Volunteering Northland

Using our Online Services

Guide for Member Organisations

INTRODUCTION TO OUR ONLINE SERVICE CONNECT

'Connect' is the name of the system that you use to post roles onto our website.

Make sure the right people have access:
There is no limit to the number of contacts that can have a login for Connect. Let us know if you wish to add, change, or remove anyone.

Updating referrals statuses:
Updating the status of your referrals in Connect is a great way to keep track of where you are with each of them.

Member profile:
You can now edit your organisation's profile in Connect which includes adding a logo and description if you wish.

Role statistics:
You can check the statistics of each role, which lets you know the number of views and applications. If you don't see great statistics on your roles, get in touch with us and we can have a chat about what might help.

Make sure that your roles are written well:
Being as descriptive and engaging as possible is imperative to attract the right referrals. If you want some guidance on writing a captivating role, let us know and we can help.

If you have any questions about any of the above or want a refresher course on using Connect, get in touch with your VN Coordinator. We are here to help you get the most out of your membership with us.

LOGGING IN

The very first time you log in, you will need to follow an email link, and set your own password.

After that, you login by visiting volunteeringnorthland.nz click on the Member Login link near the bottom left of the screen:

Note: If you ever forget your password, simply head to volunteeringnorthland.nz/login and click "Forgot password?"

DASHBOARD

This is where you land after logging in.

You can see your recent statistics here and access all your active roles and latest referrals. If you are a new organisation, or if it's been a while since someone logged in, your stats will probably say "Zero".

ROLES

All your voluntary roles are displayed here.

If the role is active and live for people to view and apply for online, the tick will be green. Add a new role by clicking on "New".

ADDING A NEW ROLE

Title: *

Add a catchy title here

Note: it's best not to use the word "Volunteer" here - all roles are volunteer roles at Volunteering Northland!

Type: *

Please select... **Choose from: Ongoing, Event, One-Off or Project**

Category: *

Please select... **What category does this role best fit under?**

Hours: *

Please select... **Choose from: Working Hours, Evenings/Weekends, or Flexible/Both**

Location: *

Specify where the role is based

Where the work is performed

Summary: *

1 - 2 sentences that briefly describe the role, and why it's important. Think of this as your elevator pitch. This shows in the search results and needs to draw the reader in to find out more.

Description: *

What do you want them to do? Describe the tasks, duties and ideal outcomes of the role. Talk a bit about the mission and vision of your organisation.

ADDING A NEW ROLE

Requirements: *

> **Outline the requirements needed to perform the role.**
>
> **Be specific, and avoid using discriminatory language.**

Time commitment: *

> **Specify which day/s of the week and times the volunteer will be needed.**
> **E.g. Thursdays, 10am-11:30am.**

Background check: *

Please select...

Choose from: None, MOJ, Police. If you are doing background checks, you MUST state a reason. E.g. "Role involves contact with vulnerable people".
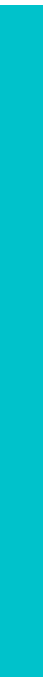
Contact via: *

Please select...

Contact name: *

Add in your preferred contact details here.

Contact phone:

The email address entered here will be the one that receives volunteer applications.

Contact email: *

ADDING A NEW ROLE PART 3

This part is really **important!**

When you submit a role for publishing, you are agreeing to three key
   things:
  - You will contact the volunteer within 5 working days.
  - You will update us with a final outcome within 4 weeks.
  - You will de-activate the role as necessary.

Please, if you cannot do these three things, do not list the role and call or email us.

FINAL STEP! Click Submit when you're happy that the role is good to go.
We will then moderate it within 1-2 working days.

MANAGING YOUR ROLES

Once you've created a role, you can manage it by clicking on the title of the role in the "Roles" page.

Here you can "Deactivate" roles, or "Activate" older roles if necessary. You can also click on "Edit" to change any details. Please allow us up to two working days to moderate any edits that you make, although we usually get them done much quicker than that!

The "Stats" section will show you the page views etc for the role.

The small blue rectangle/arrow to the right of the title takes you to the public view of the role, should you want to quickly share it on social media.

MANAGING YOUR REFERRALS

When people apply online, the role contact will receive an email that includes the volunteer's contact details. You can also access their contact details by logging in, and going to the "Referrals" page.

Dashboard   Roles   **Referrals**   Teams   News **3**   Account ▾

Referrals   Show incomplete

Date	Volunteer	Role	Status
26 Nov 2020	Taya Cross	Howzatt??!! - Cricketers dream	No response

Click on the persons name to see their email address and phone number

Forgot what they applied for?!

Click here to open the role.

Update their status by clicking on the status, and choosing a new one from the drop-down list.

Note: Volunteer details are only stored on this page for six months, so we recommmend you have an alternative method of storing this information.
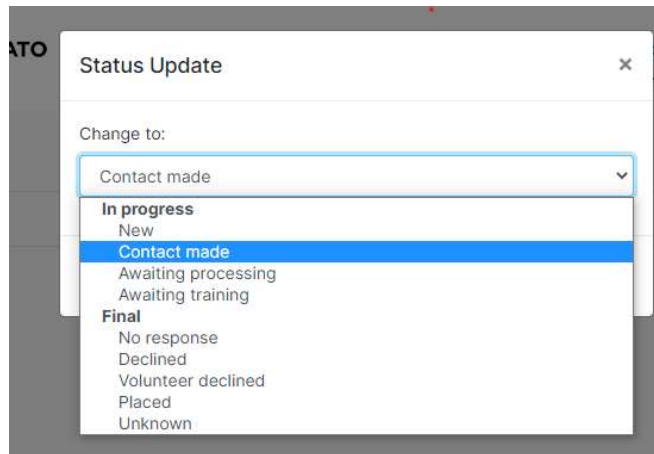
MANAGING YOUR REFERRALS

Making contact:
We require you to contact all applicants within 5 working days. We highly recommend making contact as soon as you can - as the good volunteers are in high demand. Contacting people by telephone or text message is the most successful way to make initial contact.

Once you've connected with the volunteer, please change their status to "Contact made" (as shown below).

If you need time to train the volunteer, or to process their application (e.g. you're waiting on Police check results), then set the status to "Awaiting training" or "Awaiting processing" accordingly.

MANAGING YOUR REFERRALS

Final Outcomes:
When you know the final outcome, please update the status accordingly.

No response = The volunteer did not get back to you despite several attempts at your end to contact them Declined = The volunteer wasn't suitable for the role
Volunteer declined = The volunteer decided not to proceed
Placed = The volunteer has successfully been matched to the role.

When listing a role with Volunteering Northland **you agree to give us an outcome for each referral within four weeks**.

Providing outcomes as quickly as possible will minimise the number of follow up emails you get from our system regarding referrals.

OTHER ONLINE OPTIONS

Listing a Team opportunity
If you are interested in recruiting a team for a project, from your dashboard, click on "Teams" located at the top right of the page. To create a new opportunity click "New" and populate the fields of information. Click "Submit for Publishing" once finished.

To reactivate and edit an existing team opportunity, click on the role and then reactivate or edit using the buttons located at the top right of the page. Click "Submit for Publishing" when finished.

Team opportunities are moderated before being activated and published on our website.

News
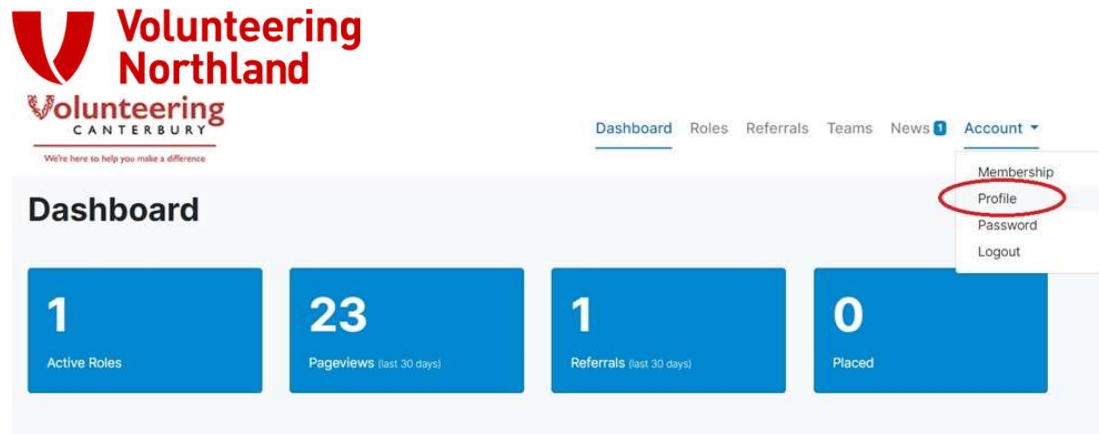Check out our "News" tab to see interesting news snippets and updates.

Managing Your Account
You can change a password, check your membership history and logout from here. Click on "Account" located at the top right on your dashboard page.

ADD YOUR ORGANISATION LOGO AND DESCRIPTION

Log in and click on "Account" in the top right corner, then select "Profile".

Next, click on "Edit" and you will see the option to browse and upload a logo file.

Once you have selected your file, be sure to press "Submit changes for publishing". This will send us a notification to check and publish your update.

EXCELLENCE IN VOLUNTEER MANAGEMENT

Resources

We are committed to best practice in volunteer management. You might like to visit our resources to access all our useful guides, factsheets and templates to assist you.

Training

We offer a range of training workshops, at no cost or low cost for member organisations. You can view up-coming workshops and other events on our homepage.

Networking

Connect with other volunteer coordinators and not-for-profit organisations at our regular network meetings, also on the events page.

Newsletter

As a Volunteering Northland member you can [sign up to our nonprofit mailing list](#) to keep you up to date with relevant news, events and other relevant information.

CONTACT US

FOR FURTHER ASSISTANCE

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Volunteering Northland thanks
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