

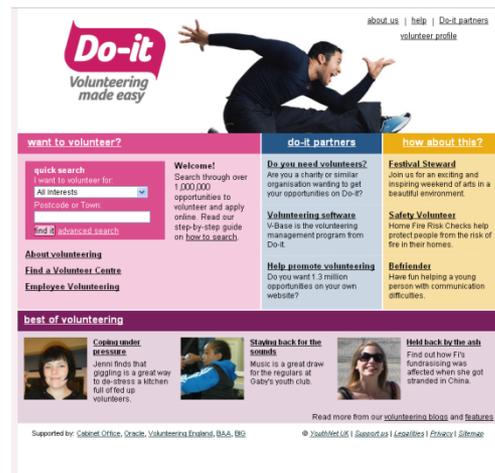
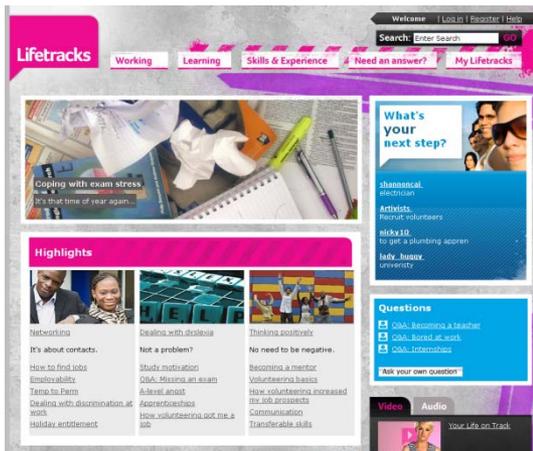
“An Online Approach”

Expert Volunteer Summit - CDG - October 2010

Patrick Daniels
Head of User Involvement



Providing youth information in the UK since 1995



COMMUNITY

NEED HELP NOW



askTheSite

- ▶ Ask a Question
- ▶ Get Your Answer
- ▶ Search the Archive
- ▶ Help in a Crisis
- ▶ Small print
- ▶ Cover your tracks

LOCAL ADVICE FINDER

GET HELP NOW

Last 10 Questions

1. **Does ash mean no cash?**
Can I be laid-off because of the volcanic ash?
2. **New job nonsense**
Should I have been offered less money?
3. **Bullied into leaving**

ASK A QUESTION

Do you want to ask a question? Great. You're in the right place. askTheSite responds to all questions within three working days.

The process is pretty straightforward and there are a few things you need to know

Please note this service is for people who need help and advice there's a similar service for people who are older, we will only be able to answer questions

And, for financial and legal reasons we can't answer questions from people who are based outside the UK

Please also note that:

- You should be prepared to record your answer up. No ID, no answers
- We strongly encourage you to record your answer if you've answered a question like yours
- It's really important you read the terms and conditions which tells you how vital confidentiality is

If you have any problems submitting a question please contact us

YOUR QUESTION

step 1 of 3

To help our advisors in providing the best answers, please include as much information as possible.

Age:

Gender: Male Female

Postcode: If you live inside the UK, enter the first half of your postcode, e.g. EC1 or AB10

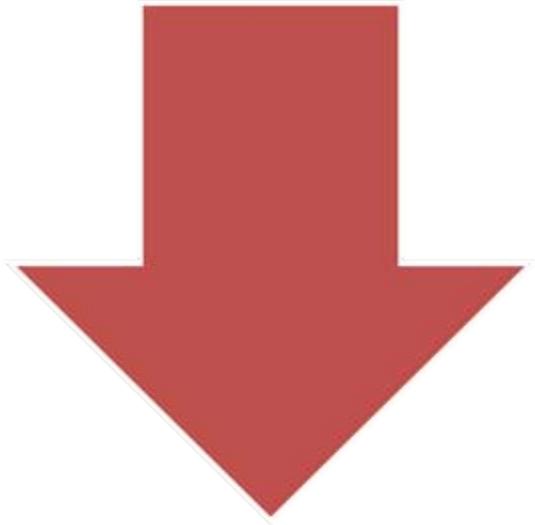
Outside the UK: Or check this box if you're outside the UK

Topic:

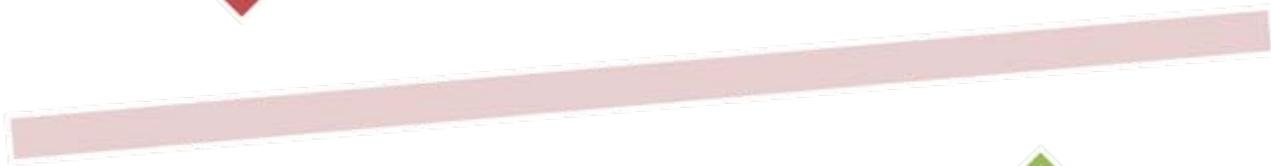
Question*:

If you'd like to be notified when your answer is available please

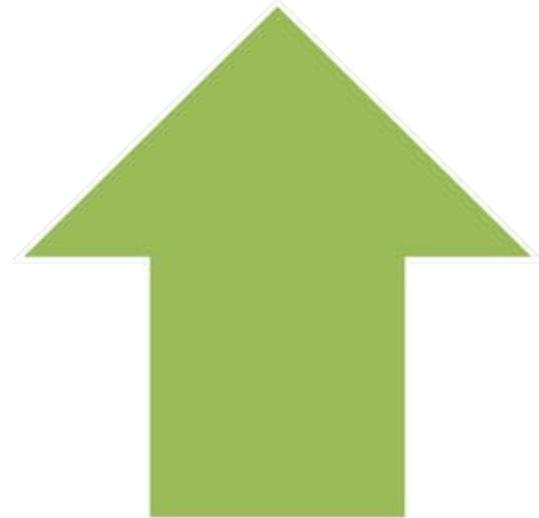
- 800 questions monthly (range of topics)
- 8 partner organisations involved
- All questions responded to confidentially



**Volunteer's
needs**



**Beneficiaries'
needs**



One clear task



Peer advisors

Responding to their peers questions



One clear task

- **Clear pathway** (e.g. training)
- **Structured flexibility** (e.g. shifts)
- **Abundant support** (e.g. mentors, buddies, organisation, etc)

Why do you volunteer?

Table 1. Reasons for volunteering

	All Rank (%)	Occasional Rank (%)	Regular Rank (%)
To improve things, help people	1 (53%)	1 (51%)	1 (55%)
Cause was important to me	2 (41%)	2 (39%)	3 (43%)
Time to spare	2 (41%)		
To meet people, make friends	3 (30%)		
Connected to family/friends' interests	4 (29%)		
A need in the community	4 (29%)		
Use existing skills	5 (27%)		
Philosophy for life	6 (23%)		
Friends/family did it	7 (21%)		
Learn new skills	8 (19%)		
Religious belief	9 (17%)		
No-one else to do it	10 (13%)		
Help career advancement	11 (7%)		
Had received voluntary help	12 (4%)		
Get a recognised qualification	13 (2%)		
Connected with interests/hobbies	13 (2%)		
Already involved with organisation	13 (2%)		
Give something back	14 (1%)		
Other reasons	-- (3%)		
Base (unweighted)	1349-1350		

Base: All current formal volunteers. Percentages sum to more than 100% as respondents could select more than one reason. Don't know/refusal responses excluded.

Chart 6.1.1 Motivation for interest in volunteering – all respondents

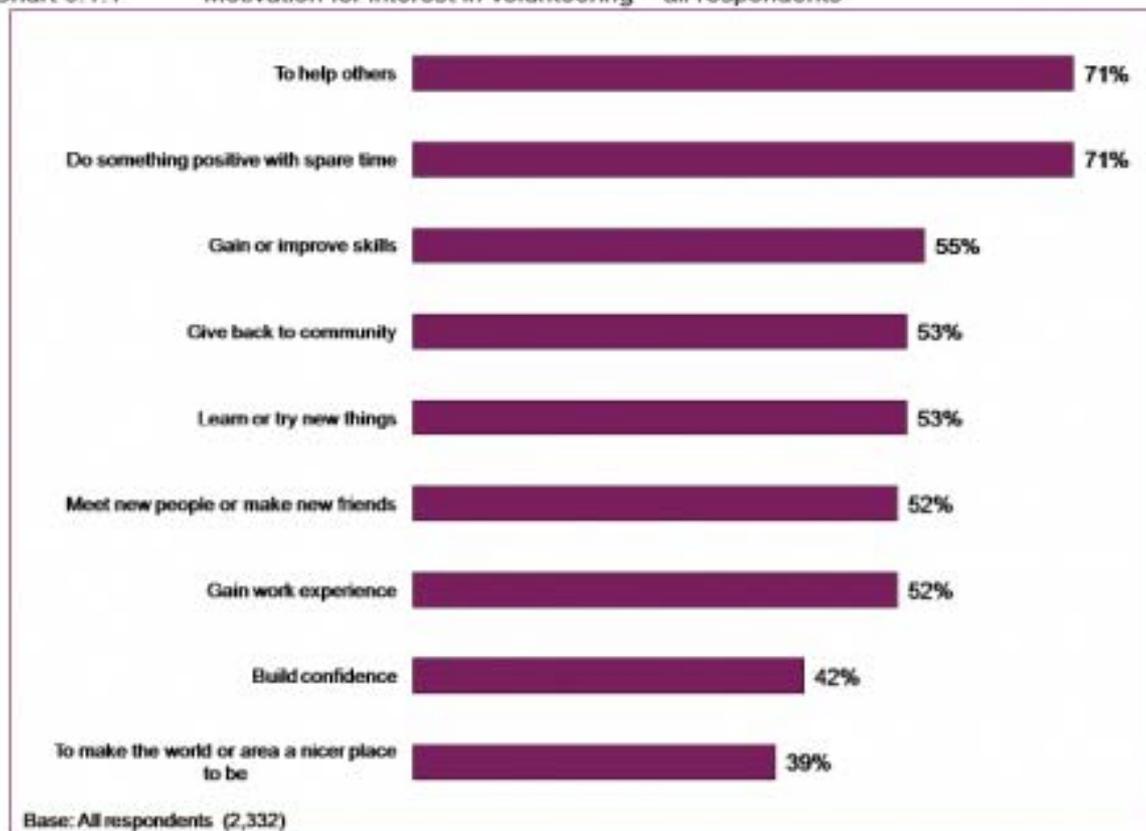


Table 2.2: Definitions of motivational functions (Clary et al, 1998)

Function	Distinguishing elements of the function
Values	To express important values Feeling it is important to help others
Understanding	Seeking to learn more about the world A chance to exercise skills and abilities that might otherwise go unpractised
Social	To be with like-minded people To be engaged in an activity viewed favourably by important others
Career	To explore different career options To look good on one's CV
Protection	To reduce guilt over being more fortunate than others To help address personal problems
Enhancement	For personal growth To develop 'psychologically'

Extrinsic

- **Carrots**
- **Sticks**

Intrinsic

- **Values**
- **Understanding**
- **Social**
- **Protection**
- **Career**
- **Enhancement**