



Working with Volunteers in communities

Making a difference on the frontline

Fiona Sutton-Wilson, Head of APSE Training

Lucy Bramely, APSE Associate

Working with Volunteers in Communities

Volunteers can make a huge difference to the quality of life of local communities, contributing to the delivery of local authority outcomes. Managing the quality of local provision is vital. It is therefore incumbent on local authorities to ensure the quality of volunteer management and support reflects the value of such an important frontline resource.

This course will help local authorities to understand their obligations and responsibilities in managing volunteers effectively and supporting voluntary and community organisations, to ensure that community benefits and local authority outcomes are realised.

Who should attend?

Service managers, team leaders or frontline staff who support volunteers in communities.

Learning Outcomes:

1. Clarify the value of volunteers in service delivery
2. Appreciate what motivates people to volunteer
3. Compare the practice of managing volunteers with managing paid employees
4. Assess the purpose and content of volunteer policies
5. Devise strategies and protocols for volunteer recruitment
6. Explore the use of Volunteer agreements
7. Develop a basic volunteer induction
8. Explore problem solving techniques and approaches

Agenda

Join 15 minutes before the start for Registration and Tech Check

	Welcome and introductions
Unit 1	Understanding Volunteering Perspectives on volunteering, differences between volunteers and paid staff, case law.
Unit 2	Volunteer Policies and Agreements Volunteer policies, agreements, roles and specifications - creating an inclusive culture .
Unit 3	Managing Volunteers Recruitment, induction and training for volunteers
Unit 4	Working with Communities Problem solving, retaining volunteers and working within a community context

This course is delivered over Microsoft Teams and one full day or two half-days.

Trainer Profile

Fiona Sutton-Wilson has worked in the local government space for more than 30 years. Starting her career, on the frontline in youth and community services in 1992, Fiona is passionate about delivering outstanding services which make a difference in local communities. Fiona has managed projects, programmes, and services across a broad range of local government settings, developing partnerships across the public, private and voluntary sectors. Her special interests are leadership and management, climate and the environment, equitable workforces, and professional development. Fiona moved to APSE, as the Head of APSE Training, in 2019, where she oversees a team of core staff and Associate trainers in providing inspiring learning and development opportunities which nurture talent and enable professional growth.

Lucy Bramley is delighted to have been invited to be an Associate of APSE Training. Lucy's background is in leadership, management and coaching in the IT sector. Lucy has led technical teams in the services and sales divisions of IBM and latterly Microsoft, in UK and Europe. Lucy has a BSc with First Class Honours in Social and Environmental Science and an MSc in Green. Lucy is an executive coach accredited by the Association for Coaching. Lucy also enjoys volunteering as a Climate Ambassador with a women's charity. Lucy has been a Parish Councillor, and her passion is to work within local communities on sustainability, self-reliance, and positivity. Lucy is currently one of a small team setting up a Community Benefit Society for Community Renewable Energy where she lives in the New Forest, sponsored by the District Council there.

In-house packages – tailored training to meet your needs.

Any of our courses can be customised to meet the needs of your team, service or authority. The package includes:

- ☐ A pre-course consultation so we can tailor the course to meet your needs.
- ☐ Trainee Needs Analysis.
- ☐ Customisation of the slide pack.
- ☐ Delivery of the course on a mutually convenient date and time to meet your authority's needs and working patterns.
- ☐ Analysis of trainee feedback, which we share with you.
- ☐ Trainer feedback, if required.
- ☐ Post-course materials on password-protected hidden webpage.

If delivered online, the course is suitable for up to 15 participants and over two half-days or one full day, via Microsoft Teams

If delivered onsite, it is suitable for up to 20 participants. Trainer travel, subsistence and accommodation is charged at cost.

About APSE Training

APSE (Association for Public Service Excellence) is a not-for-profit local government think tank, working with over 300 councils throughout the UK, promoting excellence in public services.

APSE is the foremost specialist in local authority front line services, hosting a network for front line service providers in areas such as waste and refuse collection, parks and environmental services, leisure, school meals, cleaning, housing, and building maintenance.

APSE Training aims to provide inspiring and impactful lifelong learning and development opportunities, nurturing talent and enabling growth. A broad range of courses are available via the APSE website and as bespoke in-house courses.

APSE Training is compliant with APSE's Quality Assurance processes under ISO 9001, ISO 14001, ISO 27001 and GDPR. We are also a Platinum Carbon Literate Organisation, which demonstrates our commitment to raising awareness of the climate crisis.



The team is ready to help.

Please direct enquiries to: training@apse.org.uk | 0161 772 1810

APSE Head of Training: **Fiona Sutton-Wilson**

Training Co-ordinator: **Helen Reed**

Business Support Assistant (Finance): **Daniel Lee**

INVESTORS IN PEOPLE™
We invest in people Gold

Follow our Linked in and X pages:



@APSE – Association for
Public Service Excellence



@apseevents
@apsenews



www.apse.org.uk