

# Queen's University Volunteer Relations: Summary of Work and Accolades (2012 – 15)

## Summary:

The Volunteer Relations Unit at Queen's University was created in 2012 with the goal of creating a framework for volunteer engagement. We had the goals of reviewing our current status to assist our colleagues in standardizing and professionalizing the work we do with our volunteer partners. We have a long standing history of engaging volunteers with the organization, so this isn't a starting from fresh story – it's a story about starting somewhere in the middle...

Our volunteers are literally our partners, we don't plan programs and events *for* alumni, we plan them *with* alumni volunteers. We believe this to be an authentic approach in ensuring the offerings reflect the actual preferences of our stakeholders.

Our work in introducing a framework for volunteer relations focused on ensuring our staff colleagues had the tools, protocols, data and general structure with which to produce the best outcomes with their alumni volunteer partners. Our main priority is to support, and promote, the preferred approach to working with alumni volunteer partners and provide the tools and guidance on how that might best be accomplished.

## Creating and implementing a framework for Queen's Alumni Volunteer Relations 2012 – 15:

- **Orientation & Training**
  - [Orientation training video](#) created for all new QUAA volunteers
  - Volunteer [resource library](#) launched online, including items like [position description templates](#)
  - Revitalization of [Alumni Volunteer Summit](#) as the premier forum for alumni volunteers to connect, learn and celebrate, featuring world-class Queen's faculty members
  - **Vision for Volunteering at Queen's** and the [Canadian Code for Volunteer Involvement](#) adopted by Queen's University, and communicated to Advancement staff and volunteers
  - Volunteer Relations staff to design/deliver **Queen's Volunteer Engagement Certificate** program through Queen's Human Resources (launching fall, 2015)
- **Information & Data Management**
  - Launch of the [Volunteer Opportunities Directory](#)
  - Business Rules and coding updated, volunteer integrity reporting and clean-up implemented
  - Volunteer Recognition Report to identify milestone years of service
- **Evaluation & Feedback**
  - Annual Volunteer Experience Survey created
  - **Successful nominations submitted for 15 [Ontario Volunteer Service Awards](#)** for Queen's Volunteers since 2012
- **Risk Mitigation**
  - [Volunteer Risk Management Guide](#) created and available online
  - **Queen's Volunteer Engagement Certificate** program (as mentioned above) to include a Risk Management module

## Credentials, accolades and acknowledgments for Queen's Volunteer Relations:

- Two staff members now **certified** in [Volunteer Resource Management](#) (CVRM) and designations of international [Certification in Volunteer Administration](#) (CVA) are pending (portfolios submitted)
- **CCAIE Webinar** presenters Sarah Indewey & Maryanne Wainman delivered "[Volunteer Relations Strategies](#)" to share expertise with colleagues in the field of higher-education.
- Volunteer Opportunities Directory submitted for Best Alumni Initiative in **CCAIE Prix d'Excellence 2015** – results pending (June, 2015)
- Volunteer Opportunities Directory submitted for **CASE Award** Creative Strategies for Engaging Volunteers – results pending (June, 2015)