

Guide to Using

opportunities.volunteerglasgow.org

Advertise your opportunities with Volunteer Glasgow for free, because...

- During 2016/17, there were over 73,000 unique visitors to this web site with thousands of registrations of interest in hundreds of volunteer-involving organisations across the city.
- Each year our team provides guidance to thousands of Glasgow residents who are looking for volunteering opportunities that match their needs and interests.
- Every opportunity published on our site will also be further promoted to over 7,000 people and partner agencies that subscribe to our social media platforms and email subscription services.
- In the six months to 31st March 2017, 94% of groups, organisations and clubs rated our opportunity advertising services as '**good**' or '**excellent**', and 66% of all those groups' new volunteers came via Volunteer Glasgow services.
- *"We advertised for bookstore assistants through volunteerglasgow.org and within 2 weeks we were inundated with enquiries from potential volunteers! It was fabulous."* – Gillian, Oxfam
- The service is **free** of charge as it is part funded by Glasgow City Council and Scottish Government.

So How Does it Work?

Register as a provider by taking 5 minutes to create your online account at opportunities.volunteerglasgow.org

- If you're using a desktop PC/Mac web browser, click on the "Need Volunteers" button.
- If you're on a mobile device, click on the drop down menu and choose, "Register".

You will immediately be able to register, then begin creating, publishing and managing your opportunity adverts.

You will also be able to:

- Manage registrations of potential volunteers.
- Manage recruitment, selection and communications with volunteers.
- Schedule training sessions and manage attendance.
- Verify volunteers' hours and obtain their feedback.
- Manage and report on all the relevant data associated with the above securely.

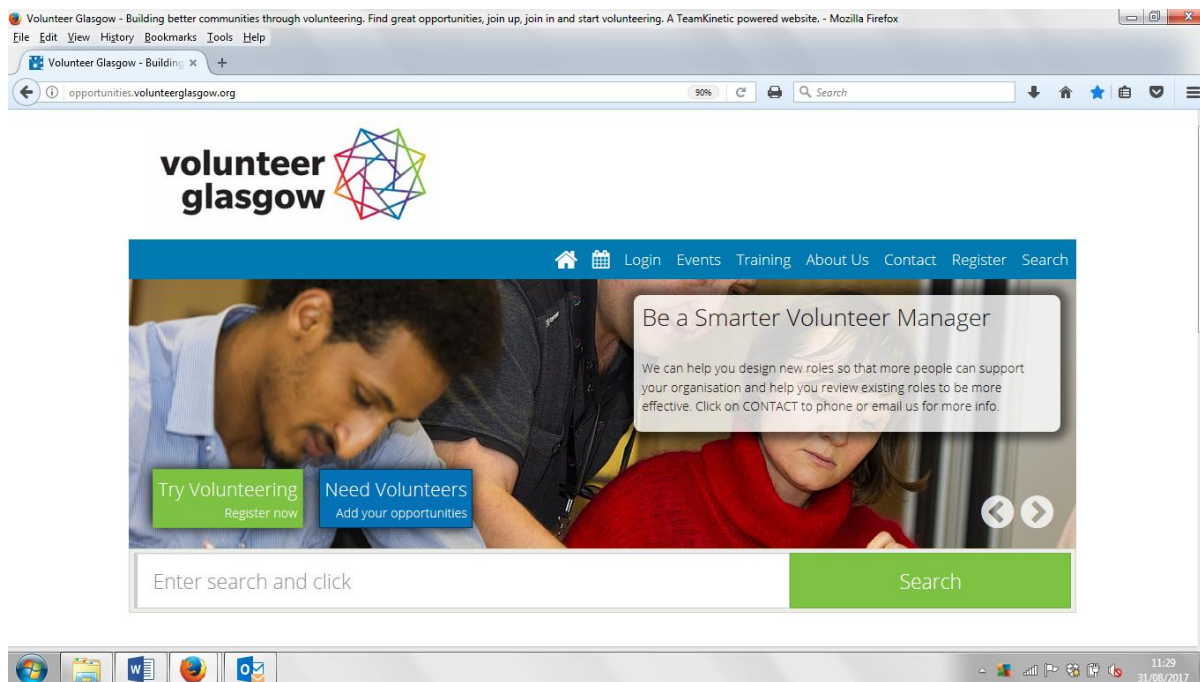
Please note that all opportunities require to be checked and authorised by Volunteer Glasgow prior to publication. The team will endeavour to ensure this happens within 24 hours. Volunteer Glasgow reserves the right **not** to publish a provider's opportunity for any of the following reasons:

- (a) The opportunity cannot be undertaken in the Glasgow local authority area and/or does not benefit Glasgow LAA residents. You can find our sister Volunteer Centre services on the list of TSIs here:
<http://www.vascotland.org/find-your-tsi>
- (b) The provider is a profit-making, private sector company.
- (c) The provider and/or opportunity does not appear to be compliant with health & safety, charity, protection of vulnerable groups and/or any other relevant legislation.
- (d) The provider and/or opportunity does not appear to have appropriate insurance cover in place.
- (e) The opportunity is not - in our view - an appropriate volunteering role.
- (f) The advert and/or opportunity is poorly designed and is unlikely to offer a quality experience.

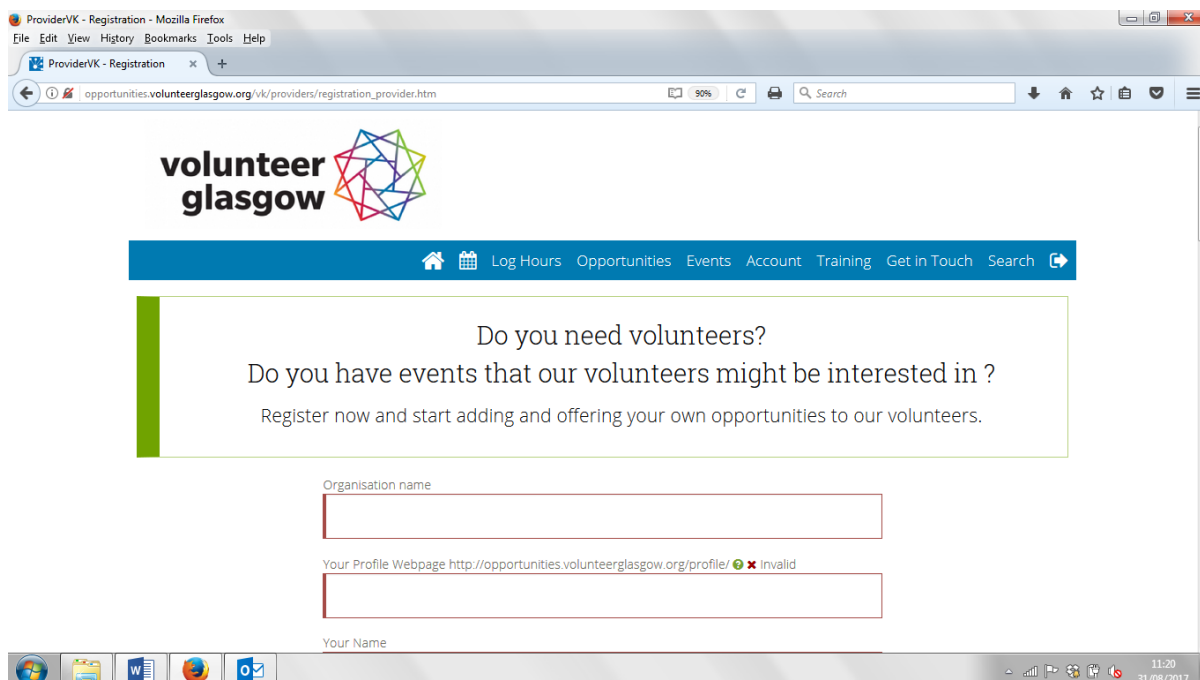
Suitability of Volunteers

It is entirely for providers to decide whether a person becomes a volunteer with your organisation or not regardless of whether Volunteer Glasgow has signposted or referred the prospective volunteer to you.

Creating Your Account



Simply go to opportunities.volunteerglasgow.org and you will see the screen above. In order to begin creating your account click on the large blue button marked 'Need Volunteers'



You will then see the screen above. When completing the form please note that the 2nd box marked Your Profile Webpage will be automatically filled in when you complete the 1st box marked Organisation Name.

Complete the section of the form requiring your name and contact details. Once you have entered your email address and set your password (minimum 8 characters including numbers/symbols) they will become your user name and password whenever you want to login to your account.

Please note: if you have already created a provider account and have used the same email address for this new account, the system will not allow the new registration.

You can either enter your postal address manually or use the postcode and *Find Address* lookup option.

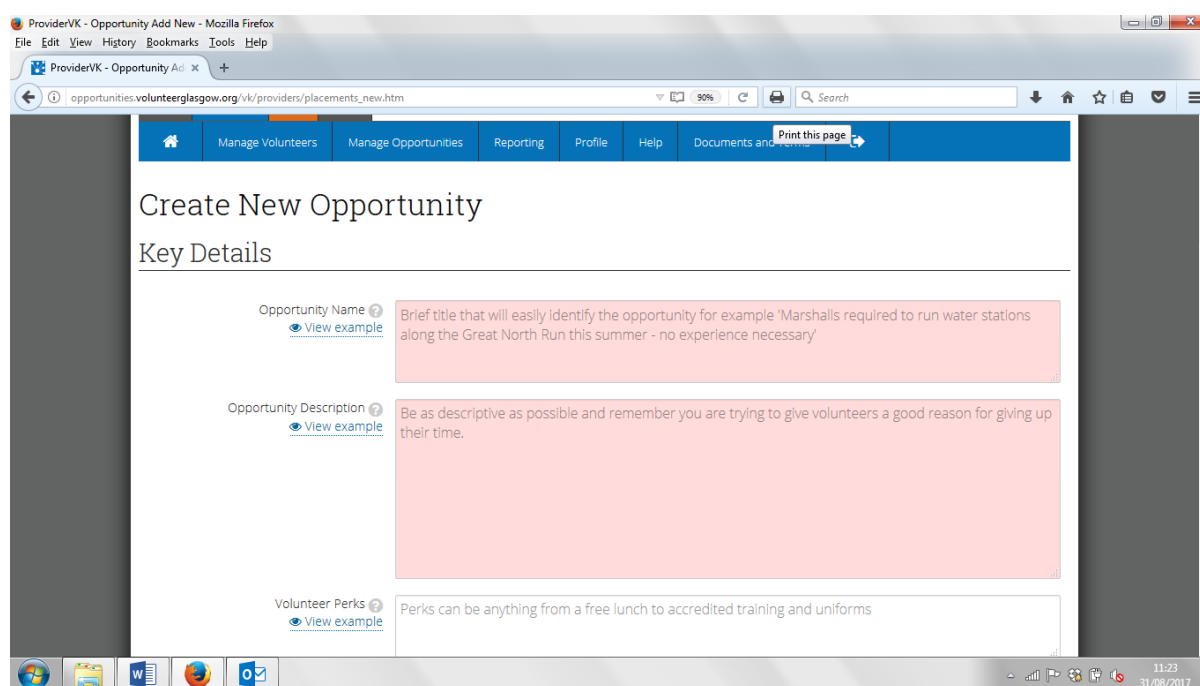
Complete the creation of your account giving some details about the nature of your organisation, its aims and objectives and the ways in which it benefits its service users and the wider community. This is an important chance to really sell your organisation to potential volunteers so please take advantage of it.

The final question asks you to identify which of nine sectors best fits the work of your organisation. Of course the work of many organisations is very varied and may take in more than one sector but please select the one which best fits the *primary purpose* of your particular organisation.

Then simply complete the *I'm Not A Robot* exercise and tick the box to confirm you have read the Terms & Conditions. Once you have done so, click on *Register* and your account is created. Now you can get on with creating, publishing and managing your opportunities!

Creating A New Opportunity

Once you have successfully created your account you will be taken to the Create New Opportunity screen below.



The screenshot shows a web browser window with the URL `opportunities.volunteerglasgow.org/vk/providers/placements_new.htm`. The page title is 'Create New Opportunity' and the sub-header is 'Key Details'. The form contains three main sections:

- Opportunity Name:** A text box with a placeholder: 'Brief title that will easily identify the opportunity for example 'Marshalls required to run water stations along the Great North Run this summer - no experience necessary''. There is a 'View example' link.
- Opportunity Description:** A large text box with a placeholder: 'Be as descriptive as possible and remember you are trying to give volunteers a good reason for giving up their time.' There is a 'View example' link.
- Volunteer Perks:** A text box with a placeholder: 'Perks can be anything from a free lunch to accredited training and uniforms'. There is a 'View example' link.

The browser's address bar shows the URL, and the page has a blue header with navigation links: 'Manage Volunteers', 'Manage Opportunities', 'Reporting', 'Profile', 'Help', and 'Documents and Settings'. A 'Print this page' button is also visible.

Opportunity Name

Use this box to give your opportunity a brief, simple but informative and appealing title that is ideally no more than 8-10 words.

We recommend – avoiding the word *volunteer* in the title. It is unnecessary and uses up characters that could be better used to say more about the opportunity itself.

Opportunity Description

This is the most important section as it is your chance to really 'sell' your opportunity to potential volunteers.

It is important to give a clear description of what is involved in your opportunity but it is equally important to be clear about the benefits to the volunteer, your service users and the wider community.

We recommend – using this box to also be clear about the next steps in the recruitment process for anyone who expresses an interest in your opportunity (e.g. informal chat, application form, taster session) and it is crucial to be clear about the likely timescales: *how soon after registering an interest and/or applying can someone actually start in the role?*

If it is likely to be more than a few days until you contact potential volunteers it is especially important to be clear about that at this stage.

We also recommend – using this box to state:

- If volunteers will be required to join the Protection of Vulnerable Groups (PVG) Scheme.
- When the opportunity can/does take place.
- Minimum commitment required *e.g. minimum 2 hours per week for 6 months.*

Volunteer Perks

Use this box to further promote *the benefits* that volunteers will gain from volunteering with your organisation. This is particularly important if you are offering training or personal development opportunities as part of the role but can also include less formal benefits such as having a good time, a particularly rewarding experience or the chance to meet new people and make friends.

The screenshot shows a web browser window with the address bar displaying 'opportunities.volunteerglasgow.org/vk/providers/placements_new.htm'. The page title is 'ProviderVK - Opportunity Add New'. The form contains the following elements:

- Volunteer Perks:** A text area with the placeholder text 'Perks can be anything from a free lunch to accredited training and uniforms'. A link 'View example' is next to it.
- Skills Required:** A text area with the placeholder text 'Skills that will help the volunteer get the best from this opportunity'. A link 'View example' is next to it.
- Select country:** A dropdown menu currently showing 'United Kingdom'.
- Postcode:** A text input field with a red border, indicating it is required.
- Find Address:** A green button with a magnifying glass icon and the text 'Find Address'.
- Main Category:** A dropdown menu currently showing 'Admin / Office Work'.
- Activity Tags:** A text input field with the placeholder text 'start typing to see tag suggestions, hit return on your keyboard to add tag'.
- Suggested Tags:** A row of buttons: 'mentoring +', 'Befriending +', 'gardening +', 'young people +', 'children +', and 'community work +'. The '+' indicates they can be added or removed.
- Added Tags:** A section for tags that have been added to the opportunity.
- Is opportunity accessible:** A checkbox labeled 'No'.

Skills Required

This is where you can outline any particular requirements you have for those volunteering in this role. These may be formal qualifications or licences (e.g. COSCA, driving licence, MIDAS) or, more commonly, personal qualities such as a non-judgmental attitude and/or reliability and enthusiasm.

Postcode

Please enter the postcode where the opportunity takes place and use green *Find Address* function to enter the postal address.

We recommend – that if your opportunity takes place in more than one location (e.g. befriending roles) you use a postcode central to the area/all the opportunity's locations.

Main Category

Please use the drop down menu to select the category which best fits your opportunity. This will help to make sure it is seen by potential volunteers seeking that category of volunteering.

Activity Tags

Create and allocate tags by entering them and then hitting the Enter button. As the number of opportunities available on the system increases, tags will provide potential volunteers with an excellent way of filtering their search results according to their interests.

We recommend – looking at the list of suggested tags to see if someone else has already created a tag or tags which also fit your opportunity. If your opportunity is short-term or a one-off, you should enter/choose these tags.

ProviderVK - Opportunity Add New - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ProviderVK - Opportunity Add New

opportunities.volunteerglasgow.org/vk/providers/placements_new.htm

Travel Information

Travel Information ⓘ [View example](#) How to get to your venue

Expenses

Expenses Paid No

Files and Documents

[Upload Files](#)

No files uploaded

Upload useful information for members to download, like maps or itineraries

Joining Options

Are volunteers JOINING or APPLYING ⓘ Joining

Ask for experience when joining No (volunteer will be asked for their relevant experience when joining the opportunity)

Travel Information

It is important to provide as much information about how to get to your opportunity location to make it easier for potential volunteers to select appropriate opportunities. So use this box to enter details of:

- Nearby train stations
- Numbers of buses serving the location
- Any availability of parking

We recommend – that if your opportunity can potentially be done at a variety of locations or indeed anywhere across Glasgow (e.g. befriending, driving) you use this box to make potential volunteers aware of this.

Expenses

Use the drop down menu to indicate whether or not your opportunity is able to meet volunteers' out of pocket expenses. For many volunteers in receipt of benefits or on low incomes this information is crucial to decide if a role is viable for them to consider. Please also include how often expenses are paid i.e. daily, monthly etc as this could also be a deciding factor for potential volunteers.

Files and Documents

Use this function to upload any documents which might prove interesting or useful to potential volunteers. This could include Annual Reports, Application Forms, more detailed role descriptions and/or forms needed to claim back expenses.

Joining Options

We recommend - that you select *Applying* if you need to select or short-list potential volunteers. (If it is an opportunity that doesn't require any prior face-to-face contact with the volunteer and you can obtain any additional details you need by phone or email, you can choose *Joining*).

ProviderVK - Opportunity Add New - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ProviderVK - Opportunity Add New

opportunities.volunteerglasgow.org/vk/providers/placements_new.htm

Are volunteers JOINING or APPLYING? Joining

Ask for experience when joining No (volunteer will be asked for their relevant experience when joining the opportunity)

Joining Restrictions

Restrict to Your Volunteer Group

Restrict to Your Linked Volunteers No

Maximum Applicants PER SESSION 10

Minimum Age of Volunteer 16

Maximum Age of Volunteer (leave blank for no maximum)

Gender Restricted To Female Male Any

Promoting Options

Joining Restrictions

If this is your first opportunity, then you won't have any existing *Volunteer Groups*, so you can ignore this option.

In future, you may also wish to restrict a new opportunity just to those volunteers with whom your organisation is already linked, but for now you can also ignore the next question, *Restrict to your Linked Volunteers*.

Maximum Applicants PER SESSION

If you selected *Applying* as the *Joining Option* above, you can leave this at 10 or enter the number of people you need for the opportunity in total.

The rest of the questions - and also those below in *Promoting Options* - are self explanatory or provide sufficient help if you mouse over the question mark (?).

The screenshot shows a web browser window titled 'ProviderVK - Opportunity Add New - Mozilla Firefox'. The address bar shows 'opportunities.volunteerglasgow.org/vk/providers/placements_new.htm'. The page is titled 'Promoting Options'. It contains several form fields and checkboxes:

- 'Gender Restricted To' with radio buttons for 'Female', 'Male', and 'Any' (selected).
- 'Make opportunity available nationally via TryVolunteering.com?' with a 'Yes' button.
- 'Share this opportunity on Volunteer Scotland and other web sites through Scotland's national volunteering database (Milo)?' with a 'Yes' button.
- 'MILO specific questions' section with three dropdown menus:
 - 'Work Type' set to 'Administrative / Office Work'.
 - 'Client Group' set to 'Animals'.
 - 'Support Options Available (hold CTRL to select multiple options)' with a list containing 'Named Contact For Volunteer', 'Wheelchair Access', 'Disabled Access Toilet', and 'Childcare'.
 - 'Selection Method (hold CTRL to select multiple options)' with a list containing 'Application Form', 'Induction/Training', 'Informal Chat', and 'Interview'.

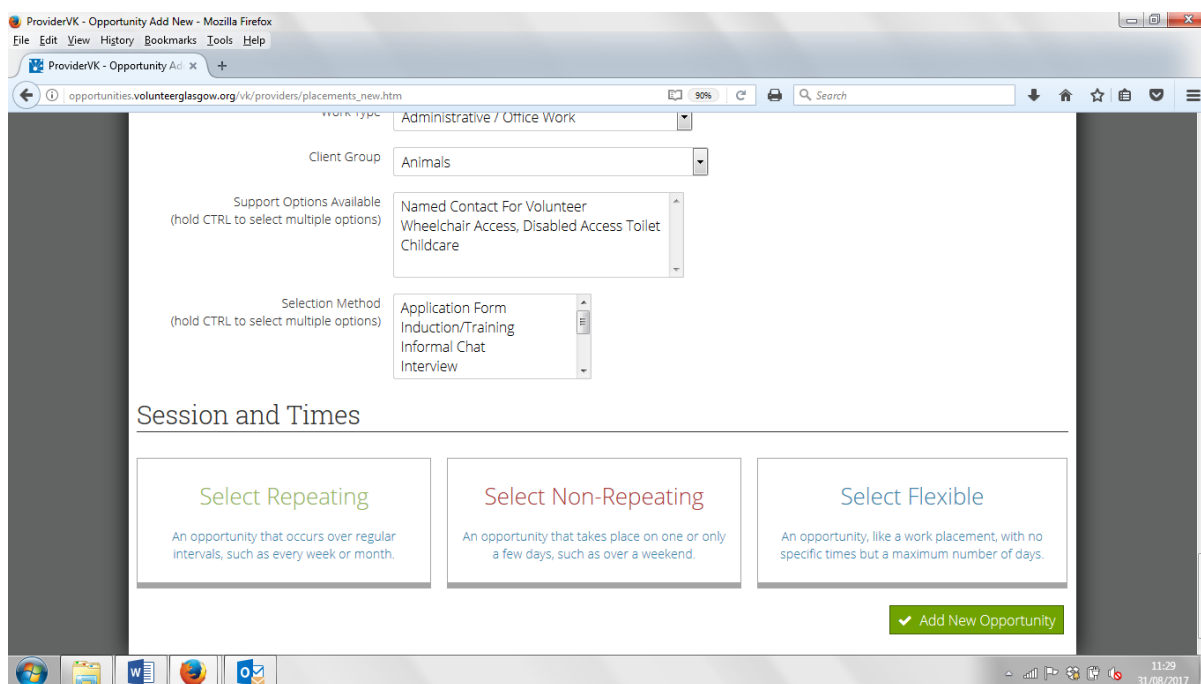
Session and Times

Generally, if you selected *Joining* above for *Joining Options*, then you will need to choose either *Select Repeating* OR *Select Non-Repeating* (see below on next page). People will then be able to tell you which opportunity sessions they can do.

If you selected *Applying* for the *Joining Options*, then we recommend you *Select Flexible*. **Please note that for Flexible Opportunities the Start Date should be the date the Provider wishes the opportunity to be published.** We anticipate that in most cases this will be the same date as the opportunity is being created although in some cases providers may wish to create an opportunity but delay publication. If providers are publishing opportunities which will take place on a specific future date (e.g. at a one off fundraising or sporting event) they should make this clear in the Title and/or Description section but still set the Start date as the date they wish the opportunity to be published.

Once you have completed any additional questions re sessions (if you chose Repeating or Non-Repeating), you can then use the green *Add New Opportunity* button to save this opportunity.

Please note that for Flexible Opportunities the Start Date should be the date they wish the opportunity to be published. We anticipate that in most cases this will be the same date as the opportunity is being created although in some cases providers may wish to create an opportunity but delay publication. If providers are publishing opportunities which will take place on a specific future date (e.g. at a one off fundraising or sporting event) they should make this clear in the Title and/or Description section but still set the Start date as the date they wish the opportunity to be published.



The screenshot shows a web browser window titled 'ProviderVK - Opportunity Add New - Mozilla Firefox'. The address bar shows 'opportunities.volunteerglasgow.org/vk/providers/placements_new.htm'. The form is titled 'WORK TYPE' and includes the following sections:

- Client Group:** A dropdown menu with 'Animals' selected.
- Support Options Available (hold CTRL to select multiple options):** A list box containing 'Named Contact For Volunteer', 'Wheelchair Access, Disabled Access Toilet', and 'Childcare'.
- Selection Method (hold CTRL to select multiple options):** A list box containing 'Application Form', 'Induction/Training', 'Informal Chat', and 'Interview'.
- Session and Times:** Three buttons: 'Select Repeating' (green), 'Select Non-Repeating' (red), and 'Select Flexible' (blue). Below each button is a brief description of the session type.
- Add New Opportunity:** A green button with a checkmark icon.

The Windows taskbar at the bottom shows the date and time as 11:29 on 31/08/2017.

Once you have successfully added an opportunity, the Volunteer Glasgow team will endeavour to check any details with you within 1 working day prior to authorising publication.

Creating Your Organisation (Provider) Profile

You can now upload a logo, photograph/image and text to create a Public Profile on our site which potential volunteers may view when your opportunities have been successfully published.

Simply select *Profile* then *Your Public Profile* from the main blue menu at the top of your screen and you'll then see the screen options on the next page...

You can add:

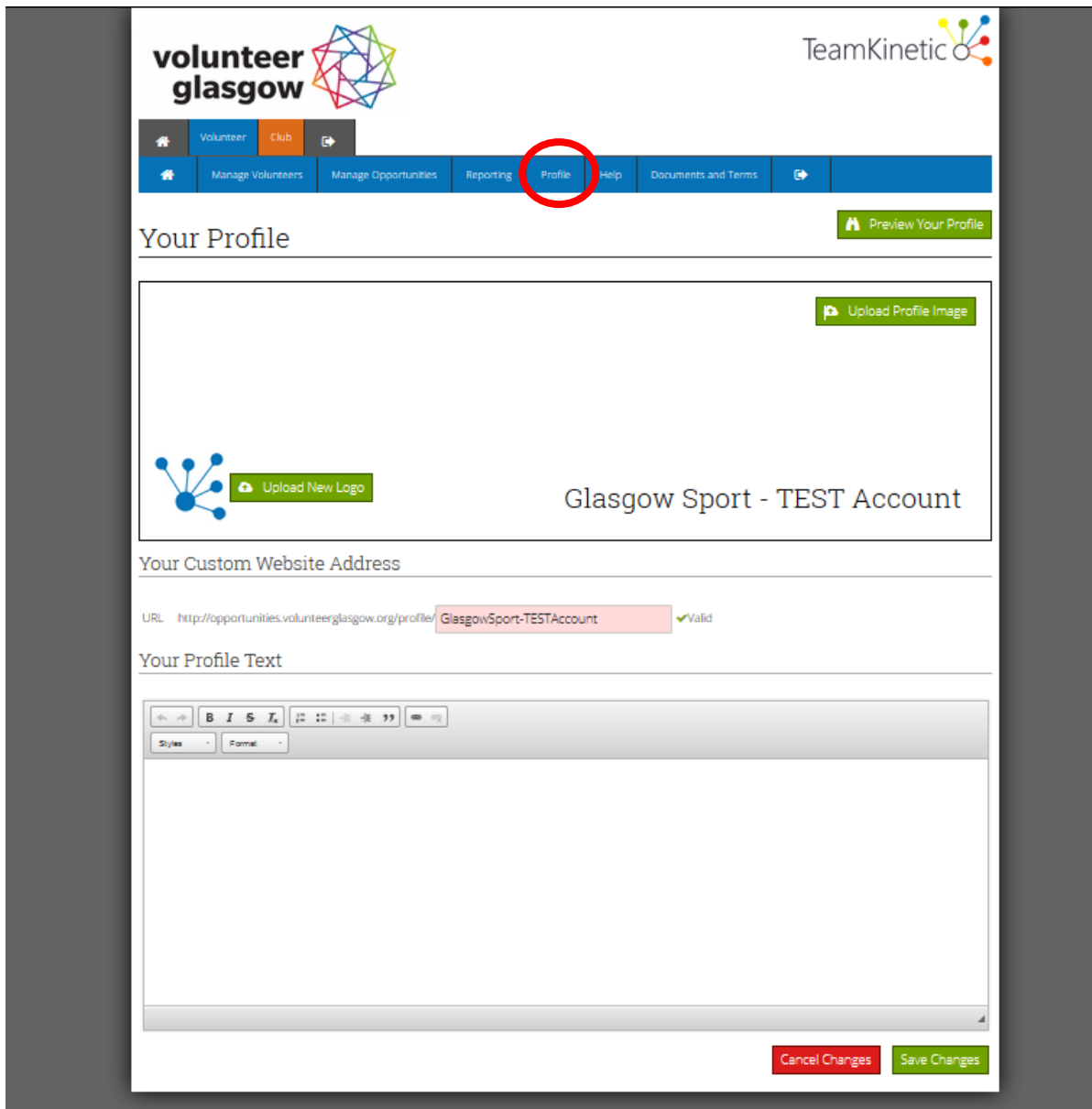
- Your logo
- A profile image - photograph/image file
- Some explanatory text about your organisation including hyperlinks.

Each Provider's profile page is a separate webpage which can be linked to in emails, texts, social media posts and/or Providers' own websites.

Explore your management tools

If you have time just now, you should also have a look at the other options on your main blue menu so that you can respond to people's applications and joining requests:

- Manage Volunteers
- Manage Opportunities
- Reporting



Please don't hesitate to give us a shout if you have any other questions:

The Volunteering Team

Volunteer Glasgow

Telephone: 0141 226 3431

Email: info@volunteerglasgow.org

Normal Office Hours:

- Mondays, Tuesdays, Wednesdays 9.30am - 4.30pm
- Thursdays 9.30am - 6.00pm
- Fridays 9.30am - 3.00pm