy is important to us and this statement sets out information you might need about why we collect data, how we use that data and what rights you have over your data. For more information about how W3RT holds and uses your data, click <u>here</u>

7. Where can I access training and support on Golden Volunteer?

There are a wide range of support options available for Golden Volunteer including videos produced by W3RT as well as Golden Volunteer. You can find these resources on our support pages <u>here</u>:

- W3RT Golden Volunteer User Guide
- <u>Golden Volunteer's Help Page</u>
- <u>Golden Volunteer Onboarding Videos</u>

If you are still unsure and would like additional support, please email <u>support@w3rt.org</u> and your email will be passed to the relevant staff member.

8. **Can I link my volunteering opportunities on Golden Volunteer to my Nation Builder profile on the Community Directory?**

Once you have an account set up on Golden and Nation Builder, you can add the links of your volunteering opportunities into the description for your organisation yourself, but please remember to edit them and ensure they are kept up to date.

Volunteer Recruitment

1. **Can I set a custom message for people applying to volunteer?**

As part of the creation of roles, you can tailor the details of each role so that potential volunteers have the information they need to understand what they will be doing during as a volunteer for your organisation.

If you want volunteers to know specific details about the opportunity that maybe useful for them, you can do so under the Extras, Post Registration Information section.

2. **How can I track volunteer applications coming in?**

When someone signs up for a role, the opportunity manager for that role will receive a notification from Golden Volunteer informing them of this new sign up. Please note that you will need to tick the check box under Settings, My Organisation on your Organisation's Home Page to ensure that you receive these notifications.

3. **Can I contact volunteers through Golden Volunteer?**

As part of the sign-up process on Golden Volunteer, potential volunteers will be asked to create an account including an email address and when an individual signs up, you will be able to see their contact details and either message them directly through Golden Volunteer or through your normal email channels.

Additionally, you can add an option to collect additional information from potential volunteers including phone numbers for them.

4. **How quickly should I respond to a volunteer application through Golden Volunteer?**

We recommend contacting potential volunteers within 3-5 working days to acknowledge their application and to arrange the next steps as part of your recruitment process.

5. **How can I add a one-off volunteering opportunity?**

Creating a one-off opportunity on Golden Volunteer is easy to do so and allows you to set the role up so that potential volunteers know what is expected of them so they can decide whether to apply for the role.

When setting up an opportunity on Golden Volunteer and under the 'Time' Section, you will have the option to add a time slot for when this opportunity will take place, and when doing so, you can select the option 'Single Occurrence, does not repeat 'so that the role you create is a one-off event.

6. How can I add an ongoing volunteering opportunity or role?

Creating ongoing opportunities on Golden Volunteer is easy to do so and is done as part of the opportunity creation process. When creating a role, you will have the option to add multiple time slots for volunteers to sign up to. This may be useful, for example, where you have weekly sessions and you are advertising for volunteers for multiple sessions.

Alternatively, you have the option not to provide any details of when volunteers can take part in volunteering opportunities and communicate with volunteers once you have completed your recruitment/induction process.

7. How can I delete a volunteering opportunity or role?

If you want to delete a volunteering opportunity from Golden Volunteer, you can do so by clicking the rubbish bin icon on the right-hand side of opportunity you would like to delete. Golden Volunteer will then ask you to confirm whether you want to delete this opportunity.

If you accidentally delete an opportunity, you can reactivate it by clicking Opportunities, My Opportunities and scrolling down to the Cancelled section of the page.

If your opportunities have multiple time slots, you have the option to delete a specific time slot rather than the overall volunteering opportunity

8. How can I amend or edit an existing event?

Once you have created a role on Golden Volunteer, you have the option to amend or edit it by clicking on the pencil icon on the right-hand side of each individual opportunity. This will give you the option to amend/edit any details relating to that specific opportunity should you need to do so.

9. If I change an existing event, what happens to the volunteers signed up?

If you decide to change the timing or location of a volunteering opportunity on golden Volunteer, all the registered volunteers for that opportunity will receive a notification that the timing and/or location of that volunteering opportunity has changed.

If you decide to cancel either a specific time slot for an opportunity or the whole opportunity on Golden Volunteer, all volunteers who have registered for that opportunity will be notified of the cancellation.

10. Can I manage capacity limits for volunteers?

Yes, when creating roles on Golden Volunteer, you can specify whether you want a maximum number of volunteers or whether you want an unlimited number of volunteers.

If you are creating opportunities with multiple time slots, you will be able to specify a capacity for each of the individual time slots that your opportunity has. The opportunity will then show as full once the maximum number of volunteer applications has been reached.

11. How can I follow good safeguarding practice when recruiting volunteers?

It's essential to follow safeguarding good practice when recruiting volunteers through Golden or any other channel. This includes:

- Making sure your insurance doesn't have any restrictions regarding younger or more vulnerable volunteers
- Having safeguarding training in place for staff and volunteers
- Developing a risk assessment for volunteer participation in your activities
- Ensuring you have specified any age restrictions on your volunteering opportunities that are appropriate to the role or tasks involved
- Asking for parental consent or an accompanying adult guardian where volunteers are under the age of 18
- Requesting confirmation of any unspent convictions (if relevant to the role)
- Following good practice during interview and onboarding around checking eligibility to volunteer in the UK (e.g. ID documents check, requesting impartial references, DBS check if required for role)

If you would like additional support on the issue of best practice in volunteer recruitment, please contact cvs@w3rt.org

Managing Volunteers

1. Can I manage my existing volunteers through Golden Volunteer?

Yes, as well as managing newly recruited volunteers through Golden Volunteer, organisations can manage their existing volunteers through the platform.

2. Can I add my existing volunteers to Golden Volunteer?

Yes, you can add your existing volunteers to Golden Volunteer as a mass import, and then contact them so that they can claim their account by setting up a new password.

You can also create opportunities on Golden Volunteer first and then share them with your existing volunteers so that they sign up for the roles directly. When they click on the link you share with them, they are promoted to create an account and they will be added to your participant list.

3. Can I use Golden Volunteer to capture volunteering hours for my event / cause / activity?

Yes, as part of the process of creating opportunities on Golden Volunteer, you can ask participants to log the hours they spent taking part in volunteering opportunities. You will also have the option to remind participants to log their hours. Alternatively, you can choose to log an individual volunteer's hours directly.

Communications

1. Can I send e-newsletters through Golden Volunteer?

Yes, through the groups function on Golden Volunteer, you have the option to communicate with volunteers and this could include an e-newsletter. However, Golden currently doesn't include graphics so the platform is better suited for brief communication with volunteers, such as SMS style messages.

2. How can I manage volunteer contact lists through Golden Volunteer?

On Golden Volunteer, you will have the option to create groups for your volunteers. For example, you may create a group of new volunteers that your organisation has recently recruited or a group of volunteers who have signed up for a specific volunteering role.

Once you have created a group, you can then specifically message those volunteers with information that is only relevant to them.