



MOSAIC

Creating possibilities,
transforming lives.

Reinventing Volunteering Through Agile Leadership

“Volunteers don't necessarily have the time, they have the heart”

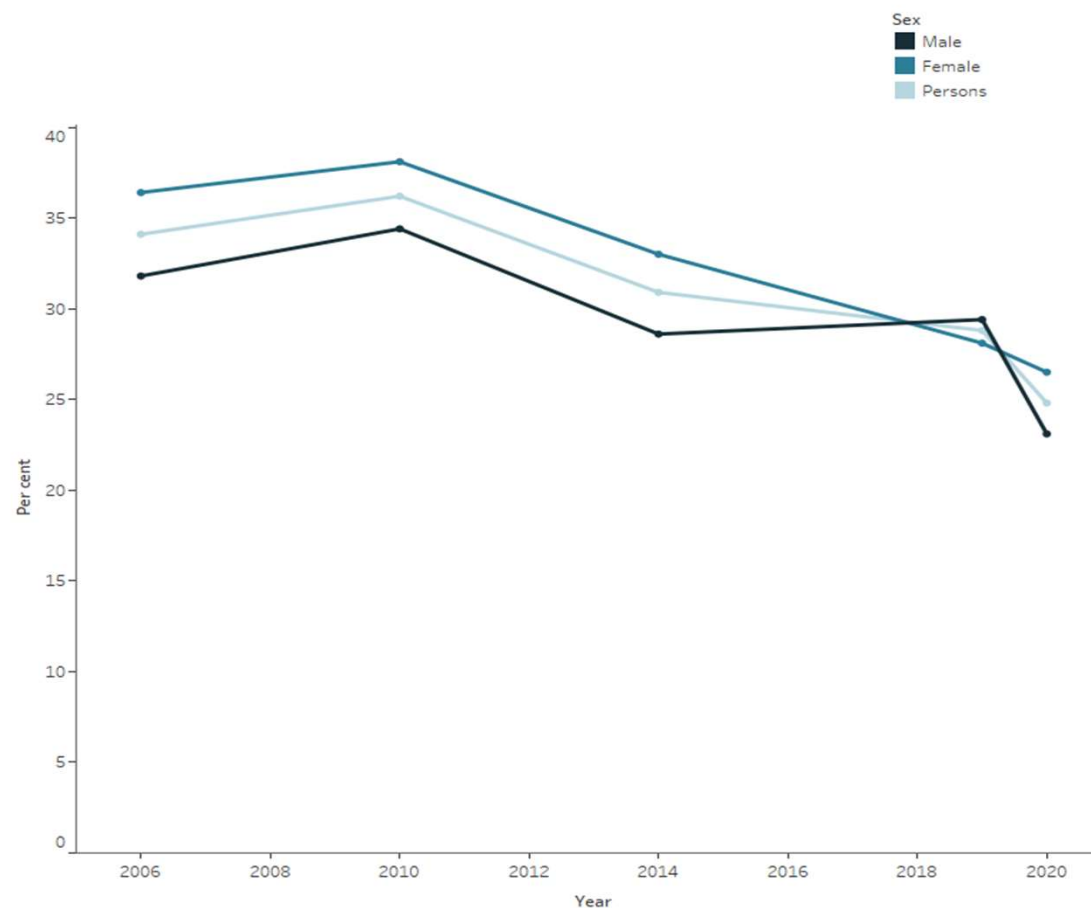
Elizabeth Andrew

November 2023
Jess Karlsson
Chief Executive Officer
& Volunteer

The decrease in people volunteering through an organisation reflects the broader changes noted in the 2020 GSS: **there has been a decrease in the time and opportunity that Australians have for recreation and leisure, and social and community interaction (ABS 2014).**

Between 2010 and 2020, the proportion of people involved in social, community support and civic/political groups has decreased (ABS 2021a).

Proportion of people aged 18 and over who undertook voluntary work in the last 12 months, 2006 to 2020



Volunteering benefits...

- Sense of purpose & community
- Social connections
- Improves self-esteem & confidence
- Learn new skills & job opportunities
- Improved mental health
- Try new experiences
- It's fun!



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So, why not volunteer?

1. Lack of time



2. Lack of confidence



3. Concerned with costs



4. Unclear on role

5. Unclear on real impact

6. It may be unenjoyable

7. Lack of flexibility

Traditional Volunteer Structures

Volunteers generally sit at the top or the bottom of organisation and team structures





What are the issues / risks with these structures?

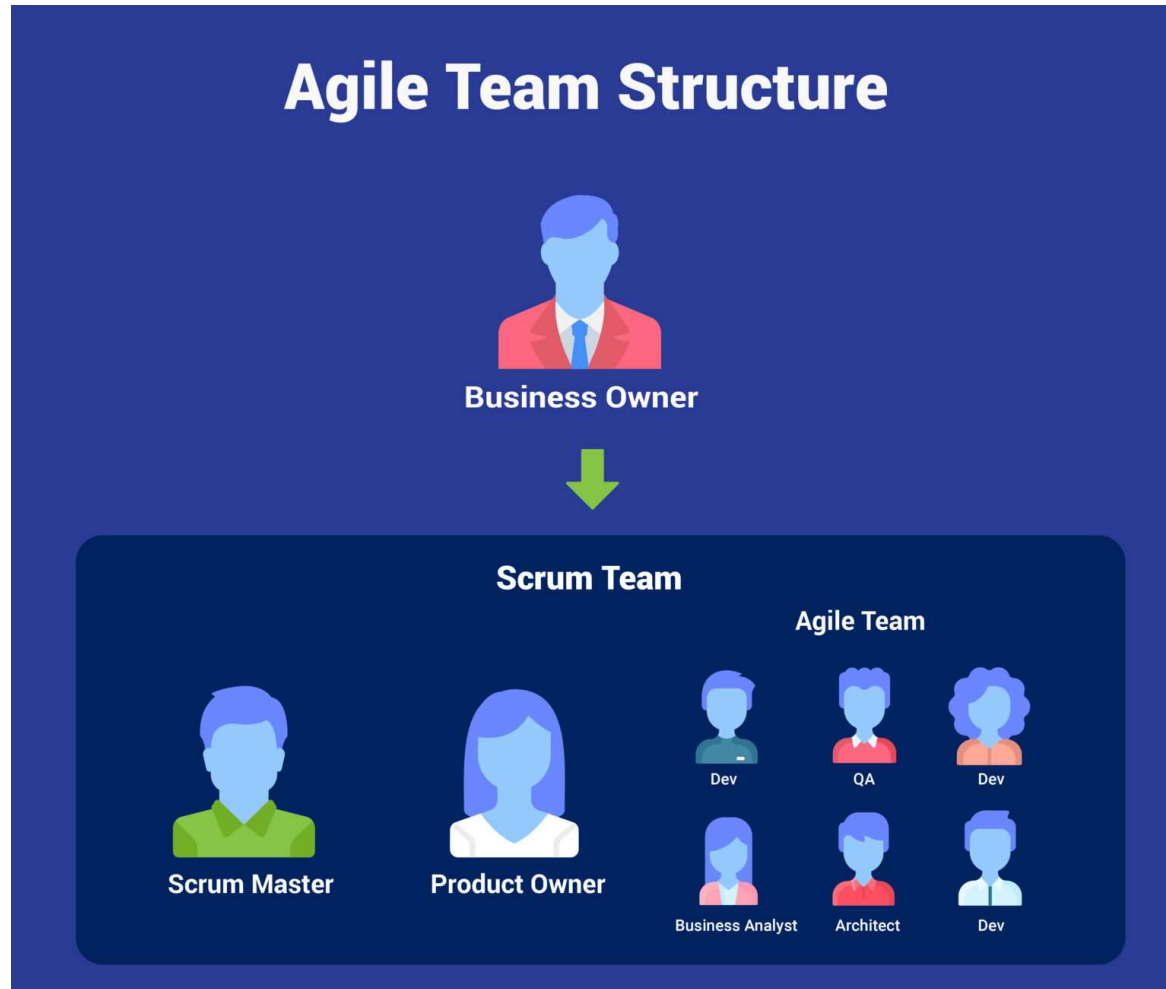
- Inflexible hours – doesn't meet volunteer's capacity
- Siloed role – reduces connection
- Repetitive activities – reduces enjoyment and learning
- Risk of illness / unavailability – short staffed
- Key personnel risk
- Opportunities aren't shared equally
- Centralised decision making and power
- Limited communication throughout organisation
- Misalignment of skills and experience to the role
- Outdated practices and leadership styles
- Change resistance and slow to respond
- Role limitations lead to boredom, burnout or dropout





Agile Team Structure

Agile empowers cross-functional, multidisciplinary team with the autonomy to make decisions and work in a way which suits their capacity and the project's needs.



Slide 6

JKO

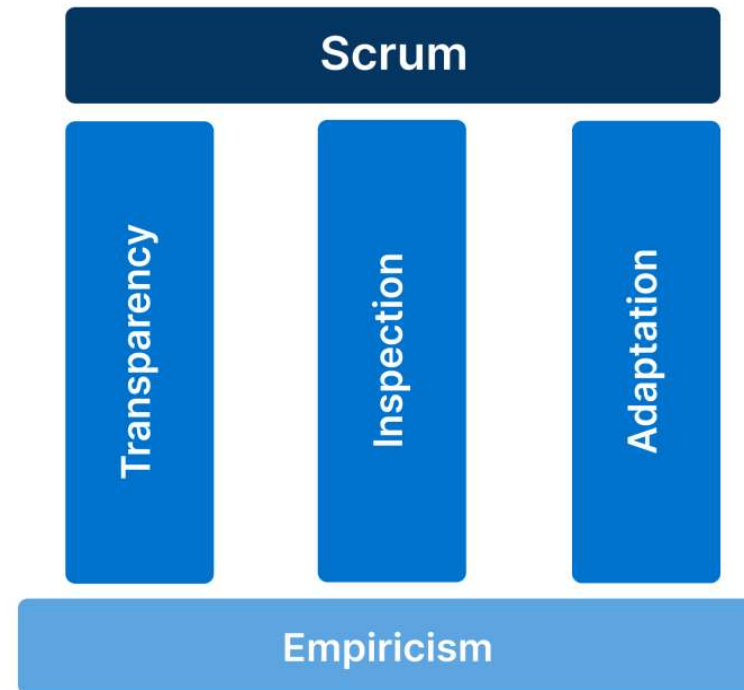
Can this page be updated to match the Strategic Plan doc please.

Jess Karlsson, 2023-07-02T08:35:22.847



What is Agile?

- Iterative way of managing projects, developing services or products
- Mindset more than project management process
- Methodologies include Kanban, Scrum, Lean, & Extreme Programming

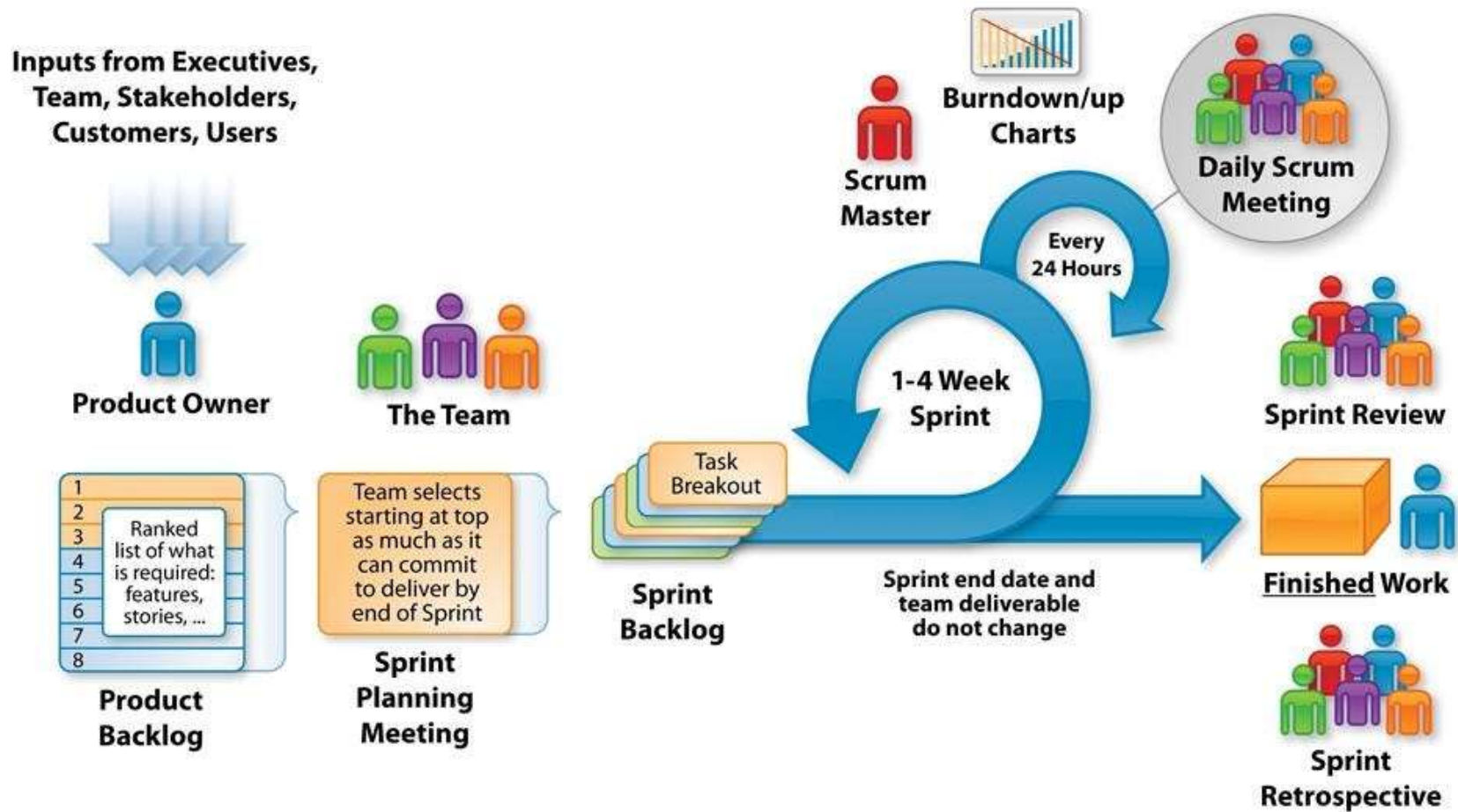


Benefits of Agile

- Increased input from team members
- More responsive to customer feedback
- Higher role satisfaction
- Faster fixes and solutions
- More cross-functional collaboration
- Better risk management
- Increased room to pivot and experiment
- Individualised roles and projects
- Clearer, faster communication
- Bigger focus on relationships
- Clearer paths to project success



The Agile - Scrum Framework



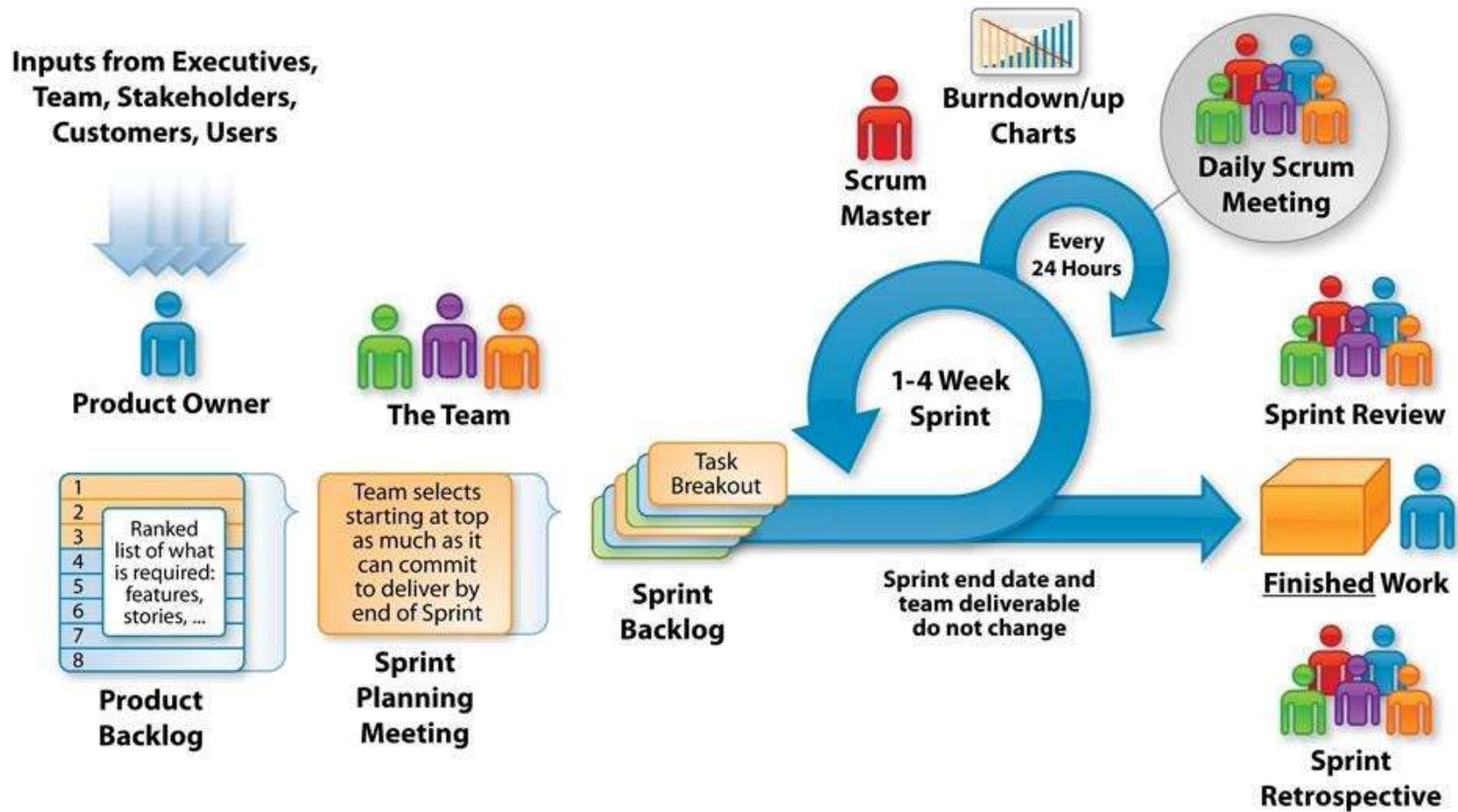
Agile 'Scrum' in Action



[Scrum in 10 mins - YouTube](#)



The Agile - Scrum Framework



Key Aspects of Agile for Volunteer Team Leadership

- Multi-functional teams
- Frequent feedback loops
- Understanding capacity
- Allocating tasks based on capacity
- Role creation and carving
- Transparency on work / progress
- Ability to respond and adapt more quickly



Slide 12

JKO

I need to finish this slide... it's ugly, but I plan to just skim over it

Will show I'm methodical

Jess Karlsson, 2023-07-03T07:19:14.205



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Thank you

I welcome questions and comments

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Reinventing Institutional Volunteering Models To Create Social Impact

Using Agile Leadership

Jess Karlsson

CEO

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