



Master in Volunteer Management Quick Overview

**Evi-Dems: Enhancing Volunteer Impact - Developing
European Management Standards**



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Evi-Dems: The Project



WHAT

- Erasmus+ partnership
- Creating a pre-experience master program of 60EC
- Practice-oriented guides on EU volunteering, ethics, disaster management and inclusivity
- For Volunteer managers

WHY

- Increasing educational offering in EU
- Improving the quality of volunteer management in the EU
- Adding to the professionalization and legitimacy of the profession.

HOW

Collaboration:

- Rotterdam School of Management
- University of Ljubljana
- Vytauto Didžiojo universitetas
- The European Centre of Volunteering
- The Croatian volunteer center
- Out of the Box

Evi-Dems Timeline



TPM, Faro,
December
2022



TPM,
Ljubljana,
June 2023



The European
Programme
Committee Meetings



EVI-DEMS
Training, Kaunas,
December 2023



Evi-Dems Dissemination
Events



State of the
Art Report



EVI-DEMS
Guides



Higher Education
European Curricula
for Volunteer
Manager qualification



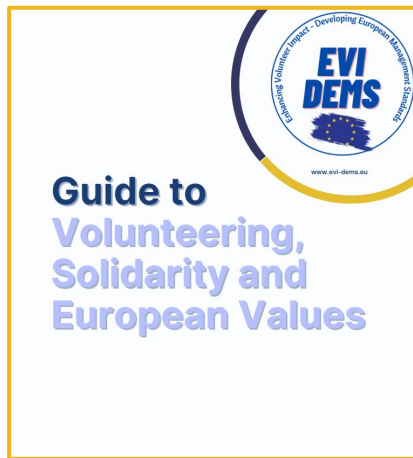
Funded by the
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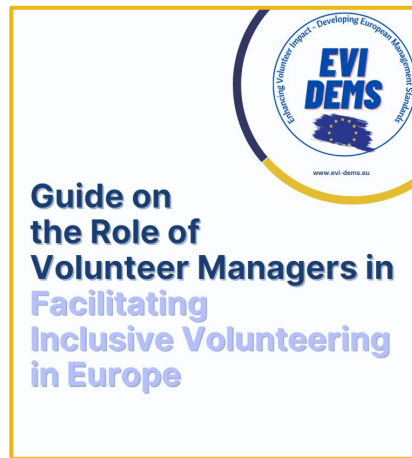
Four guides on volunteer activities / management



PR3: The European Volunteer Management Ethics Guide



PR4: Guide to Volunteering, Solidarity and European Values



PR5: Guide on the role of volunteer managers in facilitating inclusive volunteering in Europe



PR6: Guide to managing volunteers contributing to disaster prevention, preparedness and recovery in Europe

The Evi-Dems Master program on Volunteer Management

- The program consists of **four modules** which contain **three courses**
- Course is a combination of **lectures, assignments, and exercises** that cover a topic
- A single **module** will consist of **15 ECTS**, leading to a **60 ECTS program**
- **Volunteer Management:** the individual level, the organisational level, the society level, and continuous professional development for volunteering managers

The Evi-Dems Master program on Volunteer Management

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COURSE
MATERIALS

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ASSESSMENT
PLANS

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SLIDE DECKS

LITERATURE
OVERVIEW

INTRODUCTORY
DOCUMENT

LEARNING
OBJECTIVE
OVERVIEW

These elements will be fully transferable to other higher education institutions

Curriculum Outline for the pre-experience master program



	M1 Individual level	M2 Organizational level	M3 Societal level	M4 Professional level
Course 1	Who is a volunteer, Volunteer resources, Volunteer antecedents	Diversity of volunteer -involving organizations in theory and practice	The value of volunteering	The ethics of volunteer management
Course 2	Motivations to volunteer	Quality volunteering with inclusion dimension	Legitimacy of volunteering in society	The volunteer management profession(al)
Course 3	Volunteering Throughout Life	Recruiting, training and retaining volunteers (advanced)	Volunteering infrastructure and ecosystem	The reflective volunteer manager



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Module 1: The Individual Level

Course 1: Who is a volunteer, Volunteer Resources & Volunteer Antecedents

1. Concepts, approaches and perceptions around volunteering
2. European cultures and shared understanding around volunteering / costs and benefits
3. Types of volunteer resources and their management
4. Planning and operational choice processes around the use of volunteer resources
5. Comparing motivation between paid and voluntary workers

Course 2: Motivations to Volunteer

1. Understanding motivations
2. Functional motivation theory and the volunteer functions inventory
3. Motivation profiles based on students' motivation
4. Psychological contract and implications for management
5. Comparing motivation between paid and volunteer workers

Course 3: Volunteering Throughout Life

1. Changes through life and effects for transitioning in and out of volunteering
2. Life stages and volunteering priorities and opportunities
3. Changing motives and resources
4. Life course transitions in relation to volunteering
5. Major life events and transition in and out of volunteering

Module 2: The organisational level



Course 1: Diversity of Volunteer-Involving Organisations in Theory and Practice

1. Definitions, typology and classifications of non-profits
2. Scope and structure of civil society
3. Prosperity as a determinant of NGO professionalism
4. Relationship between professionalism, governmentalization. Marketing within NGO development
5. Volunteers within different types of NGOs / relationship between volunteers and paid workers

Course 2: Quality Volunteering with Inclusion Dimension

1. Basic quality assurance/improvement concepts, quality culture
2. Understanding the concept of quality volunteering
3. Clarifying roles and responsibilities
4. Measuring volunteer and organizational performance
5. Matching volunteers with organizational opportunities

Course 3: Recruiting, Training and Retaining volunteers (advanced)

1. Preparing the organization to include volunteers
2. Recruitment strategies
3. Selection and training of volunteers
4. Monitoring of volunteers during work
5. Gaining competencies while volunteering

Module 3: The societal level



Course 1: The Value of Volunteering

1. Discovery of value creation mechanisms
2. Individual value created for volunteers, staff and beneficiaries
3. Value for the host and sending organization
4. Social value and potential value destruction
5. Multi-level value creation & end presentations

Course 2: Legitimacy of Volunteering in society

1. Positioning: complement, supplement or oppose
2. Reducing risk: the volunteer failures
3. Why volunteering matters: four discourses for volunteer engagement
4. Setting boundaries: beyond the limits of volunteering
5. Numbers and more: measuring impact

Course 3: Volunteering Infrastructure and Ecosystem

1. The three sources for volunteers revisited (resource system)
2. Volunteer centers and other third parties
3. Degree of influence on volunteer resources
4. The eight functions of volunteer infrastructure revisited
5. Frontiers of organizational volunteer management

Module 4: The professional level



Course 1: The Ethics of Volunteer Management

1. Ethics in the context of volunteer management
2. Understanding civil society failure
3. The role of the volunteer manager as ethics manager
4. Navigating inclusive, equity and diversity
5. Practicum on ethical dilemmas

Course 2: The Volunteer Management Profession(al)

1. Volunteer manager as a profession and volunteer management as a field
2. Position of the volunteer manager in the organization
3. You as a volunteer management professional
4. Personal career development
5. Group presentations on different sectors

Course 3: The Reflective Volunteer Manager

1. View of self and others
2. Introduction to reflection
3. Reflection as a volunteer manager
4. Workshop on applying and facilitating reflection
5. Workshop on giving feedback