



VOLUNTEER MANAGEMENT

Volunteer Management Manual



The Salvation Army

Australia Southern Territory

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Table of Contents

PART 1 –VOLUNTEER MANAGEMENT GUIDELINES.....	2
<i>Volunteer Management System applications.....</i>	<i>2</i>
PART 2 – USING THE VOLUNTEER MANAGEMENT SYSTEM.....	3
INTRODUCTION	3
<i>How to use this section</i>	<i>3</i>
<i>Conventions used in this guide.....</i>	<i>3</i>
GETTING STARTED	5
<i>Logging in.....</i>	<i>5</i>
<i>Recovering a forgotten password.....</i>	<i>7</i>
RECRUITING AND MANAGING VOLUNTEERS.....	8
<i>Adding volunteers.....</i>	<i>8</i>
<i>Viewing a volunteer’s information.....</i>	<i>12</i>
<i>Updating volunteer data.....</i>	<i>14</i>
<i>Removing a volunteer from the centre list.....</i>	<i>16</i>
<i>Returning volunteers to the recruitment pool.....</i>	<i>19</i>
<i>Reinstating volunteers</i>	<i>21</i>
<i>Exporting volunteer data.....</i>	<i>24</i>
MANAGING POSITIONS.....	27
<i>Creating a new position.....</i>	<i>27</i>
<i>Viewing a position.....</i>	<i>29</i>
<i>Updating a position.....</i>	<i>31</i>
<i>Removing a position advertisement from the web.....</i>	<i>33</i>
FILLING POSITIONS	35
<i>Filling a position with a volunteer</i>	<i>35</i>
<i>Removing a volunteer from a position.....</i>	<i>38</i>
RECRUITMENT POOL VOLUNTEERS AND POSITIONS	40
<i>Viewing recruitment pool volunteers</i>	<i>40</i>
<i>Removing a volunteer from the Recruitment Pool.....</i>	<i>43</i>
<i>Viewing positions in other centres</i>	<i>45</i>
UPDATING YOUR PROFILE	47
REFERENCE SECTION	48
<i>How do I?.....</i>	<i>48</i>
<i>Glossary.....</i>	<i>48</i>

Part 1 –Volunteer Management Guidelines

Volunteers should:

- be registered in the Volunteer Management System
- be given a job description
- sign the Volunteer Agreement form
- complete any other paperwork that may be required for their position (e.g. Police Check, Working With Children Certificate etc.)

Note: Due to the requirements of the Privacy Act, not everyone is entitled to access the Volunteer Management System.

Contact the Victorian Volunteer Coordinator at THQ for:

- access to the Volunteer Management System
- clarification of any volunteer management issues and requirements.

Volunteer Management System applications

Allows you to:

- maintain a record of volunteers
- search for available volunteers to post to a position
- post volunteers to positions
- view each volunteer's history (where they volunteered, what duties they performed, who their manager was and when they held these positions)
- view the date of a volunteer's Police Check or Working With Children certificate
- track the number of volunteers and their duties
- maintain volunteer records for Territory tracking and insurance purposes.

Part 2 – Using the Volunteer Management System

Introduction

How to use this section

This guide has been designed to be accessible by tasks. For example, everything to do with managing volunteers is in one section, called *Managing Volunteers*, while everything to do with positions is under *Managing Positions*.

Under each task topic, there are three sections:

- *Overview*: tells you the purpose of the task and some examples of why you would want to use it.
- *What you need*: lists anything you need to have with you or to have done before you can complete the task. Not all tasks have this.
- *Instructions*: step-by-step what to do with pictures.

If you are unable to find the exact topic you are looking for, there is a section towards the end to point you in the right direction, called *How do I...*

Conventions used in this guide

Field names

Field names are always in italics.

Using the keyboard

The names of keys referred to in these instructions are always wrapped in square brackets. For example, if you are typing something into a field and you are required to press the Enter key, the instruction will be like this:

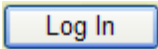
Type the volunteer's occupation in the *Occupation* field and then press [Enter].

Using the mouse

There are many instructions in the guide where you will be required to click something on the screen with your mouse. Always assume it is the left mouse button unless instructed otherwise.

Buttons

Button names are always in square brackets.

For example, the instruction to click this button  will be like this:

Click [Log In].

Links

Hyperlinks are always referred to in bold. The instruction to click the Volunteer Management link on the AUSWeb page will be like this:

Click **Volunteer Management**.

Tick boxes

Tick boxes are referred to in italics.

Scrolling

Some screens in the Volunteer Management System are long. Use the scroll bar on the right to move up and down the screen.



Click to move up the screen.

Click, hold and move the mouse to move up and down the screen.

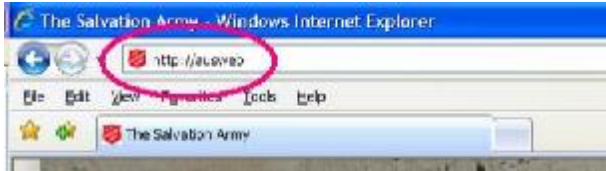
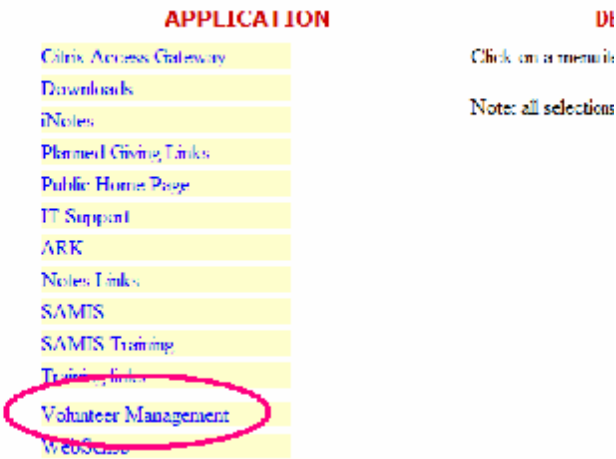
Click to move down the screen.



Getting started

Logging in

The Volunteer Management System is accessed from a web browser, such as Internet Explorer.



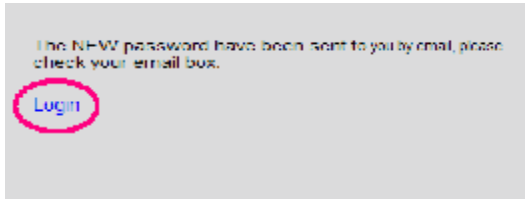
Follow the steps below to start the Volunteer Management System:

Step	Action
1	Double-click the Internet Explorer icon on the desktop.
2	<p>In the address bar, type “http://ausweb” and then press [Enter].</p> 
3	<p>On the AUSWeb welcome page, click Volunteer Management.</p> 

Step	Action
4	<p>On the Volunteer Management login screen, type your User Name and Password and then click [Log In].</p> <p>Notes:</p> <ul style="list-style-type: none">• If you use a computer that others have access to, make sure that the <i>Remember me next time box</i> is not ticked.• If you have forgotten your password, see <i>Recovering a forgotten password</i> for instructions. <div></div>
5	<p>The Volunteer Management System main screen displays. Any volunteers attached to your centre who have not been allocated to positions are listed at the bottom of the screen.</p> <div></div>

Recovering a forgotten password

Follow the steps below if you have forgotten your password:

Step	Action
1	<p>On the Volunteer Management login screen, click Forgot your password?</p>  <p>The screenshot shows a login form with fields for 'User Name' and 'Password', a 'Remember me next time' checkbox, a 'Forgot your password?' link (circled in red), and a 'Login' button.</p>
2	<p>Type your user name and press [Submit].</p>  <p>The screenshot shows a confirmation screen with the text 'The NEW password will be emailed to you.' and 'Please input username:'. The username field contains 'centre manager' and the 'Submit' button is circled in red.</p>
3	<p>Check your email and when the password arrives, click Login to return to the login screen.</p>  <p>The screenshot shows a confirmation screen with the text 'The NEW password have been sent to you by email, please check your email box.' and a 'Login' link (circled in red).</p>

Recruiting and Managing Volunteers

Adding volunteers

Overview

Use these instructions to manually add a volunteer to the system. You would do this if a new volunteer who does not have access to the internet has either phoned or come into the centre offering their services.


What you need


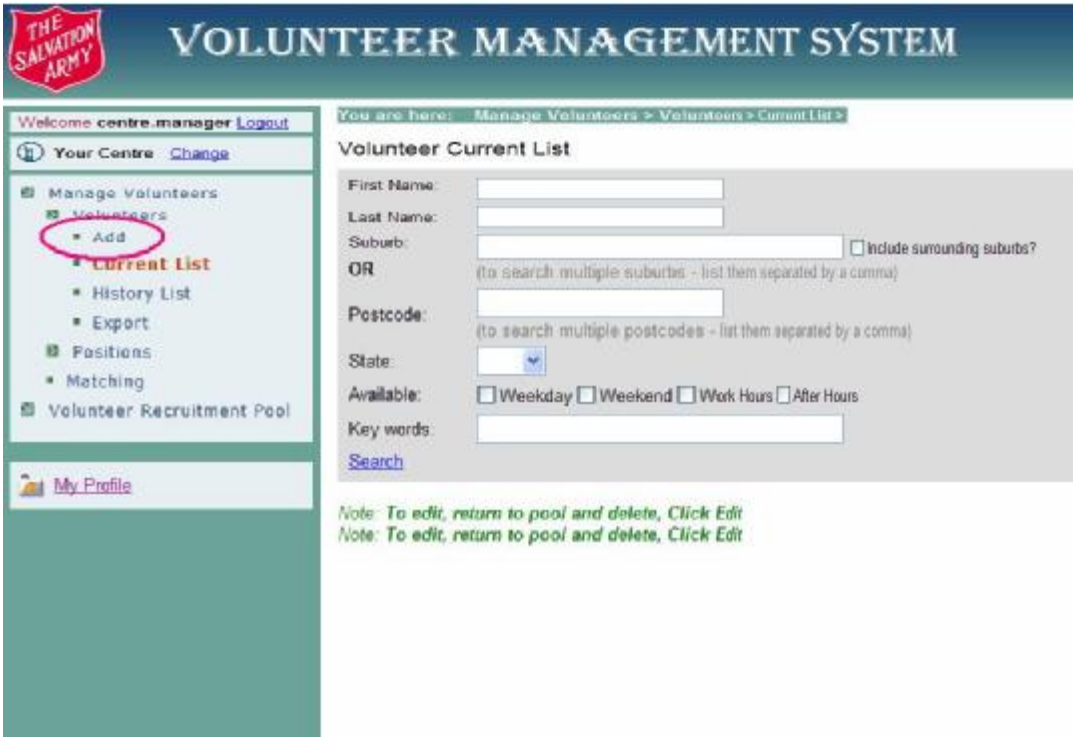
Before you can add a new volunteer you need:



- to have logged into the system
- have information about the volunteer to hand
- any other paperwork that may be required. (Refer to the Volunteer Management Guidelines.)

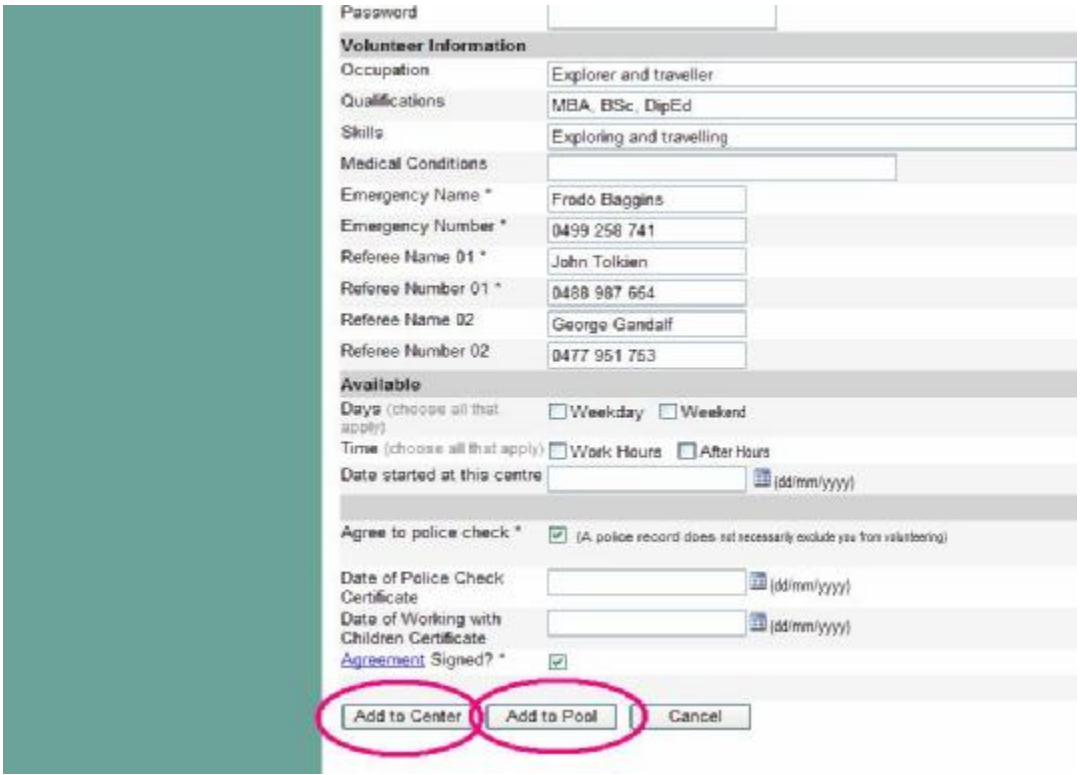
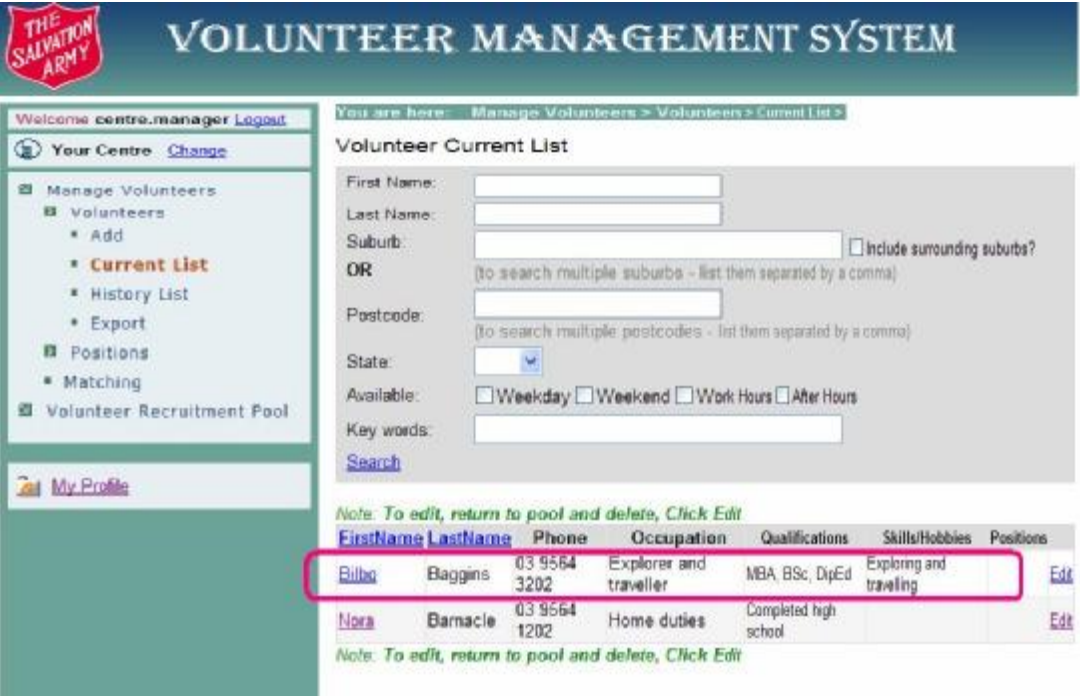
Instructions

Follow the steps below to manually add a new volunteer to the system:

Step	Action
1	<p>In the left hand menu, click Manage Volunteers.</p> 

Step	Action
2	<p>In the left hand menu, under Manage Volunteers, click Volunteers.</p>  <p>The Volunteer Current List screen displays.</p>
3	<p>Under Volunteers, click Add.</p>  <p>The Add a Volunteer screen displays.</p>

Step	Action
4	<p>Complete the fields on the Add a Volunteer screen as required.</p> <p>Hints:</p> <ul style="list-style-type: none"> Fields with an asterisk (*) must be completed. Dates must be in DD/MM/YYYY format, for example, to enter the 23rd of June 1959, type 23/06/1959. You can also click  to use the calendar. If the new volunteer is at the centre, click Agreement to open a copy of the Volunteer Agreement that you can print and get them to sign. Scroll down to see all the fields. 

Step	Action
5	<p>When you have finished:</p> <ul style="list-style-type: none"> If you have a signed Volunteer Agreement and a position for the volunteer to fill, click [Add to Centre]. Otherwise, click [Add to Pool]. 
6	<p>The Volunteer Current List redisplay, and if you chose to add the new volunteer to your centre, they will be displayed in the list.</p> 

Viewing a volunteer's information

Overview


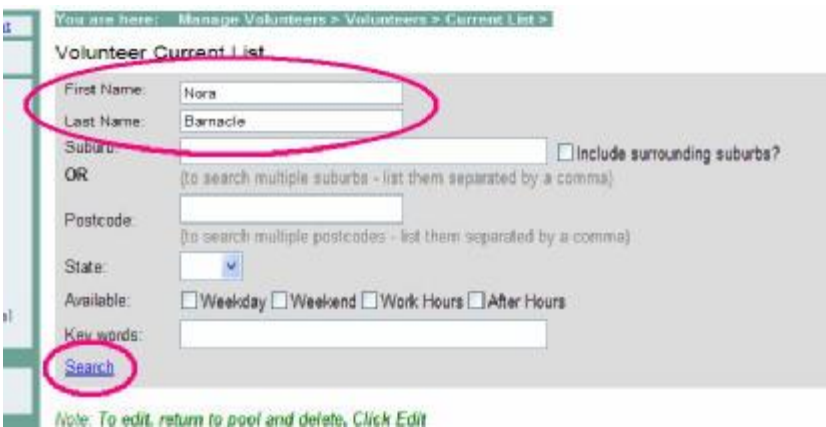
Use these instructions if you just want to look at a volunteer's information. Examples of why you would do this include:

- getting a volunteer's phone number
- finding out when a police check was completed
- viewing the volunteer's position history.

Remember that you cannot change anything here. If you want to make changes, see *Updating volunteer data* on page 8.

Instructions

Follow the steps below to view a volunteer's information.

Step	Action
1	<p>In the left hand menu click Manage Volunteers and then Volunteers.</p>  <p>The Volunteer Current List displays the volunteers for your centre.</p>
2	<p>Can you see the name of the volunteer to view in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Volunteer Current List screen:</p> <ul style="list-style-type: none"> • Type the volunteer's first and last name into the fields. • Click Search when finished.  <p>The screen lists the names of all matching volunteers.</p>

Step	Action																					
4	<p>On the Volunteer Current List screen, click the name of the volunteer who you want to view.</p> <div><p><i>Note: To edit, return to pool and delete, Click Edit</i></p><table><tr><th>First Name</th><th>Last Name</th><th>Phone</th><th>Occupation</th><th>Qualifications</th><th>Skills/Hobbies</th><th>Positions</th></tr><tr><td>Bilbo</td><td>Haggins</td><td>03 9504 3212</td><td>Explorer and Traveller</td><td>MBA, BSc, Dipd</td><td>Exploring and Travelling</td><td>Edit</td></tr><tr><td>Mina</td><td>Hammock</td><td>03 9564 1202</td><td>Home duties</td><td>Completed high school</td><td></td><td>Edit</td></tr></table><p><i>Note: To edit, return to pool and delete, Click Edit</i></p></div>	First Name	Last Name	Phone	Occupation	Qualifications	Skills/Hobbies	Positions	Bilbo	Haggins	03 9504 3212	Explorer and Traveller	MBA, BSc, Dipd	Exploring and Travelling	Edit	Mina	Hammock	03 9564 1202	Home duties	Completed high school		Edit
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5	<p>Scroll down to see the information that you need. If you want to see the volunteer's position history, click Position History.</p> <p>When you have finished, click [Go Back].</p> <div><p>Date started at this centre</p><p>Agree to police check * <input checked="" type="checkbox"/></p><p>Date of Police Check Certificate 08/10/2009</p><p>Date of Working with Children Certificate 08/10/2009</p><p>Agreement Signed? * <input checked="" type="checkbox"/></p><p>Position List (Position History)</p><p>Go Back</p></div>																					

Updating volunteer data

Overview

Use these instructions to update a volunteer's information. Examples of when you would do this include:

- if a volunteer has moved or changed their contact details
- the results of a police check have been received
- the volunteer has returned a signed agreement.


What you need

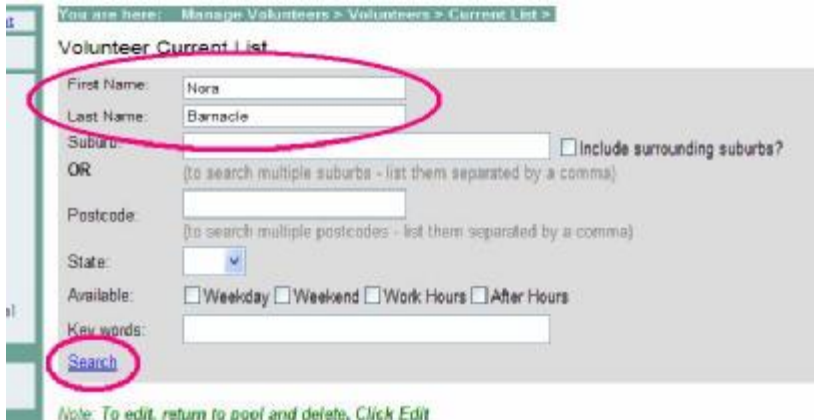
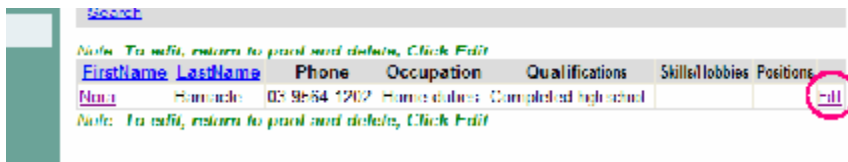
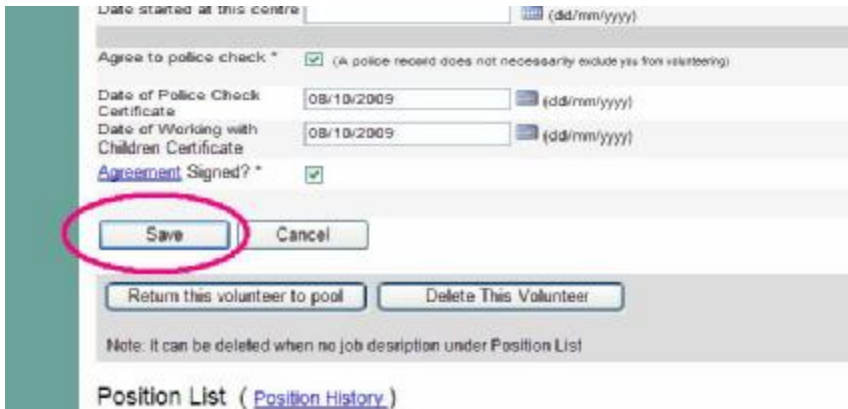
Before you can add a new volunteer you need:

- to have logged into the system
- have the necessary information about the volunteer to hand.

Instructions

Follow the steps below to update a volunteer's information.

Step	Action
1	<p>In the left hand menu, click Manage Volunteers and then Volunteers.</p>  <p>The Volunteer Current List displays the volunteers for your centre.</p>
2	<p>Can you see the name of the volunteer to update in the list?</p> <ul style="list-style-type: none">• Yes – go to step 4.• No – go to the next step.

Step	Action
3	<p>On the Volunteer Current List screen:</p> <ul style="list-style-type: none"> Type the volunteer's first and last name into the fields. Click Search when finished.  <p>Note: To edit, return to pool and delete, Click Edit</p> <p>The screen lists the names of all matching volunteers.</p>
4	<p>On the Volunteer Current List screen, click Edit next to the volunteer to update.</p>  <p>Note: To edit, return to pool and delete, Click Edit</p> <p>The Edit Volunteer screen displays information already on the system about this volunteer.</p>
5	<p>Update the information as required and when you have finished click [Save].</p>  <p>Note: It can be deleted when no job description under Position List</p> <p>Position List (Position History)</p> <p>The Volunteer Current List redisplay.</p>

Removing a volunteer from the centre list


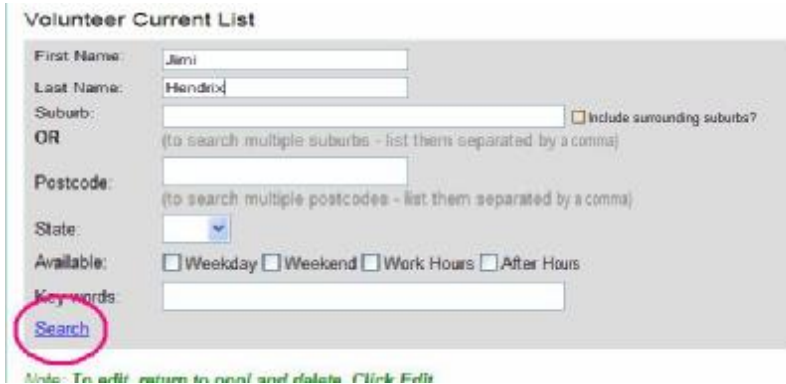
Overview

Use these instructions to remove a volunteer from your centre's list of volunteers. You would remove a volunteer from your centre's list if they are unable to work for your centre or are no longer required.

Note that volunteers are never permanently removed from the database – they are added to the History List in case we need to contact them in the future. Volunteers removed from your centre's list may be returned to the Recruitment Pool.

Instructions

Follow the steps below to remove a volunteer.

Step	Action
1	<p>In the left hand menu click Manage Volunteers and then Volunteers.</p>  <p>The Volunteer Current List displays the volunteers for your centre.</p>
2	<p>Can you see the name of the volunteer to update in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Volunteer Current List screen:</p> <ul style="list-style-type: none"> • Type the volunteer's first and last name into the fields. • Click Search when finished.  <p>The screen lists the names of all matching volunteers.</p>

Step	Action																												
4	<p>On the Volunteer Current List screen, click Edit next to the volunteer to remove.</p> <div><p>Note: To edit, return to pool and delete, Click Edit</p><table><thead><tr><th>FirstName</th><th>LastName</th><th>Phone</th><th>Occupation</th><th>Qualifications</th><th>Skills/Hobbies</th><th>Positions</th></tr></thead><tbody><tr><td>Billie</td><td>Baggins</td><td>03 9564 3202</td><td>Explorer and traveller</td><td>MBA, BSc, DipEd</td><td>Exploring and travelling</td><td>Edit</td></tr><tr><td>Nora</td><td>Barnacle</td><td>03 9564 1202</td><td>Home duties</td><td>Completed high school</td><td></td><td>Edit</td></tr><tr><td>Jim</td><td>Hendrix</td><td>03 9696 1259</td><td>Guitarist</td><td>HSC</td><td>composition, arrangement</td><td>Guitarist Edit</td></tr></tbody></table><p>Note: To edit, return to pool and delete, Click Edit</p></div>	FirstName	LastName	Phone	Occupation	Qualifications	Skills/Hobbies	Positions	Billie	Baggins	03 9564 3202	Explorer and traveller	MBA, BSc, DipEd	Exploring and travelling	Edit	Nora	Barnacle	03 9564 1202	Home duties	Completed high school		Edit	Jim	Hendrix	03 9696 1259	Guitarist	HSC	composition, arrangement	Guitarist Edit
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5	<p>On the Edit Volunteer screen, scroll down to the Position List.</p> <p>Is the volunteer currently filling any positions?</p> <ul style="list-style-type: none">No – go to the step 8.Yes – go to the next step.																												
6	<p>Remove the volunteer from all positions that they are filling:</p> <ul style="list-style-type: none">Click [Remove from this position].Click [OK] to confirm. <div><div><p>Date of Police Check Certificate: 01/09/2009 (dd/mm/yyyy)</p><p>Date of Working with Children Certificate: (dd/mm/yyyy)</p><p>Agreement Signed? * <input checked="" type="checkbox"/></p><p>Save Cancel</p><p>Return this volunteer to pool Delete This Volunteer</p><p>Note: It can be deleted when no job description under Position List</p><p>Position List (Position History)</p><table><tbody><tr><td>Centre:</td><td>Your Centre</td></tr><tr><td>Position Title:</td><td>Guitarist</td></tr><tr><td>Job Description:</td><td>Guitarist wanted for the band.</td></tr><tr><td>Start/End Date:</td><td>--</td></tr></tbody></table><div>Remove from this position</div></div></div>	Centre:	Your Centre	Position Title:	Guitarist	Job Description:	Guitarist wanted for the band.	Start/End Date:	--																				
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Start/End Date:	--																												

Step	Action																					
7	<p>Click [Delete This Volunteer].</p> <div><p>Time (choose all that apply) <input checked="" type="checkbox"/> Work Hours <input checked="" type="checkbox"/> After Hours</p><p>Date started at this centre 30/08/2009 (dd/mm/yyyy)</p><p>Agree to police check * <input checked="" type="checkbox"/> (a police record does not necessarily exclude you from volunteering)</p><p>Date of Police Check Certificate 01/09/2009 (dd/mm/yyyy)</p><p>Date of Working with Children Certificate (dd/mm/yyyy)</p><p>Agreement Signed? * <input checked="" type="checkbox"/></p><p>Save Cancel</p><p>Return this volunteer to pool Delete This Volunteer</p><p>Note: It can be deleted when no job description under Position List</p><p>Position List (Position History)</p></div>																					
	<p>A confirmation screen will display.</p>																					
8	<p>On the confirmation screen:</p> <ul style="list-style-type: none">Type the reason you are removing this volunteer.Click [Confirm]. <div><p>You are here: My Center > Volunteers > Current List ></p><div><p>Volunteer Jimi Hendrix will be deleted.</p><p>Please enter a reason:</p><p>He is deceased</p><p>Confirm Cancel</p></div></div>																					
9	<p>The Volunteer Current List no longer displays the volunteer.</p> <div><p>Note: To edit, return to pool and delete, Click Edit</p><table><tr><th>First Name</th><th>Last Name</th><th>Phone</th><th>Occupation</th><th>Qualifications</th><th>Skills/Hobbies</th><th>Positions</th></tr><tr><td>Lillie</td><td>Higgins</td><td>03 9564 3202</td><td>Explorer and traveller</td><td>Mt SA, Basic, Diploma</td><td>Exploring and traveling</td><td>Edit</td></tr><tr><td>Nora</td><td>Damale</td><td>03 9564 1202</td><td>Home duties</td><td>Completed high school</td><td></td><td>Edit</td></tr></table><p>Note: To edit, return to pool and delete, Click Edit</p></div>	First Name	Last Name	Phone	Occupation	Qualifications	Skills/Hobbies	Positions	Lillie	Higgins	03 9564 3202	Explorer and traveller	Mt SA, Basic, Diploma	Exploring and traveling	Edit	Nora	Damale	03 9564 1202	Home duties	Completed high school		Edit
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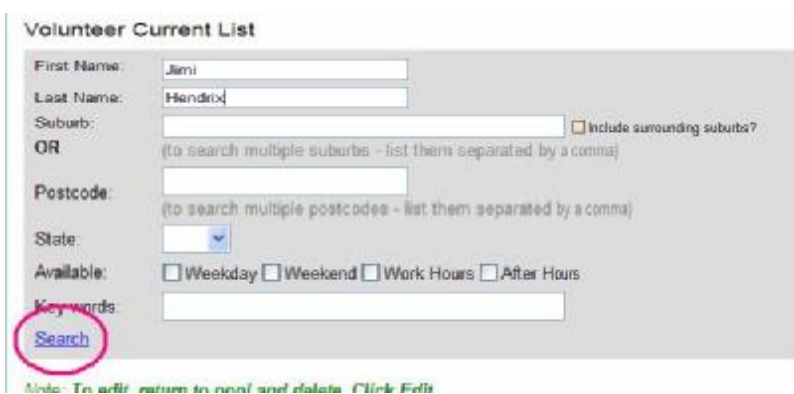
Returning volunteers to the recruitment pool

Overview

Use these instructions if you want to return a volunteer to the recruitment pool. You would want to do this if your centre if there no available positions suited to the volunteer.

Instructions

Follow the steps below to return a volunteer to the recruitment pool.

Step	Action
1	<p>In the left hand menu click Manage Volunteers and then Volunteers.</p>  <p>The Volunteer Current List displays the volunteers for your centre.</p>
2	<p>Can you see the name of the volunteer to update in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Volunteer Current List screen:</p> <ul style="list-style-type: none"> • Type the volunteer's first and last name into the fields. • Click Search when finished.  <p>The screen lists the names of all matching volunteers.</p>

Step	Action																												
4	<p>On the Volunteer Current List screen, click Edit next to the volunteer to remove.</p> <div><p>Note: To edit, return to pool and delete, Click Edit</p><table><thead><tr><th>First Name</th><th>Last Name</th><th>Phone</th><th>Occupation</th><th>Qualifications</th><th>Skills/Hobbies</th><th>Positions</th></tr></thead><tbody><tr><td>Bilbo</td><td>Baggins</td><td>03 9564 3202</td><td>Explorer and traveller</td><td>MBA, BSc, DipEd</td><td>Exploring and travelling</td><td>Edit</td></tr><tr><td>Mona</td><td>Barnacle</td><td>03 9564 1202</td><td>Home duties</td><td>Completed high school</td><td></td><td>Edit</td></tr><tr><td>Jim</td><td>Hendrix</td><td>03 9696 1259</td><td>Guitarist</td><td>HSC</td><td>composition, arrangement</td><td>Guitarist Edit</td></tr></tbody></table><p>Note: To edit, return to pool and delete, Click Edit</p></div>	First Name	Last Name	Phone	Occupation	Qualifications	Skills/Hobbies	Positions	Bilbo	Baggins	03 9564 3202	Explorer and traveller	MBA, BSc, DipEd	Exploring and travelling	Edit	Mona	Barnacle	03 9564 1202	Home duties	Completed high school		Edit	Jim	Hendrix	03 9696 1259	Guitarist	HSC	composition, arrangement	Guitarist Edit
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Jim	Hendrix	03 9696 1259	Guitarist	HSC	composition, arrangement	Guitarist Edit																							
5	<p>On the Edit Volunteer screen, scroll down to the Position List.</p> <p>Is the volunteer currently filling any positions?</p> <ul style="list-style-type: none">No – go to the step 8.Yes – go to the next step.																												
6	<p>Remove the volunteer from all positions that they are filling:</p> <ul style="list-style-type: none">Click [Remove from this position].Click [OK] to confirm. <div><div><div><div>Date of Police Check Certificate: 01/09/2009 (dd/mm/yyyy)</div><div>Date of Working with Children Certificate: (dd/mm/yyyy)</div><div>Agreement Signed? * <input checked="" type="checkbox"/></div></div><div><div>Save</div><div>Cancel</div></div><div><div>Return this volunteer to pool</div><div>Delete This Volunteer</div></div><div>Note: It can be deleted when no job description under Position List</div></div><div><div>Position List (Position History)</div><div><div>Centre: Your Centre</div><div>Position Title: Guitarist</div><div>Job Description: Guitarist wanted for the band.</div><div>Start/End Date: --</div></div><div><div>Remove from this position</div></div></div></div>																												
7	<p>Click [Return volunteer to pool] and then click [OK].</p> <div><div><div><div>Agree to police check * <input checked="" type="checkbox"/> (A police record does not necessarily exclude you from volunteering)</div><div>Date of Police Check Certificate: 01/09/2009 (dd/mm/yyyy)</div><div>Date of Working with Children Certificate: (dd/mm/yyyy)</div><div>Agreement Signed? * <input checked="" type="checkbox"/></div></div><div><div>Save</div><div>Cancel</div></div><div><div>Return this volunteer to pool</div><div>Delete This Volunteer</div></div><div>Note: It can be deleted when no job description under Position List</div></div><div><div>Position List (Position History)</div></div></div>																												


Reinstating volunteers

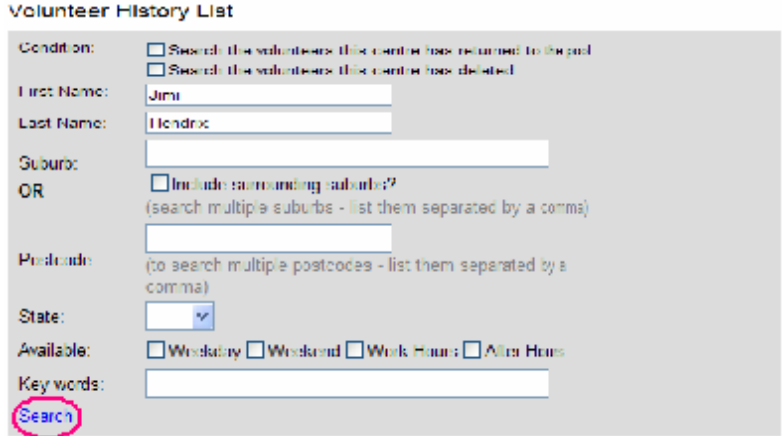
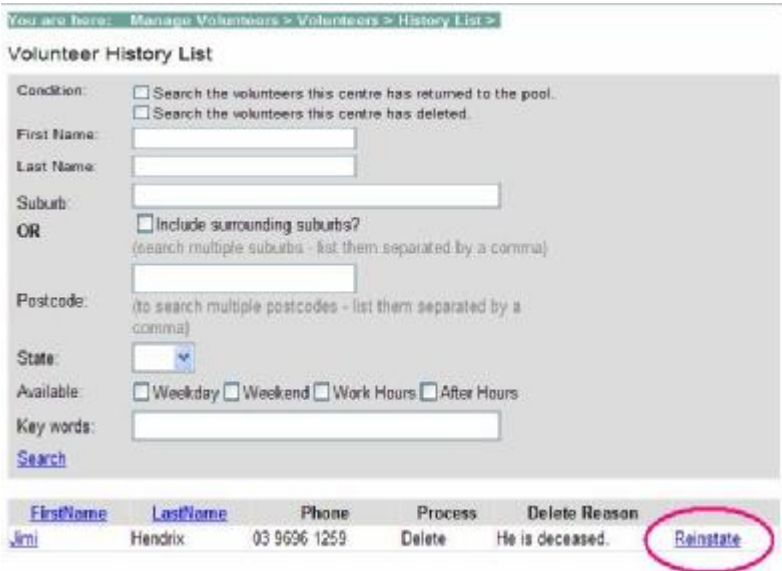
Overview

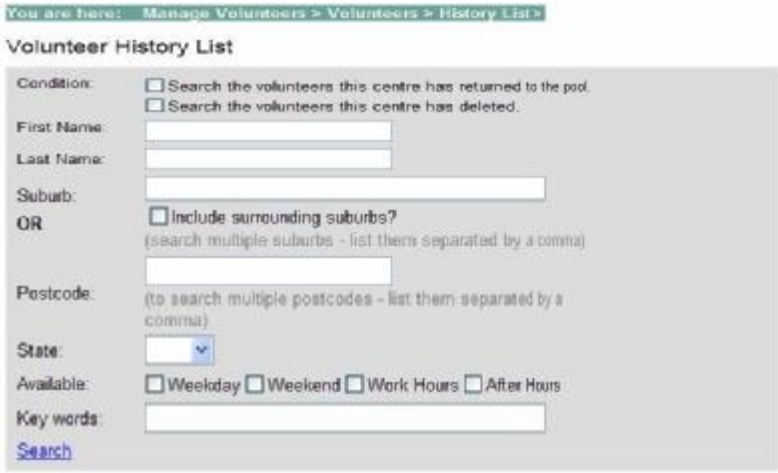
Use these instructions when you want to reinstate a volunteer who you have previously removed from your centre's list. You would want to do this if a volunteer had been removed in error, or if someone who has said that they were no longer available has changed their mind.

Instructions

Follow the steps below to reinstate a volunteer to your centre's list:

Step	Action
1	<p>In the left hand menu click Manage Volunteers, then Volunteers then History List.</p>  <p>The volunteers that have been removed from your centre are displayed.</p>
2	<p>Can you see the volunteer in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.

Step	Action
3	<p>On the Volunteer History List screen:</p> <ul style="list-style-type: none"> Type the volunteer's first and last name into the fields. Click Search when finished. <p>Search hints:</p> <ul style="list-style-type: none"> If you are having trouble finding the volunteer to reinstate, try ticking some of the tick boxes.  <p>The screen lists the names of all matching volunteers.</p>
4	<p>On the Volunteer History List screen:</p> <ul style="list-style-type: none"> Click Reinstate next to the name of the volunteer who you want to reinstate. Click [OK] to confirm. 

Step	Action
5	<p>The reinstated volunteer no longer displays in the Volunteer History List.</p> 

Exporting volunteer data

Overview

Use these instructions if you want to look at your centre's volunteer data in an Excel spreadsheet. Examples of why you would do this include:

- printing a contact list of volunteers
- writing to volunteers using Word's mail merge facility
- creating your own reports
- creating a birthday list.



How to use Excel and Word is outside the scope of this user guide. Consult the documentation that came with those applications.

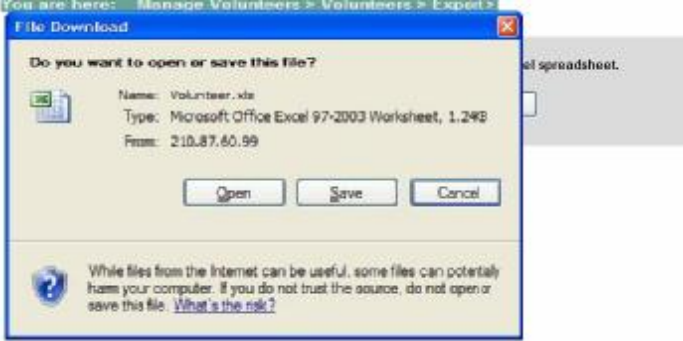

What you need

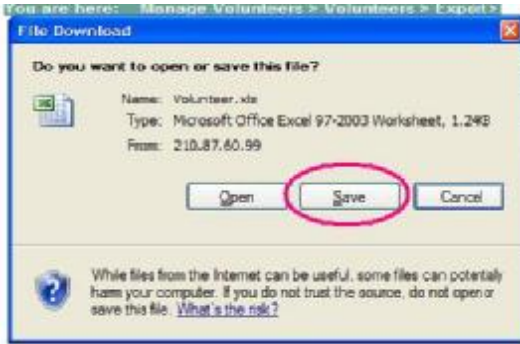
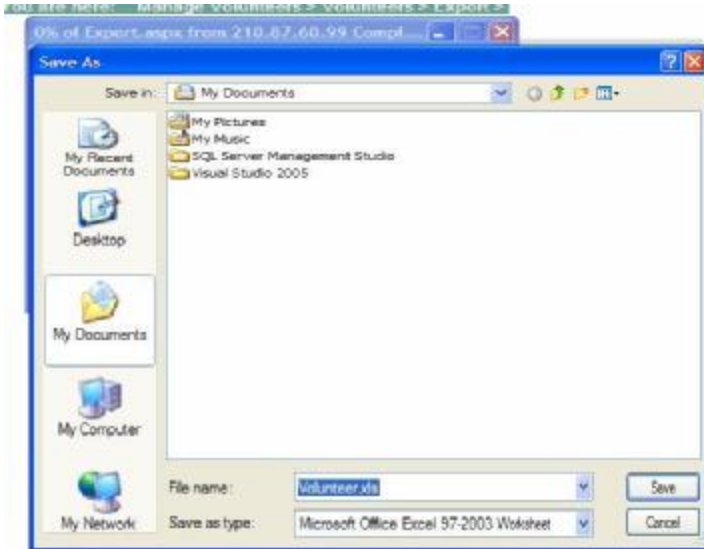

You will need to have Excel installed on your computer in order to work with the exported data.

Instructions

Follow the steps below to export volunteer data to Excel.

Step	Action
1	<p>In the left hand menu click Manage Volunteers, then Volunteers and then Export.</p>  A screenshot of a web application interface. At the top, it says 'Welcome centre.manager Logout'. Below that is a navigation bar with 'Your Centre' and 'Change'. The main menu on the left has several options: 'Manage Volunteers', 'Volunteers', 'Add', 'Current List', 'History List', 'Export', 'Profile', 'Matching', and 'Volunteer Recruitment Pool'. The 'Export' option is highlighted with a red oval.
2	<p>On the Export screen, click [Export].</p>  A screenshot of a dialog box titled 'Export all of your centre's volunteer profiles to an Excel spreadsheet.' It contains two buttons: 'Export' and 'Cancel'. The 'Export' button is highlighted with a red oval.
	<p>A File Download box displays.</p>

Step	Action
3	<p>What do you want to do?</p> <ul style="list-style-type: none"> To view the data in Excel straight away, go to the next step. To save the data to your computer's hard drive, go to step 5 
4	<p>To view the data in Excel, click [Open].</p>  <p>Excel will open with the exported data loaded. If you want to keep the data, remember to save the file before closing Excel.</p> <p>Go to step 6</p>

Step	Action
5	<p>To save the data to your hard drive click [Save].</p>  <p>A Save As box will display. Choose a location and file name to save the data file.</p> 
6	<p>Go back to the Volunteer Management System and click [Cancel].</p> 

Managing positions

Creating a new position

Overview

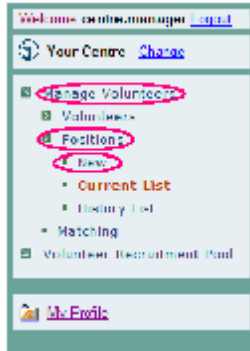
Use these instructions when you want to create a new position at your centre.

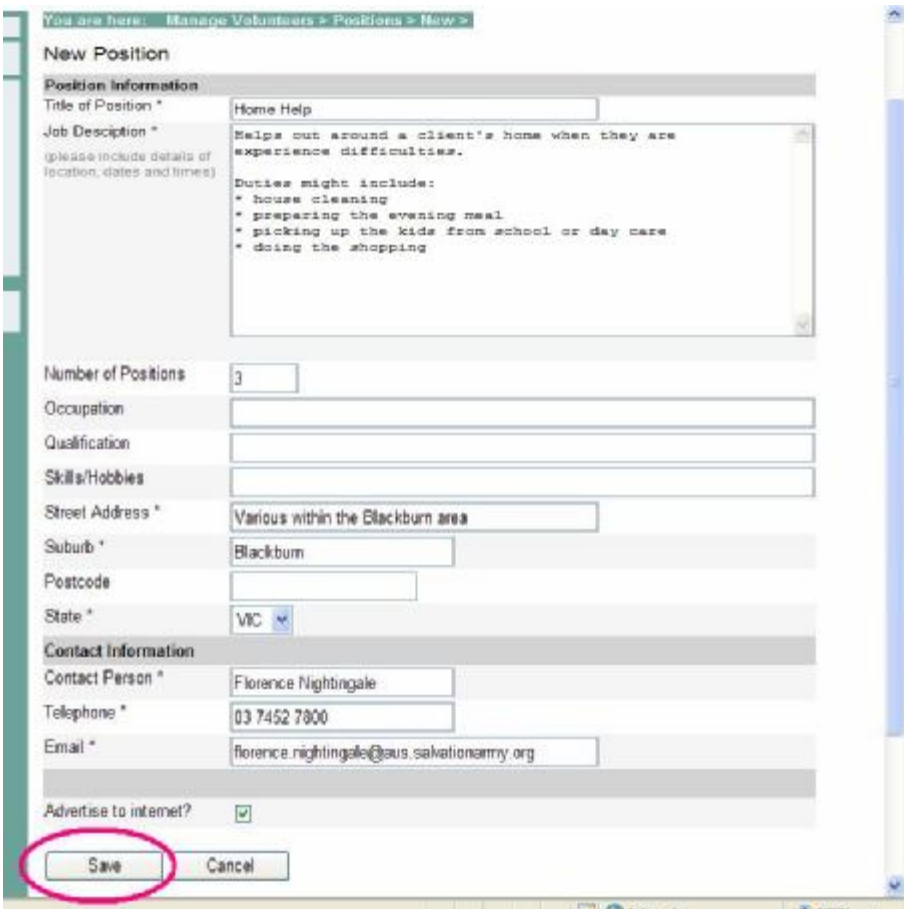
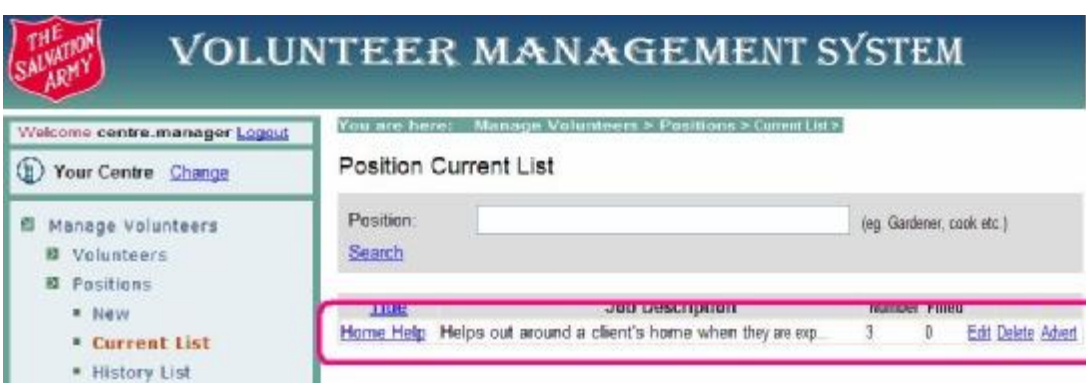
What you need

You will need information about the position and the contact details for the person responsible for managing it.

Instructions

Follow the steps below to create a new position:

Step	Action
1	<p>In the left hand menu click Manage Volunteers, then Positions then New.</p>  <p>The Volunteer Current List displays the volunteers for your centre.</p>

Step	Action
2	<p>Complete the fields on the New Position screen as required and click [Save] when finished.</p> <p>Hints:</p> <ul style="list-style-type: none"> • Fields with an asterisk (*) must be completed. • Give the position a meaningful title. • Be as descriptive as you can. • If you want the position to be advertised on our public web site, then make sure that the <i>Advertise to internet</i> box is ticked. • Scroll down to see all the fields. 
3	<p>The Position Current List redisplay with the newly created position.</p> 

Viewing a position


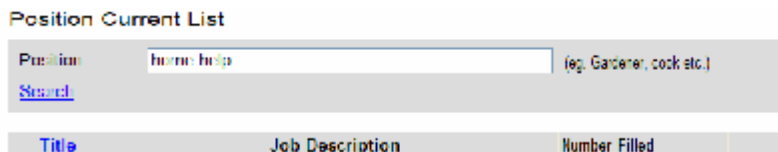
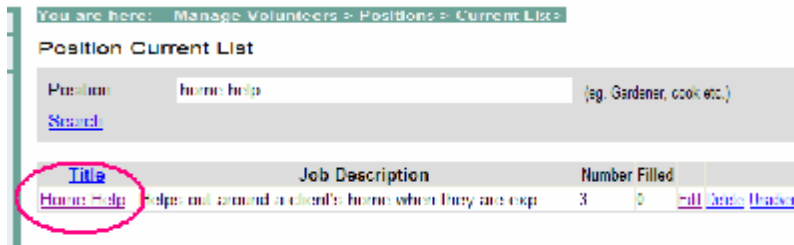
Overview

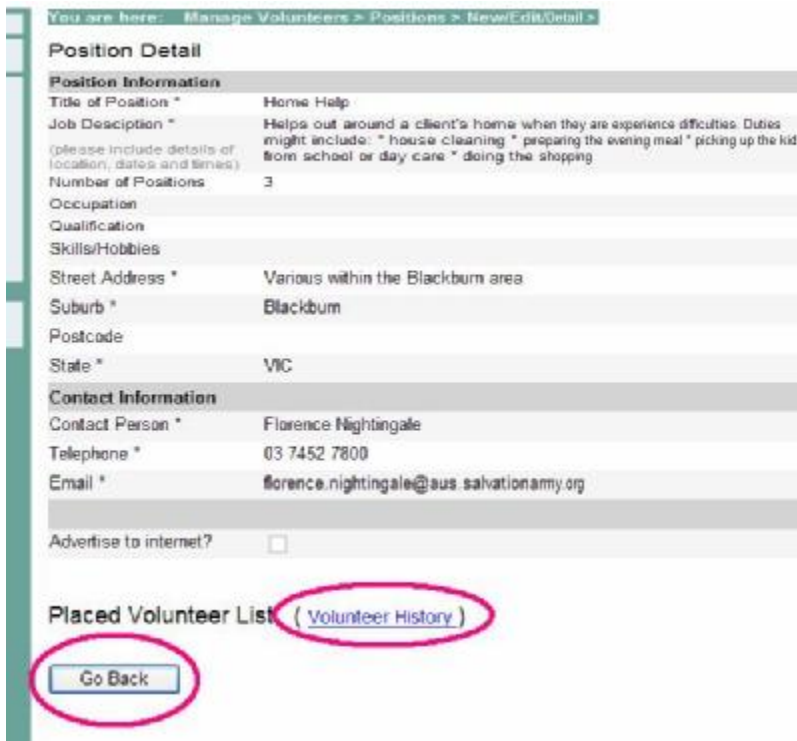
Use these instructions if you just want to look at a position or see any placements.

Remember that you cannot change anything here. If you want to make changes, *Updating volunteer data* on page 31.

Instructions

Follow the steps below to view the information about a position:

Step	Action
1	<p>In the left hand menu click Manage Volunteers, then Positions then Current List.</p>  <p>The Position Current List displays the positions for your centre.</p>
2	<p>Can you see the position that you want to view in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Position Current List screen:</p> <ul style="list-style-type: none"> • Type the name of position into the field. • Click Search when finished.  <p>The screen lists the positions matching your search.</p>
4	<p>On the Position Current List screen, click the name of the position you want to view.</p> 

Step	Action
5	<p>Scroll down to see the information that you need. If you want to see the volunteers who have filled this position, click Volunteer History.</p> <p>When you have finished, click [Go Back].</p>  <p>The screenshot shows a web form titled 'Position Detail' with a breadcrumb trail: 'You are here: Manage Volunteers > Positions > New/Edit/Detail >'. The form is divided into two main sections: 'Position Information' and 'Contact Information'. The 'Position Information' section includes fields for 'Title of Position *' (Home Help), 'Job Description *' (Helps out around a client's home when they are experience difficulties. Duties might include: * house cleaning * preparing the evening meal * picking up the kids from school or day care * doing the shopping), 'Number of Positions' (3), 'Occupation', 'Qualification', and 'Skills/Hobbies'. The 'Contact Information' section includes fields for 'Street Address *' (Various within the Blackburn area), 'Suburb *' (Blackburn), 'Postcode', 'State *' (VIC), 'Contact Person *' (Florence Nightingale), 'Telephone *' (03 7452 7800), and 'Email *' (florence.nightingale@aus.salvationarmy.org). At the bottom of the form, there is a checkbox for 'Advertise to internet?' which is unchecked. Below the form, there is a section titled 'Placed Volunteer List' which contains a link '(Volunteer History)' and a 'Go Back' button. Both the link and the button are circled in red in the screenshot.</p>


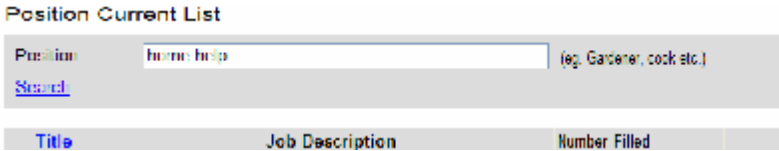
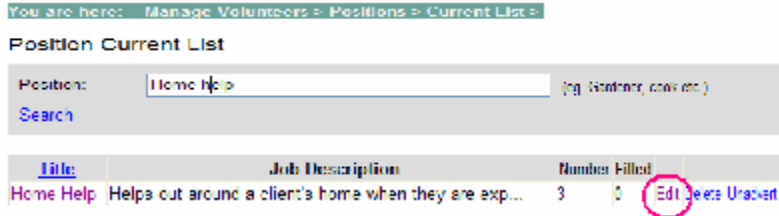
Updating a position

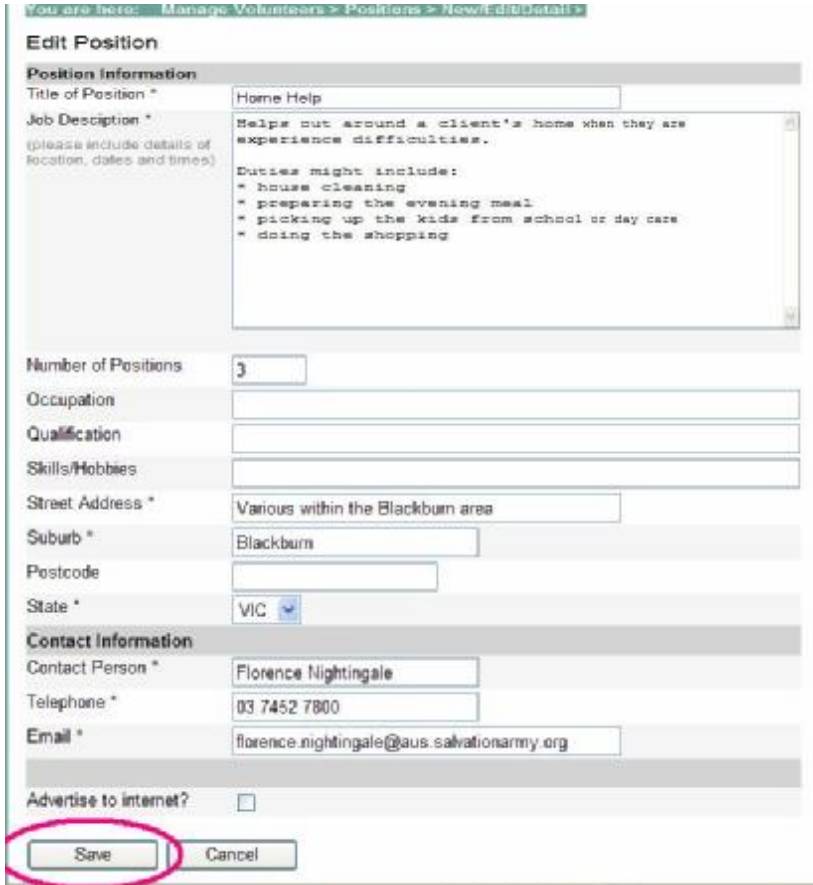
Overview

Use these instructions when you want to update a position at your centre.

Instructions

Follow the steps below to update an existing position:

Step	Action
1	<p>In the left hand menu click Manage Volunteers, then Positions then Current List.</p>  <p>The Position Current List displays the positions for your centre.</p>
2	<p>Can you see the position to be updated in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Position Current List screen:</p> <ul style="list-style-type: none"> • Type the name of position into the field. • Click Search when finished.  <p>The screen lists the positions matching your search.</p>
4	<p>On the Position Current List screen, click Edit next to the position you want to update.</p> 

Step	Action
5	<p>Edit the fields on the Edit Position screen as required and click [Save] when finished.</p> <p>Hints:</p> <ul style="list-style-type: none"> • Fields with an asterisk (*) must be completed. • Give the position a meaningful title. • Be as descriptive as you can. • If the <i>Advertise to internet</i> box is not ticked, the position will not be displayed on our web site • Scroll down to see all the fields. 

Removing a position advertisement from the web

Overview

Use these instructions when you want to remove a position advertisement from our web site.


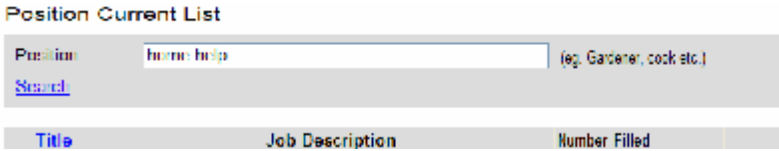
You can quickly tell if a position has been advertised:

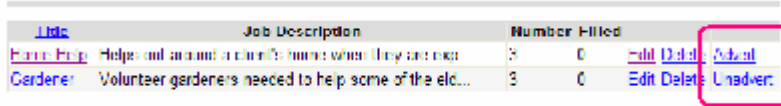
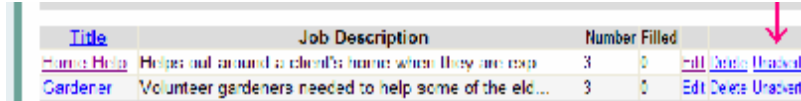
Title	Job Description	Number Filled	Advert
Home Help	Helps out around a client's home when they are sick	3 0	Advert
Gardener	Volunteer gardeners needed to help some of the old	3 0	Unadvert

- “Advert” means it is advertised.
- “Unadvert” means that it is not.

Instructions

Follow the steps below to remove a position advertisement from the web:

Step	Action
1	<p>In the left hand menu click Manage Volunteers, then Positions then Current List.</p>  <p>The Position Current List displays the positions for your centre.</p>
2	<p>Can you see the position in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Position Current List screen:</p> <ul style="list-style-type: none"> • Type the name of position into the field. • Click Search when finished.  <p>The screen lists the positions matching your search.</p>

Step	Action
4	<p>On the Position Current List screen:</p> <ul style="list-style-type: none"> To remove an advertisement from our web site, click Advert next to the position. To place an advertisement on our web site, click Unadvert next to the position. 
5	<p>The advertising status for the position is updated.</p> 

Filling positions

Filling a position with a volunteer

Overview

Use these instructions when you want to fill a position with a volunteer. You can fill positions with volunteers from your centre or from the Recruitment Pool.


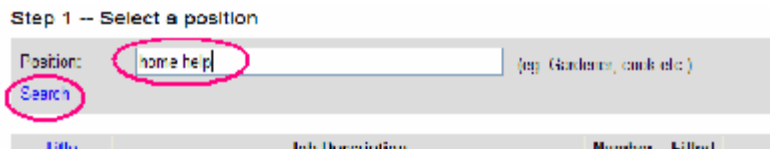
What you need

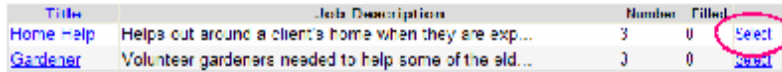
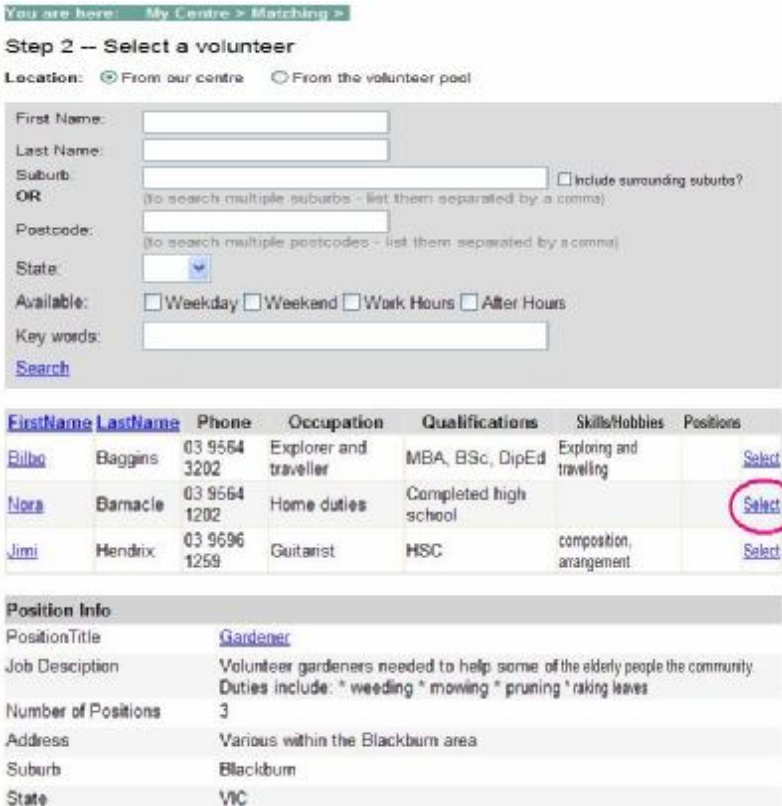
Before you can complete this task you will need to have:


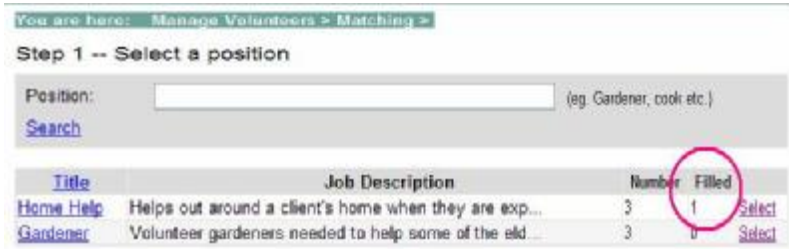
- created the position to be filled
- have a volunteer on the system for the position who has signed the Volunteer Agreement
- any other paperwork required for the position, such as a Working with Children Certificate, Police Check etc.

Instructions

Follow the steps below to fill a position with a volunteer:

Step	Action
1	<p>In the left hand menu click Manage Volunteers, then Matching.</p>  <p>The positions for your centre are displayed.</p>
2	<p>Can you see the position in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Select a Position screen:</p> <ul style="list-style-type: none"> • Type the name of position into the field. • Click Search when finished.  <p>The screen lists the positions matching your search.</p>

Step	Action
4	<p>On the Select a Position screen, click Select next to the position that you want to fill.</p>  <p>The Select a Volunteer screen displays information about the position and a list of volunteers for your centre.</p>
5	<p>On the Select a Volunteer screen, click Select next to the volunteer for the position.</p>  <p>Searching hints:</p> <ul style="list-style-type: none"> • If there are many volunteers showing, you can use the fields to search for volunteers and then click Search. • If you are looking for a particular skill or qualification, use the Key words field to narrow the search.

Step	Action
6	<p>On the Match volunteer to position screen:</p> <ul style="list-style-type: none"> Type in the Start and End dates if you want. Make sure that the Agreement Signed box is checked. <p>Note: All volunteers must sign the Volunteer Agreement before they can be assigned to any position. Check that all other requirements, such as a Police Check or a Working With Children Certificate are on file.</p> <ul style="list-style-type: none"> Click [Match] when you have finished. 
7	<p>The Select a position screen redisplay with number filled updated.</p> 

Removing a volunteer from a position


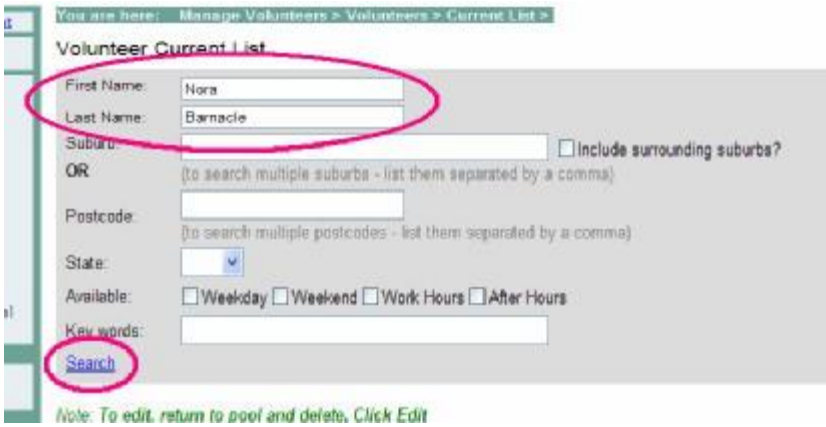
Overview

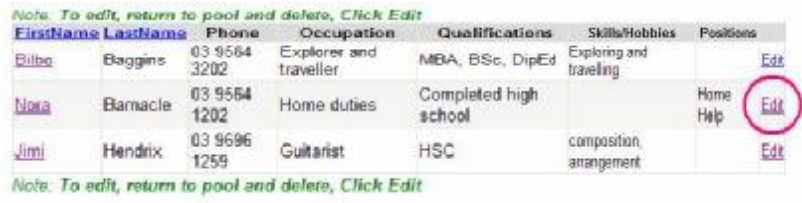
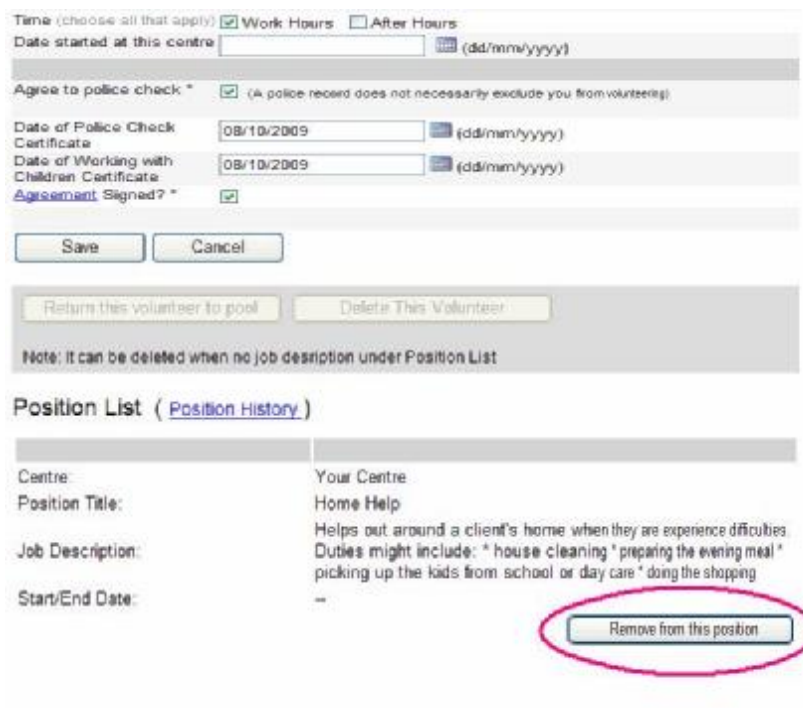

Use these instructions when you want to remove a volunteer from a position. You would want to do this when:

- a position is no longer required
- a volunteer is no longer available.

Instructions

Follow the steps below to remove a volunteer from a position:

Step	Action
1	<p>In the left hand menu click Manage Volunteers and then Volunteers.</p>  <p>The Volunteer Current List displays the volunteers for your centre.</p>
2	<p>Can you see the name of the volunteer to update in the list?</p> <ul style="list-style-type: none">• Yes – go to step 4.• No – go to the next step.
3	<p>On the Volunteer Current List screen:</p> <ul style="list-style-type: none">• Type the volunteer's first and last name into the fields.• Click Search when finished.  <p>The screen lists the names of all matching volunteers.</p>

Step	Action
4	<p>On the Volunteer Current List screen, click Edit next to the volunteer to remove.</p>  <p>Note: To edit, return to pool and delete, Click Edit</p> <p>The Edit Volunteer screen displays information.</p>
5	<p>On the Edit Volunteer screen:</p> <ul style="list-style-type: none"> • Scroll down the page until you can see the Position List. • Click [Remove from this position]. • Click [OK] to confirm. • Click [Cancel] when finished.  <p>Hint: You can remove the volunteer from more than position without leaving this screen.</p>
6	<p>The Volunteer Current List redisplay with the position removed from the volunteer.</p>  <p>Note: To edit, return to pool and delete, Click Edit</p>

Recruitment pool volunteers and positions


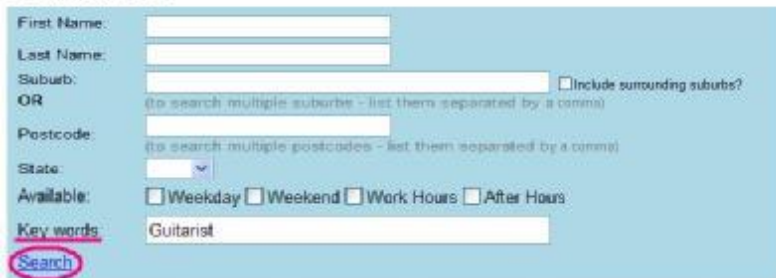
Viewing recruitment pool volunteers

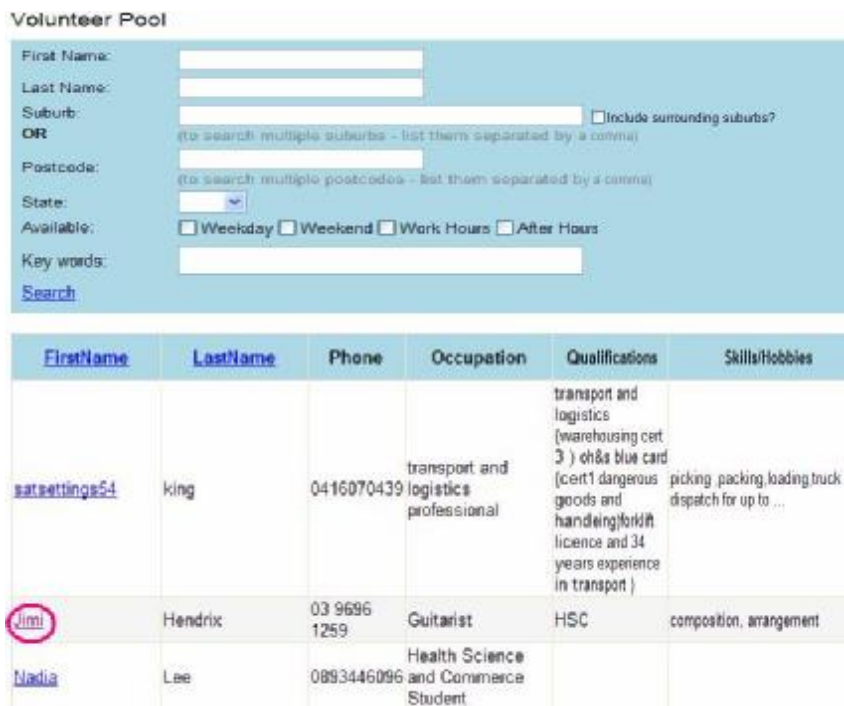
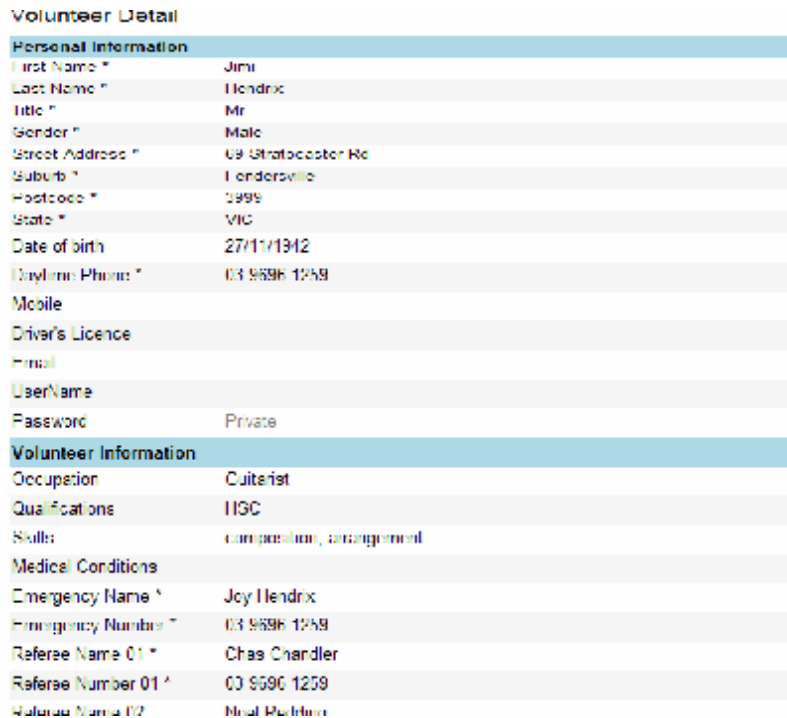
Overview

Use these instructions to view the volunteers that have not been attached to a centre. You would want to do this if you were looking for someone to fill a position, or just to see who is out there.

Instructions

Follow the steps below to view the volunteers in the recruitment pool.

Step	Action																																										
1	<p>In the left hand menu click Volunteer Recruitment Pool and then Volunteers.</p> <div></div> <p>The Volunteer Pool displays the volunteers not attached to a centre.</p>																																										
2	<p>You can browse through the list or search on any of the fields if you are looking for someone in particular. For example, you could use the <i>Key words</i> field to find a volunteer with a particular skill set or qualification.</p> <p>Search hints:</p> <ul style="list-style-type: none">• You can search on multiple fields.• You can type in more than one suburb.• Try searching on different combinations of days and hours. <div><p>Volunteer Pool</p><div></div><table><thead><tr><th>First Name</th><th>Last Name</th><th>Phone</th><th>Occupation</th><th>Qualifications</th><th>Skills/Hobbies</th><th>Registered Date</th></tr></thead><tbody><tr><td>Jimi</td><td>Hendrix</td><td>03 9696 1269</td><td>Guitarist</td><td>HSC</td><td>composition, arrangement</td><td>08/10/2009 12:56:39</td></tr><tr><td>Chris</td><td>O'Brien</td><td>0894454945</td><td>Building Scheduler</td><td></td><td>Fitness singer/songwriter/guitarist car driver</td><td>15/10/2007 16:11:42</td></tr><tr><td>Danny</td><td>Lichter</td><td>0398244266</td><td>Bartender, Student, Entertainment and Creative Work</td><td></td><td>Art security singer/songwriter/guitarist</td><td>26/06/2007 16:37:45</td></tr><tr><td>Cesar</td><td>Mortley</td><td>0397330995</td><td>Painter and Decorator</td><td></td><td>Painting singer/songwriter/guitarist</td><td>12/06/2007 21:15:26</td></tr><tr><td>Ana</td><td>Naitoko</td><td>0398701300</td><td>Accountant</td><td>Bachelor of Business</td><td>Music hospitality singer/songwriter/guitarist</td><td>06/06/2007 11:05:14</td></tr></tbody></table></div>	First Name	Last Name	Phone	Occupation	Qualifications	Skills/Hobbies	Registered Date	Jimi	Hendrix	03 9696 1269	Guitarist	HSC	composition, arrangement	08/10/2009 12:56:39	Chris	O'Brien	0894454945	Building Scheduler		Fitness singer/songwriter/guitarist car driver	15/10/2007 16:11:42	Danny	Lichter	0398244266	Bartender, Student, Entertainment and Creative Work		Art security singer/songwriter/guitarist	26/06/2007 16:37:45	Cesar	Mortley	0397330995	Painter and Decorator		Painting singer/songwriter/guitarist	12/06/2007 21:15:26	Ana	Naitoko	0398701300	Accountant	Bachelor of Business	Music hospitality singer/songwriter/guitarist	06/06/2007 11:05:14
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Ana	Naitoko	0398701300	Accountant	Bachelor of Business	Music hospitality singer/songwriter/guitarist	06/06/2007 11:05:14																																					

Step	Action
3	<p>To view information about a volunteer, click their name.</p>  <p>The volunteer's information displays.</p>
4	<p>Scroll to down to see all the information we have on the volunteer.</p> 

Step	Action
5	<p>When you have finished, click [Go Back] to return to the list.</p>  <p>The screenshot shows a web form with the following fields:</p> <ul style="list-style-type: none">PoliceCheck * <input checked="" type="checkbox"/>Date of Police Check Certificate 01/09/2009Date of Working with Children CertificateAgreement Signed? * <input checked="" type="checkbox"/> <p>Below the form, there is a link for Position List (Position History) and a button labeled Go Back which is circled in red.</p>


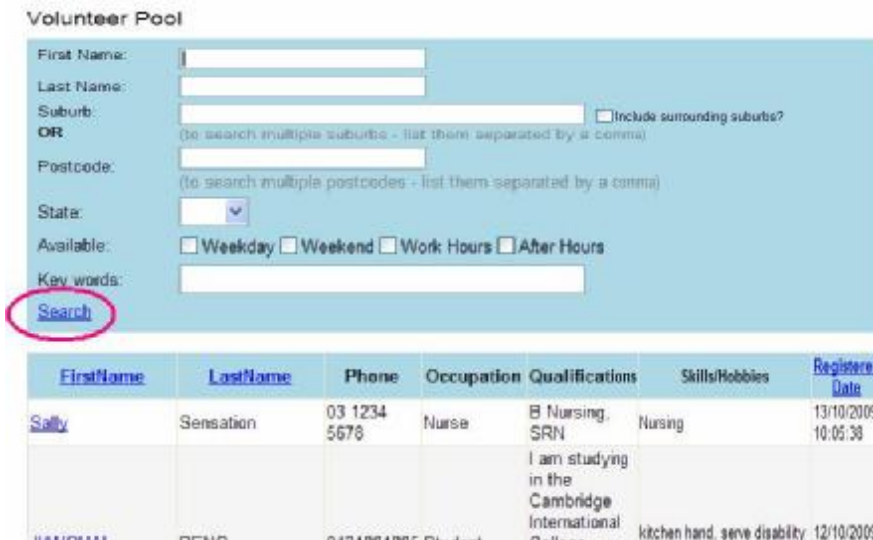

Removing a volunteer from the Recruitment Pool



Overview

Use these instructions to remove a volunteer from the Recruitment Pool.

Instructions

Follow the steps below to remove a volunteer.

Step	Action
1	<p>In the left hand menu click Volunteer Recruitment Pool and then Volunteers.</p>  <p>The Volunteer Pool displays.</p>
2	<p>Can you see the name of the volunteer to update in the list?</p> <ul style="list-style-type: none"> • Yes – go to step 4. • No – go to the next step.
3	<p>On the Volunteer Pool screen:</p> <ul style="list-style-type: none"> • Type the volunteer's first and last name into the fields. • Click Search when finished.  <p>The screen lists the names of all matching volunteers.</p>
4	<p>On the Volunteer Pool screen, click the volunteer to remove.</p> 

Step	Action
5	<p>Scroll down to the bottom of the screen and then click This volunteer can be deleted if no longer available by clicking here.</p>  <p>A confirmation screen will display.</p>
6	<p>On the confirmation screen:</p> <ul style="list-style-type: none">• Type the reason you are removing this volunteer.• Click [Confirm].  <p>The Volunteer Pool no longer displays the volunteer.</p>


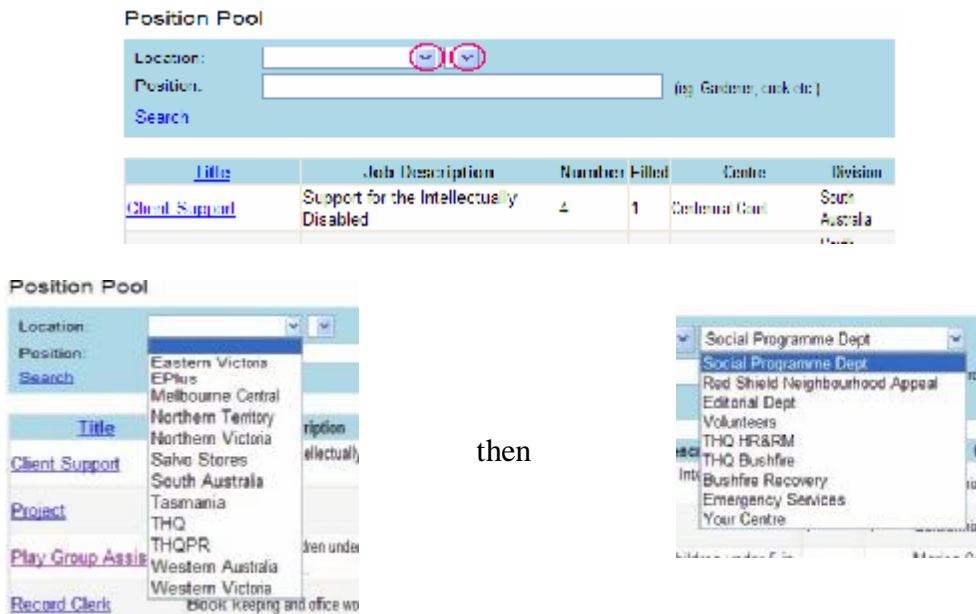
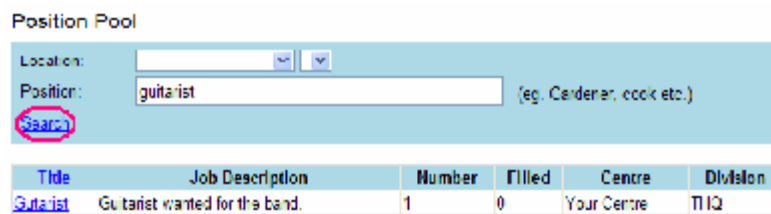
Viewing positions in other centres

Overview

Use these instructions to view the positions in other centres.

Instructions

Follow the steps below to view the positions in other centres:

Step	Action
1	<p>In the left hand menu click Volunteer Recruitment Pool and then Positions.</p>  <p>The Position Pool displays all the positions at all our centres.</p>
2	<p>To view the positions at a particular centre, use the dropdown boxes at the top of the screen.</p>  <p>then</p>
3	<p>To search for a position, type it in the <i>Position</i> field and click Search.</p> 

Step	Action																				
4	<p>To view the detail about a position, click its name.</p> <div><p>Position Pool</p><div><p>Location: THQ ▾ Your Centre ▾</p><p>Position: <input type="text"/> (eg. Gardener, cook etc.)</p><p>Search</p></div><table><thead><tr><th>Title</th><th>Job Description</th><th>Number Filled</th><th>Centre</th><th>Division</th></tr></thead><tbody><tr><td>Home Help</td><td>Helps out around a client's home when they are exp...</td><td>3</td><td>0</td><td>Your Centre THQ</td></tr><tr><td>Gardener</td><td>Volunteer gardeners needed to help some of the eld...</td><td>3</td><td>0</td><td>Your Centre THQ</td></tr><tr><td>Guitarist</td><td>Guitarist wanted for the band.</td><td>1</td><td>0</td><td>Your Centre THQ</td></tr></tbody></table></div>	Title	Job Description	Number Filled	Centre	Division	Home Help	Helps out around a client's home when they are exp...	3	0	Your Centre THQ	Gardener	Volunteer gardeners needed to help some of the eld...	3	0	Your Centre THQ	Guitarist	Guitarist wanted for the band.	1	0	Your Centre THQ
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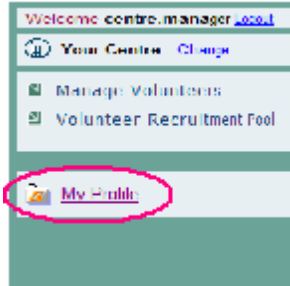
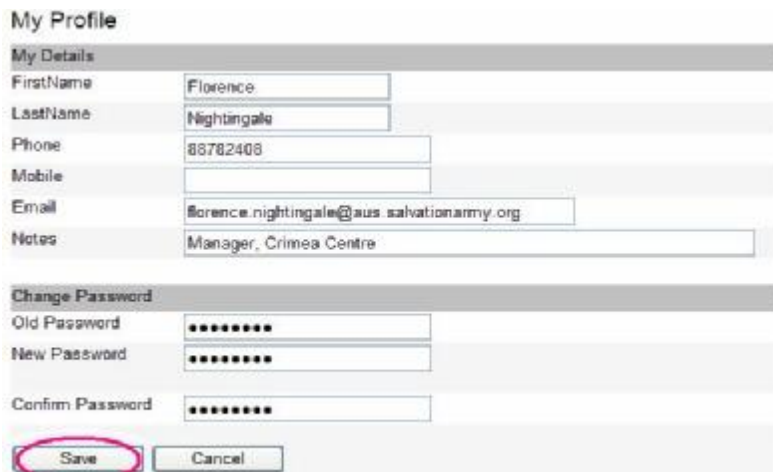
Updating your profile

Overview

Use these instructions when you want to change your contact details or password.

Instructions

Follow the steps below to update your profile:

Step	Action
1	<p>In the left hand menu click My Profile.</p> 
2	<p>On your profile screen, edit the fields as required and click [Save] when finished.</p> 

Reference section

How do I?

What do you want to do?	Where to find the information
Update contact details.	See Updating volunteer data on page 14.
Get a volunteer's contact details.	See Viewing a volunteer's information on page 12.
View a volunteer's position history.	See Viewing a volunteer's information on page 12.
Find out when a police check was done.	See Viewing a volunteer's information on page 12.
Find out when a working with children certificate was obtained.	See Viewing a volunteer's information on page 12.
Reinstate a position advertisement to our web site.	See Removing a position advertisement from the web on page 33.

Glossary

Position	The Volunteer Job as described in the Job Description
Matching	The process step of assigning a volunteer to a position.
Volunteer Pool	Online registered volunteers awaiting position assignment.
Position Pool	Volunteer positions advertised on the website.