

Volunteer doesn't mean amateur



Building a high-performing international charity, powered by volunteers

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THE CHALLENGE: Volunteering is changing. Organisations need skilled capability, but participation is declining. The response cannot simply be to treat volunteers as informal helpers.

1. Start with strengths

Build roles around professional expertise rather than conventional job descriptions

2. Define accountability

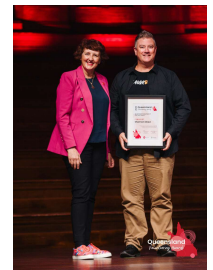
Use clear governance, responsibilities and expectations

3. Lead with trust

Create flexible, high-trust arrangements that support sustained contribution

4. Rotate leadership

Use role rotation to reduce fatigue and support long-term engagement



HOW IT CONNECTS



WHAT HAS WORKED?

- Recruiting and retaining highly skilled volunteers by designing meaningful roles around their strengths
- Defined governance and clear accountability rather than relying on informal arrangements
- Flexible leadership structures that enable sustained contribution
- Leadership rotation to help reduce stress and prevent burnout
- An operating model aligned with the National Standards for Volunteer Involvement

Volunteer capability is strongest when organisations design around the person's contribution, not around a predetermined job description.

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