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GOVERNANÇA E SUSTENTABILIDADE

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HUMAN RESOURCES IN NON-PROFIT SECTOR: VOLUNTEER MANAGEMENT IN LA PLATA FOOD BANKING

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Abstract: This study investigates the processes for recruiting, training, and retaining volunteers in social non-governmental organisations (NGOs). This article presents the volunteer management practices adopted by an international NGO - The Global FoodBanking Network, an organisation present in more than 30 countries, and specifically focused on food collection and distribution, located in the Argentine city of La Plata (Greater Buenos Aires, Argentina). In this organisation, all the volunteer management processes follow guidelines by The Global FoodBanking Network (GFN), and there is also a person to exclusively manage the volunteers and their projects. The volunteer management is structured and there is a report on active recruitment, specific training and formalised performance assessment process. They also have policies for costs indemnification and work accident security. This structured volunteer management may be responsible for the lower labour turnover of volunteers in La Plata Food Banking.

Complete paper

