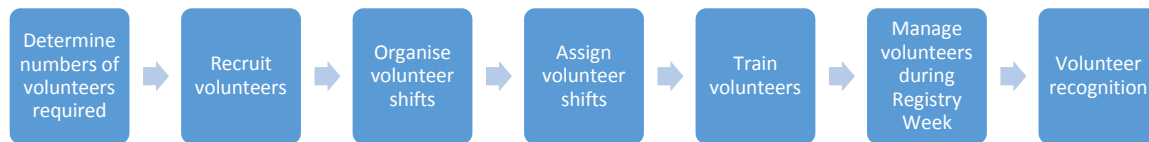


# 500 Lives 500 Homes Volunteer Management Manual

## Contents

- Process flowchart..... 2
  - 1) Determine numbers of volunteers required..... 2
  - 2) Recruit volunteers..... 2
  - 3) Organise volunteers shifts ..... 3
  - 4) Assign volunteer shifts ..... 4
  - 5) Train volunteers ..... 5
  - 6) Manage volunteers during Registry Week..... 6
  - 7) Volunteer recognition ..... 7
- Appendix ..... 8
  - Appendix 1a – Volunteer Registration Forms on Survey Monkey ..... 8
  - Appendix 1b – Call for volunteers..... 9
  - Appendix 1c – Social Media volunteering campaign – example post..... 11
  - Appendix 2a – Volunteer Training Agenda ..... 12
  - Appendix 2b – Volunteer training PowerPoint ..... 13
  - Appendix 2c – Participant Handbook ..... 14
  - Appendix 2d – Participant Confidentiality Form..... 15
  - Appendix 2e – Photographers Agreement Form ..... 16
  - Appendix 2f – Participant Deed of Release..... 17

## Process flowchart



### 1) Determine numbers of volunteers required

Partner organisations to provide estimates of the numbers of volunteers required for surveying.

Micah Projects 500 Lives 500 Homes team to provide estimates of numbers of volunteers required for data entry.

### 2) Recruit volunteers

Set up Volunteer Registration process – Survey Monkey Registration Form. Registration form to include:

- Participants contact details
- Volunteer availability – prospective volunteers to identify from pre-determined shifts which shifts match their availability
- Notice of compulsory training – date and time of training to be identified, and prospective volunteers to indicate that they will be able to attend.

Send email calling for volunteers through Micah Projects and partner organisations existing volunteer networks

Call for volunteers through social media campaign – Facebook and twitter

Recruitment of volunteers was done largely through social media and current volunteer networks of Micah Projects and partner organisations.

A registration Form was developed using Survey Monkey, a survey development website. Micah Projects had a paid Survey Monkey account prior to the 500 Lives 500 Homes project. Recruitment of volunteers divided up into four 'waves' as volunteer shifts were identified, with four separate Survey Monkey Registration Forms developed and run consecutively. See Appendix 1a.

Advertising for volunteers consisted largely of:

- Email call for volunteers developed and distributed through Micah Projects volunteer mailing list, and partner organisations. Email contained brief information about the project and a link to the Survey Monkey registration form.
- Call for volunteers on 500 Lives 500 Homes Facebook Group. Follow up call for volunteers was conducted primarily through Facebook. See Appendix 1b.

Enthusiasm and support for the 500 Lives 500 Homes campaign and volunteering was developed primarily through Facebook. See appendix 1c for an example post.

### 3) Organise volunteers shifts

All partner organisations to provide details of their requirements for volunteers for surveying, including the numbers of volunteers required, the locations they will be surveying, and the time periods during the day they will be required.

Micah Projects to set up Data Hub, including:

- Sourcing a room that will be able to be used as a data hub for the entire Registry Fortnight
- Sourcing laptops for volunteers to use for data entry
- Setting up processes for the recording and tracking of individual surveys

All organisations involved in the 500 Lives 500 Homes Registry Fortnight completed an excel spreadsheet where they detailed their requirements in terms of volunteer support.

The spreadsheet detailed the following information in order to organise volunteer shifts:

- Location details (WHERE and WHEN we will be going)
  - Location name (where surveys will be physically completed). E.g. 'Nathaniel House'
  - Location address
  - Location type (e.g. Caravan Park, Boarding House, Parks, Rough Sleeping)
  - Key agency (i.e. the organisation running the location. E.g. for 'Nathaniel House' the key agency is 'St Bart's Youth Accommodation')
  - Risk/access issues
  - Contact person and phone number
- Survey details
  - Level of participation (i.e. is the location simply providing access, or will they have workers completing the surveys)
  - Number of paid workers committed from key agency
  - Number of volunteers required
  - Best time/s to attend and complete surveys

Discussion around ideal timing volunteer shifts was also conducted at 500 Lives 500 Homes Planning meetings – allowing for the development of the eventual volunteer rosters.

In order to track individual surveys, each survey form was labelled with a code. The code numbers of surveys provided to each partner organisation were recorded. When the survey was returned it was ticked off a master spreadsheet. At the end of Registry Fortnight all survey forms, whether completed or not, were required to be returned to Micah Projects.

#### 4) Assign volunteer shifts

There will be three main types of volunteer shifts:

- Survey shifts
- Data entry shifts
- Runner shifts (to transport surveys and perform other urgent tasks as required)

Partner organisations or Population Working groups where appropriate to nominate a Team leader responsible for supervising the volunteers allocated.

Micah Projects Volunteer Coordinator to allocate volunteers to shifts.

Micah Projects Volunteer Coordinator to inform volunteers of their assigned shifts.

Micah Projects Volunteer Coordinator to inform Team Leaders of the details of volunteers allocated to them.

As part of the registration process volunteers indicated their availability for clearly defined shifts. Shifts were matched to the needs of 500 Lives 500 Homes member organisations, and were largely:

- Survey shifts – volunteers completing surveys with homeless or vulnerably housed people identified by the member organisations.
  - Early morning (before work) and evening (after work) shifts
- Data entry shifts – volunteers entering surveys into the Quickbase database.
  - Early morning and evening shifts
- Runners – volunteers transporting completed surveys to Micah Projects for data entry
  - Late afternoon and early evening shifts

## 5) Train volunteers

Micah Projects 500 Lives 500 Homes team to develop volunteer training, including:

- Identifying an appropriate and engaging trainer
- Developing appropriate training content
- Booking a venue and organising catering

Training content to include:

- Context/background to the 500 Lives 500 Homes campaign, including the nature of homelessness in Brisbane
- How to administer the VI-SPDAT and the VI-F-SPDAT
- How to engage with people experiencing homelessness or rough sleeping
- Procedures to minimise risk and promote safety whilst surveying
- Key contact details, including contact details of their assigned Team Leader
- Overview of confidentiality and privacy requirements

Volunteer training was conducted on the Sunday just before Registry Fortnight. An experienced trainer, Linda Kaufman, from the 100k Homes Campaign (United States) was brought in as the trainer.

The key components for the training was as follows:

- Introduction to the 500 Lives 500 Homes campaign, along with 100K Homes Campaign in United States inspiration and context for volunteers)
- Training in the VI-SPDAT and VI-F-SPDAT
- Registry Fortnight logistics
- Paperwork.

A full agenda is located in Appendix 2a.

A copy of the PowerPoint used during the volunteer training is located in Appendix 2b. ***Note: All pictures and all slides on the grey background are the property of the 100K Homes Campaign and are not to be used without permission***

A Participant Handbook was also developed, outlining the key information that volunteers needed to have. A copy of the Participant Handbook can be found in Appendix 2c.

Volunteers also need to understand their rights and responsibilities around privacy and risk. To aid this a Confidentiality Form, Photographers Agreement Form and a Deed of Release were developed

## 6) Manage volunteers during Registry Week

Micah Projects Volunteer Coordinator will be available during Registry Fortnight to help coordinate volunteers and respond to any issues.

Designated Team Leaders to take responsibility for supervising their assigned volunteers, promoting the safety of volunteers and minimising risk, and addressing volunteer's queries or concerns during their shifts.

The 500 Lives 500 Homes Volunteer Coordinator was responsible for coordinating and managing the volunteers prior to and during Registry Fortnight.

All volunteers were assigned a Team Leader who was responsible for supervising their activities. Team Leaders were drawn from either the 'host' organisation, or the organisation for whom the volunteer was completing surveys, or from one of the Population Working groups (Families, Rough Sleepers, Boarding Houses or Youth).

All data entry activities occurred at Micah Projects Boundary Street Boardroom, which was repurposed as a Data Hub during Registry Fortnight. Volunteers were supervised by a Data Manager. Laptops for data entry were provided by partner organisations.

## 7) Volunteer recognition

Recognition of volunteers is crucial to ensuring a positive volunteer experience and keeping volunteers engaged with the project for the 3 year time-span.

Volunteer recognition to include:

- Posts highlighting the contributions of volunteers on social media including Facebook and twitter.
- Volunteer celebration ceremony to be held after Registry Fortnight
- Recognition of volunteer contributions at public events, including the Community Briefing

Recognition of volunteers was undertaken in a number of different ways:

- Community Briefing - Volunteers were invited to the Community Briefing at the end of Registry Fortnight and the contribution of volunteers was publicly recognised by Karyn Walsh, Micah Projects Coordinator. Two volunteers also spoke about their experiences volunteering for the campaign.
- Volunteer celebration and Thank You certificate – Volunteers were invited to a celebration evening following Registry Fortnight. All volunteers who attended were presented with a Thank You certificate recognising their participation. Thank You certificates were posted out to volunteers who were unable to attend the celebration evening. See Appendix 3a for a copy of the Thank You certificate template.



- Recognition of volunteer contributions during media opportunities

## Appendix

### Appendix 1a – Volunteer Registration Forms on Survey Monkey



Appendix 1b – Call for volunteers

 **500 Lives 500 Homes**  
March 7 · Edited · 


Get involved!  
Click here to volunteer during registry fortnight:  
[www.500lives500homes.org.au/get-involved/volunteer-information](http://www.500lives500homes.org.au/get-involved/volunteer-information)



**Support us** to end homelessness in Brisbane  
Registry fortnight Mon 24 March - Fri 4 April

---

[www.500lives500homes.org.au](http://www.500lives500homes.org.au)  
[facebook.com/500lives500homes](https://facebook.com/500lives500homes) | #500lives

Like · Comment · Share  15  14 Shares



**500 Lives 500 Homes**

March 17

We've had a great response so far! We're a week out and still looking for 40 volunteers. Can you help? <http://www.500lives500homes.org.au/get-involved/volunteer-information>

Photograph courtesy Patrick Hamilton, 2010 - 50 Lives 50 Homes Campaign



Like · Comment · Share

9 16 Shares

Appendix 1c – Social Media volunteering campaign – example post



**500 Lives 500 Homes** shared a link.

March 11 

Want to know what 500 Lives 500 Homes is all about? Watch Robert's story from 2010's 50 Lives 50 Homes Campaign. Please share the link - we might just rocket past the 300 Likes mark tonight!



**50 Lives 50 Homes: Robert's Story**

Robert slept in a cemetery until the 50 Lives 50 Homes Registry Week.

[Unlike](#) · [Comment](#) · [Share](#)

 11  2  5 Shares

Appendix 2a – Volunteer Training Agenda

Appendix 2b – Volunteer training PowerPoint

***Note: All pictures and all slides on the grey background are the property of the 100K Homes Campaign and are not to be used without permission***

## Appendix 2c – Participant Handbook

Appendix 2d – Participant Confidentiality Form

## Appendix 2e – Photographers Agreement Form



## Appendix 2f – Participant Deed of Release

Appendix 3a – Volunteer certificate – template for other organisations

Appendix 3b – Volunteer Certificate for Micah Projects