

# **NPM506 Volunteer Management**

**Level:** 5

**Credit Units:** 5 Credit Units

**Language:** ENGLISH

**Presentation Pattern:** EVERY JULY

## **Synopsis:**

NPM506 Volunteer Management provides an in-depth examination of the asset-based and task-based views of volunteer management. The former focuses on the growth of volunteerism and explores theories, concepts and skills for aligning volunteers' passion with non-profit organisations' overarching strategies. Students will be required to delve into the self-concepts, work roles and expectations of volunteers. The latter looks at the strategic frameworks and management practices for mapping non-profit organisations' needs to the engagement, recruitment and management of volunteers as crucial human capital. Students will analyse the links between the knowledge, skills and abilities of volunteers and the requirements of non-profit organisations. Students will also review how they can design better volunteering roles, in light of stakeholder-centricity in the third sector. The course would involve a reputable guest lecturer from the non-profit space and/or a volunteering site visit.

## **Topics:**

- Evidence-based volunteer management
- Asset-based view and task-based view of volunteer management
- Self-concepts, work roles and expectations of volunteers
- Volunteers' perceptions and decision-making
- Volunteers' psychological contracts
- Development of volunteering tribes for non-profit organisations
- Maximisation of volunteer engagement
- Policy considerations in volunteering programmes
- Strategic human resource management and volunteers as human capital
- Communication with volunteers
- Volunteer deployment, staff-volunteer relations and volunteering performance
- Application of volunteering impact wheel

## **Textbooks:**

: The Volunteer Management Handbook: Leadership Strategies for Success, (eText) 2nd ed (John Wiley)  
ISBN-13: 9781118127421

: The Volunteer Management Handbook: Leadership Strategies for Success, (eText) 2nd ed (John Wiley)  
ISBN-13: 9781118127421-AA

**Learning Outcome:**

- Explain key theories and concepts of volunteer management.
- Appraise different forms of volunteer motivation, with a view of matching them to non-profit organisations' requirements.
- Review strategies for strengthening volunteer programmes.
- Apply core principles of organisational behaviour in a volunteering setting.
- Relate volunteer management models to practical work situations.
- Manage the attraction and retention of volunteers with effective human resource practices.

**Assessment Strategies:**

<b>Continuous Assessment Component</b>	<b>Weightage (%)</b>
TUTOR-MARKED ASSIGNMENT	50
<b>Sub-Total</b>	<b>50</b>

<b>Examinable Component</b>	<b>Weightage (%)</b>
ECA	50
<b>Sub-Total</b>	<b>50</b>

**Weightage Total** **100**