



# The challenges of recruiting and retaining volunteers

## Links and resources from the presenters

Creative Lives 'Volunteering in the Arts toolkit' - <https://www.creative-lives.org/volunteering-in-the-arts-toolkit>

Rural Touring Dance Initiative - <https://www.ruraltouring.org/project/rural-touring-dance-initiative-2/>

National Rural Touring Forum website - <https://www.ruraltouring.org/>

CONCERTA - <https://www.ruraltouring.org/project/concerta-social-impact-study-2/>

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## Comments from participants

I am a volunteer coordinator and use Volunteer Glasgow (there is Volunteer Scotland) to advertise freely for various roles but they support charities, social enterprises, third sector only. I find it difficult to recruit drivers and escorts for our cook n care meal delivery service

One approach we have taken is to recruit volunteers, where the position is a non-committee role.. For example, 'Welfare Rep', 'Ticket Sales Rep', 'Music Librarian', 'Development Officer'. For some, it has proved persuasive that the role is not involved directly in governance matters. The various reps can exchange information with a designated committee contact.

I look after the volunteer chaperones for our Junior Choir, and we've gone into the local Volunteer centre and had a chat with their staff, as well as putting listings on their website/notice board. The staff are then more likely to remember about us and suggest it to people who are asking them about volunteering.

We hold our committee meetings in the local pub.

emails rarely work for me. I know phone calls can be perceived as pushy but at least you can discuss things more naturally and also get an immediate response.

I have a Facebook group for volunteers (I too deal with only occasional events). It's one way of engaging between events.

volunteer week each year is a good time to get together

I have whatsapp group with Board/officers and all singers, but sometime it is better to message one to one

can you set up links with any music courses nearby? Lots of students want to get events experience and might not be able to afford concert tickets?

We have a reception for volunteers and Friends after our last concert which is a good way to reward and get to know people

Over the lockdowns, we created small groups of 6-10 choir members that live locally to each other as a way of offering smaller, more intimate discussions, and place to ask questions that folks might feel shy to ask in the larger group. This has really increased the feeling of belonging and got a few new singers on board to help with organising

We have a Facebook group and Whats app group for our volunteers. We have a Volunteer manager and regularly monitor who we have seen and how frequently to make sure all volunteers feel part of the team. We also ask have a new volunteers induction when they first come along to find out what they are interested in doing and how often they can help.

A conversation might reveal that actually they aren't loving it and didn't want to let you down. Maybe offer more training if relevant? Good if you have either a set timescale in place, or a "disciplinary" kind of set up where you're having regular individual check-ins.