

OCTOBER 2022, v0.8.

RECRUITMENT AND RETENTION GUIDELINES

THRIVE

Contents

Introduction: Who is THRIVE? **3**

THRIVE's Values 4

About Recruitment 4

Volunteer Roles **8**

Requesting Talent 8

How to write a recruitment post 9

How to post volunteer roles on LinkedIn 11

Promoting volunteer roles on social media TBA

Recruitment **18**

Application TBA

Interviews 18

Testing Applicants 18

Onboarding (and Welcome Email) **19**

Retention **24**

Supporting our Volunteers 24

Activity Report 30

Performance Review TBA

Offboarding **33**

Links **34**

Appendix **35**

Template: Recruitment Posts 35

Template: Welcome Email 39

Introduction: Who is THRIVE?



THRIVE is short for “The Holistic Regenerative Innovative Value Entity”. We are an independent research and advocacy group that aims to achieve a thrivable future. Unlike sustainability, it is more than preserving things as they are. Thrivability is about *changing how we act* for a better future.

THRIVE aims to achieve this through two methods:

- **Educating and informing:** We produce a wide range of written and audiovisual content to engage and inspire people across the world to make decisions that lead to a thrivable world. This includes our THRIVE Blog, our social media platforms, and external events such as webinars featuring experts in various fields of sustainability.

- **The THRIVE Platform:** This is a framework that allows anyone, from government organisations to individuals interested in tracking their impact, to find out what action they can take to pursue sustainability.

Our logo (seen above) is based on a Ciambella chart.
This is a chart that tracks how sustainably individuals, enterprises and countries perform based on a range of factors (such as the United Nations Sustainable Development Goals). The idea behind this is that there are two boundaries:

- **The Social Floor:** The minimum amount that people need to live acceptable lives.
- **The Environmental Ceiling:** The maximum amount of resources that can be consumed before damage occurs to ecosystems.

Between this is the acceptable area of consumption. By measuring these limits, we can learn to meet our needs while reducing our impacts on the planet. In this way, everyone can live in harmony with the planet.

THRIVE's Values:

Who THRIVE is, shapes how we promote our roles.
Hence, this is a list of qualities we aim to embody in all our communications. Whenever you write a recruitment post, keep these points in mind. THRIVE is:

Knowledgeable: Our words are *driven by scientific truth*.
We are more than an advocacy group; evidence guides what we say.

Accessible: We want to speak to people on their level.
Don't use scientific language just because you can. We want everyone to understand what we are saying, and *empower them to act*.

Hopeful: We believe that people want to make a thrivable future, we just need to show them how.

People-driven: We are run by volunteers with a passion for making a better future where all lifeforms live in harmony.

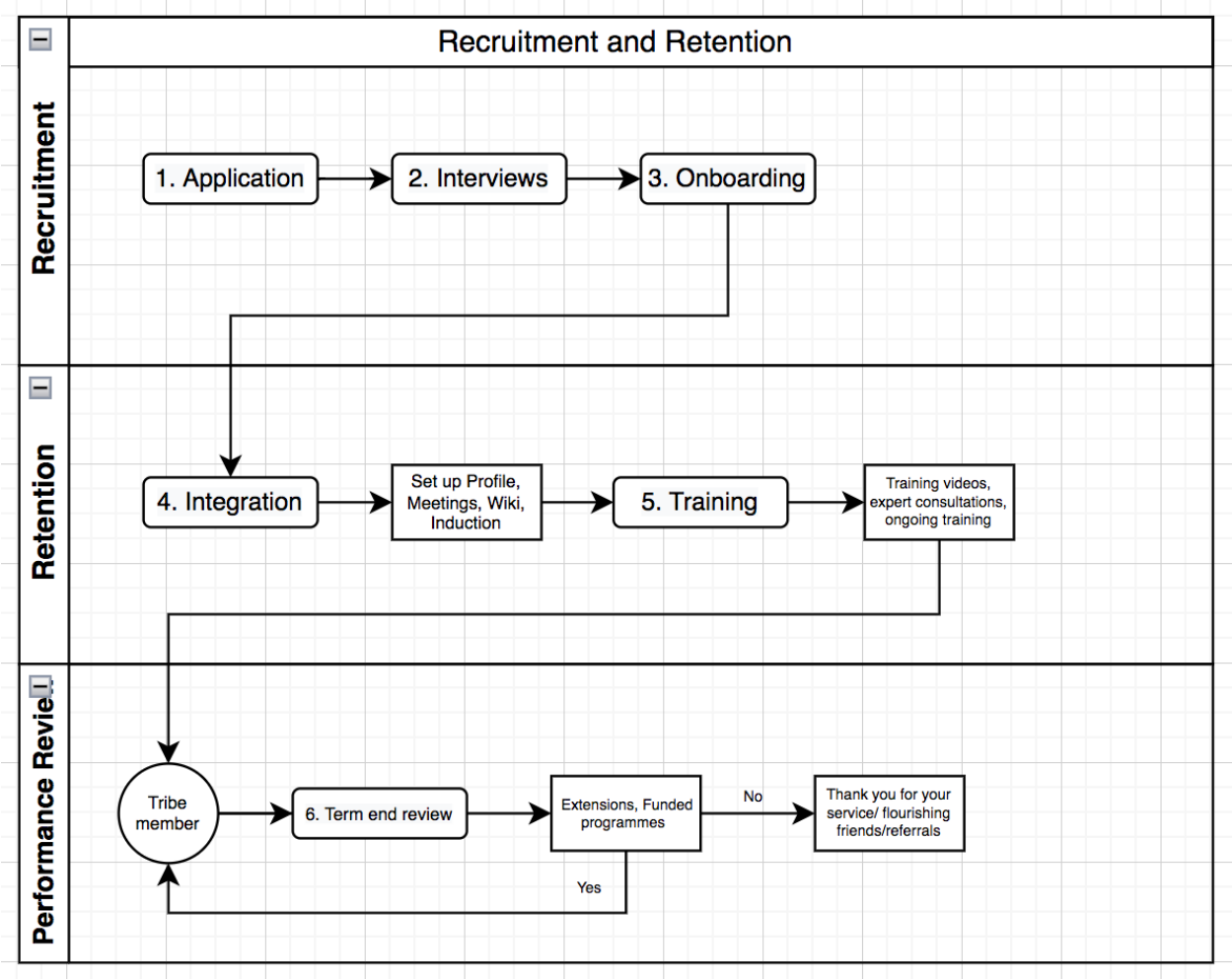
Together as one: Alone, we can do little.
But together, we can make a world of difference.

Changemakers: Sustainability is preserving how things are.
We believe in ***thrivability***, where we all *change how we act* for a better future.

Empowering: The best time to make a change was 20 years ago. The second-best time is now. Let us give everyone *the tools* they need to take action!

About Recruitment:

THRIVE's Recruitment process:



Why Recruit?

Welcome to the THRIVE Recruitment Guide.

We depend on volunteers to create a thrivable future for all. To this end, this guide aims to help you attract potential Thrivers and show them that placing their efforts in us is worth their time.

THRIVE relies on a collaborative flat hierarchy, where volunteers are responsible for **working together to create their own projects.** Therefore, we need to find self-starters who are passionate about sustainability.

Where do we start?

Recruitment is about attracting sustainability-minded people to consider working with THRIVE.

How we portray ourselves has a huge effect on whether people will want to work for us. We need to show people that we meaningfully benefit others, and that helping us will make a difference.

How do we recruit?

To promote all our positions (and get people suited to our roles), we all need to play a part. Each LinkedIn account can only promote 1 position at a time (unless they pay extra). When you promote a role, you help THRIVE make a better future.

We run group interviews for positions every month. As LinkedIn job posts only last one month, you will need to repost your assigned role every month.

This is an ongoing task, but one that's important to the future of THRIVE. However, if you follow this guide, it should be simple enough to keep track.

Who do we look for?

We seek people from all walks of life. Especially those who are passionate about sustainability and good at what they do.

To reach them, we need to promote our roles in places where skilled and passionate people are. LinkedIn is one example (and the main focus of this recruiting section), though you may promote on other job recruitment sites. For instance, do you know any sites with lots of researchers? You could promote a researcher role there…

Some of the platforms we promote on:

- LinkedIn
- SEEK Australia
- Remotehub
- Idealist
- Indeed

Some of the people we seek include:

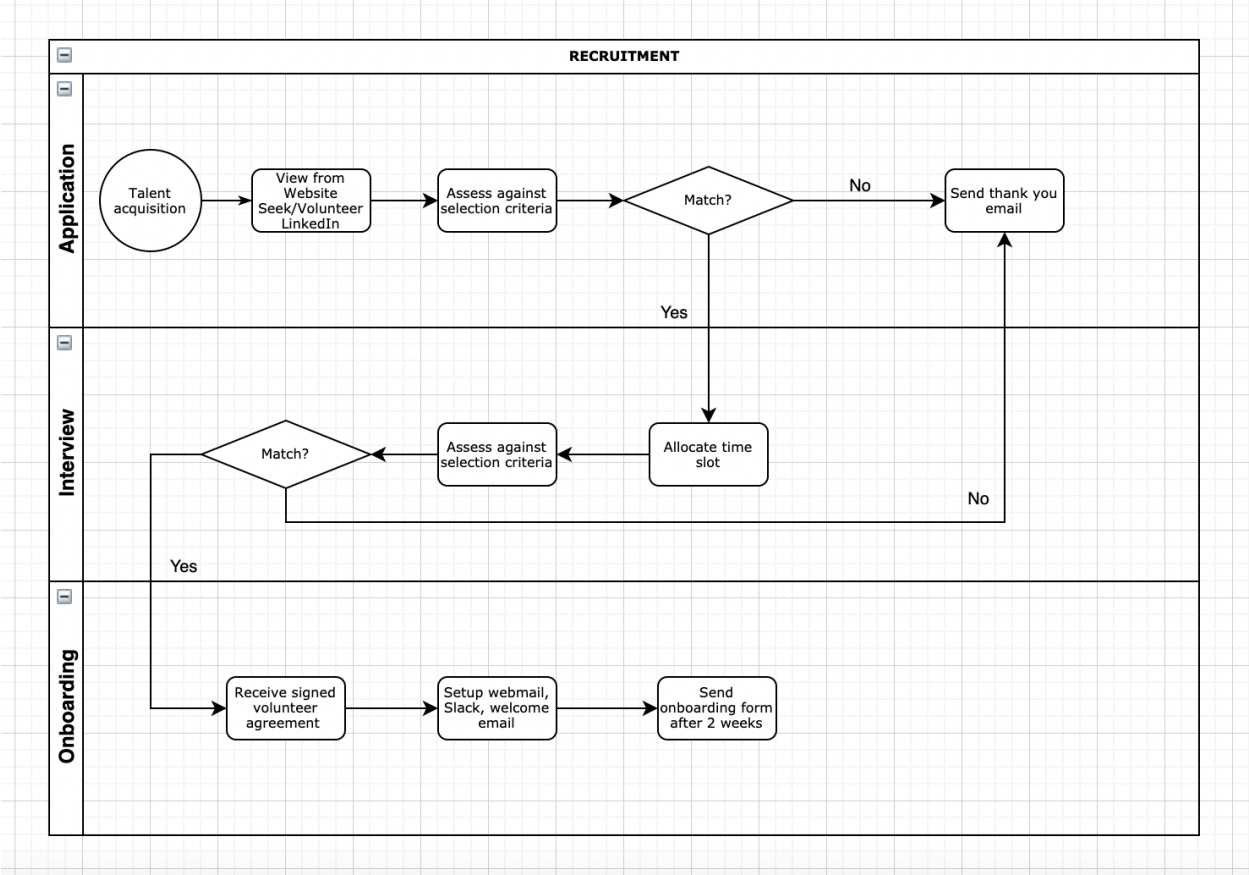
- Researchers
- Copywriters / Writers (web and social media)

- Web Designers and Search Engine Optimisation people
- Graphic Designers
- Motion Graphics Animators
- Social Media Content Creators
- Event Managers
- Audiovisual Technicians
- …among others.

When creating positions, think about more than just immediate needs. People may be able to help indirectly, such as through programming or coordination skills. Additionally, some people may wish to do something related to their careers as a diversion from their main roles.

Volunteer Roles

How do we recruit for our volunteer roles (VR)?



Requesting talent

We often look to bring on a large number of people - however, we are not aware of all the roles that teams need. If you need a particular person (such as writers, editors, graphic designers, or others), please let your channel's team leader (or the channel itself) know.

Team leaders will then look to:

1. Fill the role internally with an existing THRIVER. This is the best option, as it can fill the role quickly.

2. If the role cannot be filled internally, they will inform the #recruitment channel and arrange for an external VR post to be created. External roles may take up to a month to fill.

How to write a recruiting post

Recruitment posts are often the first things that potential volunteers will see: They need to show people who we are, and the kind of people that fit in the role.

Well-written posts make screening volunteers easier, as people who see these posts will use them to see if they fit in the role or not.

Therefore, these must show:

- **Who THRIVE is:** Don't assume that people know who THRIVE is and what they stand for. *Assume they know nothing.*
  To this end, we need to communicate our mission, and how we aim to create a thrivable future where all lifeforms live in harmony.
- **Skills needed for the role:** People need to know what skills they must have to work well in the role, or else you may be overwhelmed with those without the right skills.
  These include skills with programs, tools, processes, and soft (transferrable) skills such as teamwork or time management.
- **What someone in the role needs to do:** What tasks does someone in this role need to do? Who will they work with?
- **Time commitments:** How long will you need people for? How many hours should they commit to every week?
- **What will volunteers get out of doing this:** These may be tangible benefits such as paid work experiences and credits to degree placements, or intrinsic rewards such as the chance to work in a team and make a better future.

We have a template for recruitment posts, it can be found in the link here: Link to template.

How to post volunteer role (VR) positions on LinkedIn

IMPORTANT ### Before re-posting a VR role each time, be sure to collect the stats from the last posted role and record them in the sheet here:

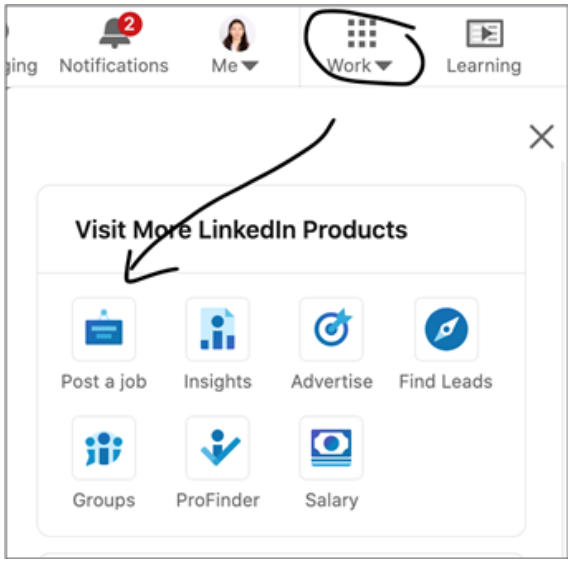
https://docs.google.com/spreadsheets/d/1GzLQ-HjMamQghWiHQ8RCNF0Pp9bmsJ5A/edit#gid=1247484511

The reason we require our team members to post these roles is because LinkedIn only allows one post per account. Generally, it is better for team members to advertise for their own roles. However, in the case that a new job title emerges and there is no one in that similar role that can post, these roles can be given to members in different roles. Also be aware LinkedIn may drop a post at any time and without notice. Please do check and re-post a role (just takes a few clicks to repost), if necessary. Be sure to record the stats for the same as indicated above before reposting.

LinkedIn is a good start for reaching professionals and academics. However, *each LinkedIn account can only post one job* at a time.

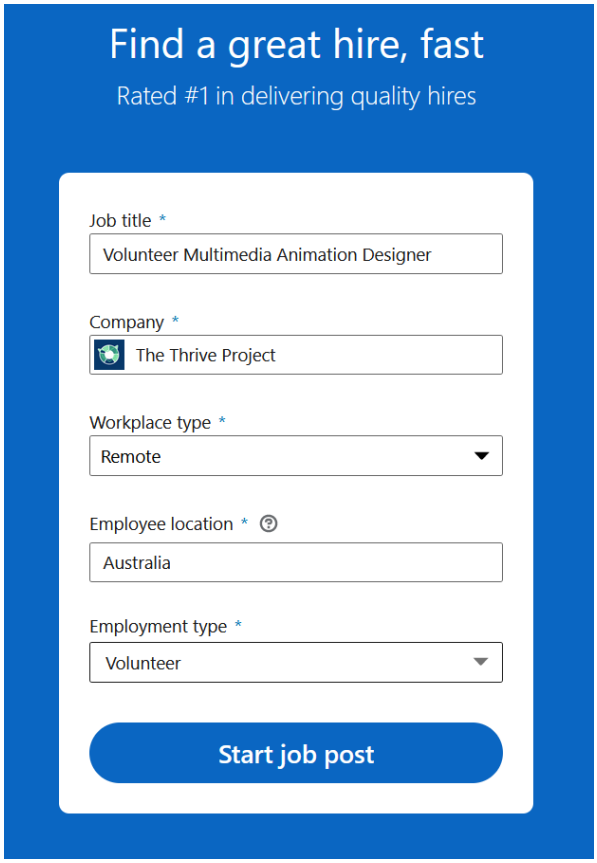
This will make sure your post stands out on LinkedIn. To do this:

1. Click the icon with the nine squares in the top-right corner, and click “Post a Job” in the menu that appears.

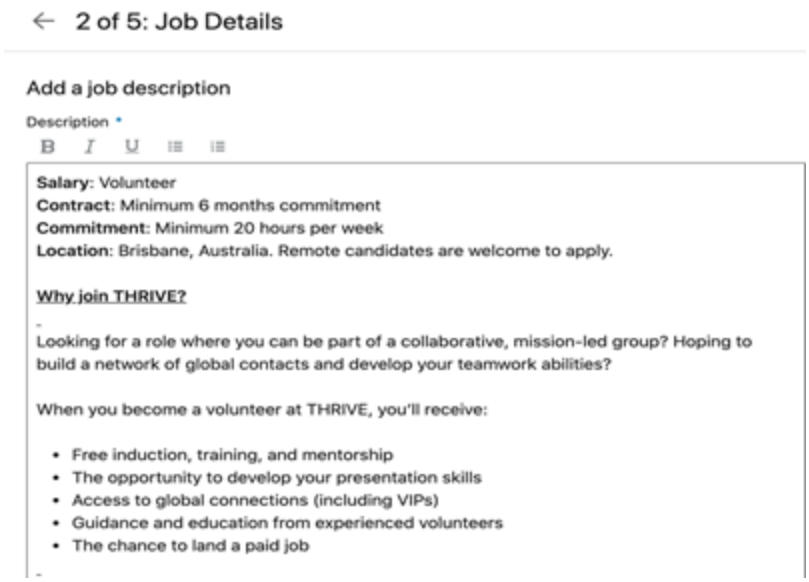


2. Enter position details in the menu that appears, these are:
    - **Job title:** This should be assigned to you by the #recruitment team in the THRIVE Slack. All roles start with Volunteer ___.
        - Note: Sometimes LinkedIn will suggest to change the title to one that may attract more applicants. But be sure to keep the title as ‘Volunteer ___’.

- **Company:** This is always The THRIVE Project.
- **Workplace Policy:** This is always Remote.
- **Employee Location:** We usually set this to Australia, as our main office is set there.
- **Employment Type:** This is always Volunteer.



3. Add the job description. This is based on the template in [the recruitment post template section above](#).



4. Change the below sections to make sense to your role:

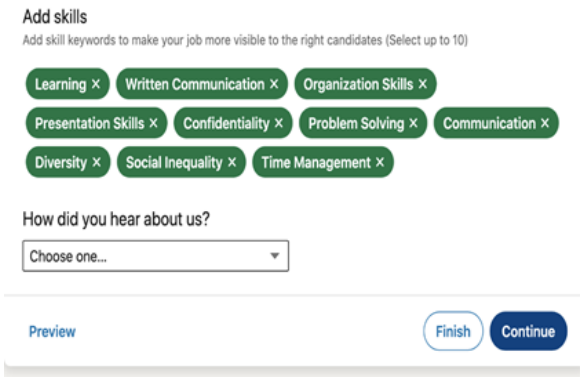
Section:	What you should do:	For example:
Volunteer (name of role) **Salary:** Volunteer **Hours:** Minimum **(##)** hours weekly **Contract:** Minimum six-month commitment **Location:** Brisbane, Australia. Remote candidates are welcome to apply.	Replace this with your job title. Salary remains the same. Each role has different time commitments. Ask the #recruitment channel in Slack if you don't know. All other details remain the same.	**Volunteer Multimedia Animation Designer** **Salary:** Volunteer **Hours:** Minimum ten hours weekly **Contract:** Minimum six-month commitment **Location:** Brisbane, Australia. Remote candidates are welcome to apply.
The Role We're looking for a motivated, enthusiastic **(name of role)** to work with our friendly, global team to inspire people around the globe to make a	**The Role** The only thing that changes in this section is the name of the position.	**The Role** We're looking for a motivated, enthusiastic animator/motion graphics designer to work with our friendly, global team

better future.	Take the job title and insert it. You may change it to read more smoothly, as seen on the right.	to inspire people around the globe to make a better future.
<u>Ideally, you should have:</u> ● Bachelor Degree in **(appropriate field)**, or equivalent experience. ● Fluency in English (preferred) ● A passion for sustainability. ● Self-driven to make change happen. ● A collaborative team player mindset. ● Excellent communication and organisation skills. ● Experience working in a fast-paced environment. ● Well-developed problem-solving abilities. ● Good organisational and time management skills. ● The ability to handle multiple tasks to meet strict deadlines. ● A drive to make a better future for all. In this volunteer role, you'll **(describe in 1-2 sentences about who successful applicants will work with, and what they will do in the**	**<u>Ideally, you should have:</u>** This normally remains the same throughout all our roles. Where it says Bachelor Degree in **(appropriate field)**, replace this with a field. For example, a researcher role might need a Bachelor Degree in Science. If you don't know what they may need a degree in, write this dot point as: ● Bachelor Degree or equivalent experience in this field. If you need someone to clarify what the role does, ask someone who does this on the Slack channel. If you don't know where to find such a person, ask on the #general channel.	**<u>Ideally, you should have:</u>** ● Bachelor Degree in Design, or equivalent experience. ● Fluency in English (preferred) ● A passion for sustainability. ● Self-driven to make change happen. ● A collaborative team player mindset. ● Excellent communication and organisation skills. ● Experience working in a fast-paced environment. ● Well-developed problem-solving abilities. ● Good organisational and time management skills. ● The ability to handle multiple tasks to meet strict deadlines. ● A drive to make a better future for all. In this volunteer role, you'll work within our content

role) These will enrich our **(what? Social Media presence? Written content? Website? Shop?)** and help inspire people to make a thrivable future.		creation team to create a variety of motion graphics (and edit live-action videos), with the occasional piece of static content. These will enrich our video content and help inspire people to make a thrivable future.
<u>Some examples of content you may be involved in includes:</u> ● List 3-5 examples of content that successful applicants will make. ● Remove this for roles where you only make one type of content (i.e, writers), or don't make content at all (i.e, editors and researchers).	**<u>Some examples of content you may be involved in includes:</u>** Add this to content creation and social media roles, with a list of what content they will make, such as Instagram videos or written blog posts. If there are two or fewer items, remove this section and write what content they will make in the "In this volunteer role…" section, for example: "In this volunteer role, you'll work with the research and editing teams to create educational blog posts to inform readers about sustainability issues around the world…"	**<u>Some examples of content you may be involved in includes:</u>** ● Animated videos. ● Video infographics. ● Idents and intro/outro sequences for live-action content. ● Occasional graphics for our digital outputs (such as for emails, presentations and our website).
<u>Your experience will include:</u> ● List 5-7 requirements for the role. This may include proficiency with programs, experience in performing this role, or knowledge on how	**<u>Your experience will include:</u>** See left column for how to make this section.	**<u>Your experience will include:</u>** ● Proficiency with the Adobe Creative Suite (particularly After Effects, Premiere Pro and Illustrator).

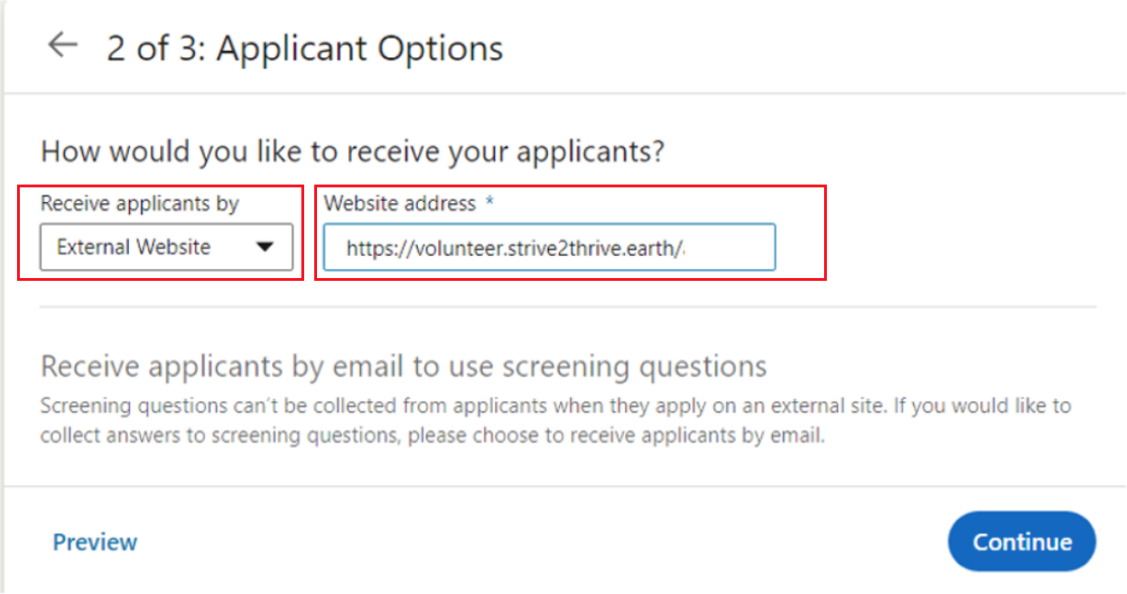
to complete certain tasks. ● Do not list anything that is already said above.		● At least 2 years in a freelance or in-studio Motion Design or Digital Design role. ● Experience creating engaging content within specific guidelines. ● Experience working with data visualisation and content layouts, or character animation. ● Ability to work from brief to completion, including mood boards, storyboards and style frames. ● Interactive web video experience and knowledge of web-based applications are a bonus.

5. Add *at least 4* related skills to your role. **This lets LinkedIn find the right people.** These will differ between roles. For instance, a Team Assistant may need these skills:

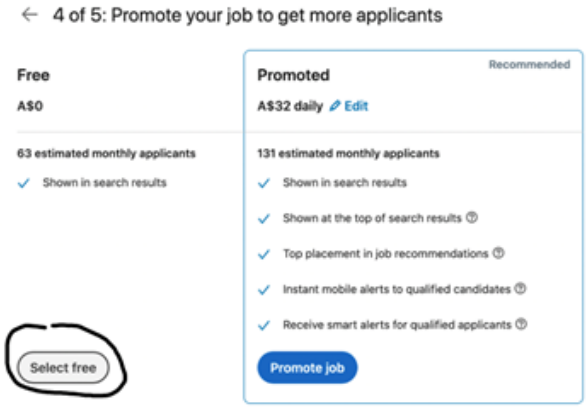


6. Feel free to skip the “How did you hear about us?” question.
   Now change the settings so they are as below:
   Receive applicants by: External Website.
   We want everyone to apply through our volunteer website, as below.
   Website address: https://volunteer.strive2thrive.earth

   DO NOT select the ‘receive applicants by email’ option.
   If this happens, close your job post ASAP, send any of the applicants resumes individually to volunteer@strive2thrive.earth and repost the job with the correct settings above.

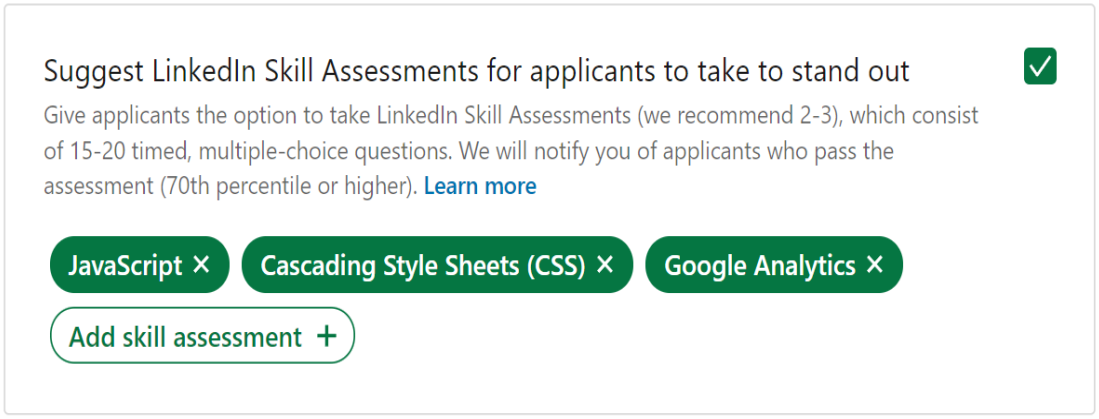


7. Skip the promotion option. Select the “free” option (the paid option will charge your bank account daily!)



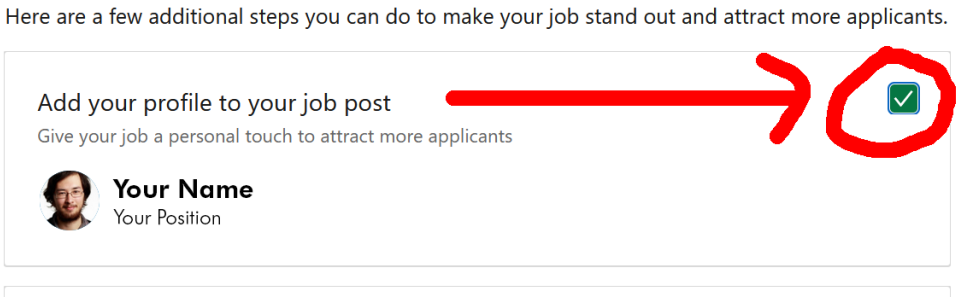
8. If there is an option to have a skills assessment included, **Be sure to UNTICK this box,** so that THRIVE can make their own assessment to the applicants capabilities.

   Note: it is ticked as a default by LinkedIn



9. **On the next page, click the "Add Your Profile to the Job Post" checkbox.** Having a profile attached to a job makes it more likely that people will apply.

   Note: People may occasionally message you about your posted role. If this happens, aim to politely answer any questions from them, or direct them to volunteer@strive2thrive.earth.



10. **Each job post will last one month (or until 75 people apply for the role).** After this, it will *accept no more applications.*
    As we hire every month, *after each month:*

    - *Click Jobs (in top menu) > My Jobs > Posted Jobs > your posted job,* and copy the below statistics.



- Place these in this spreadsheet or send your stats to the #recruitment channel: https://docs.google.com/spreadsheets/d/1oMuvgzCdtTvdTki9K20XTT8AMEK2Tz8LP4AAUFmOlc0/edit#gid=1534749417
- **Repost the role by repeating from Step 1 in this section.**
  List of available role listings and JDs here:
  https://drive.google.com/drive/u/2/folders/1TEXSwpc8FjTR6VCw9ZEkvE8ZhmpiGmVq

One way you could keep track of this is to place a reminder in your diary/phone every month to repost your role on LinkedIn.

Recruitment:

(Section to be added)

Interviews

Running an Interview

The interview consists of 3 different parts:

1. Introduction to THRIVE
2. Group discussion
3. Q&A

Overview

The group interview process should run for 90 minutes.

These interviews take place over Zoom. Gather suitable people for each role, and email them details about when and where the interview will occur, and anything they need to bring to the interview.

To allow for all interviewees to arrive promptly, set up the interview times in advance, and be in the interview room 5 minutes before the agreed upon time (or earlier if you need time to set anything up).

Part 1: Introduction to Thrive

At the start of the session, ask all the interviewees to introduce themselves within 20 seconds. Indicate that this introduction should include their name, the role they applied for, what location they are based, and why they want to join THRIVE.

Then the interviewer presents the “Introduction to THRIVE” presentation. This will include ‘what is THRIVE’, what they can expect from us, and what THRIVE would expect of them.
Here is a sample of the introduction to THRIVE presentation:
https://docs.google.com/presentation/d/1JviuPv-jxkcNbGoNDT1NnINXYmsIZLYU/edit#slide=id.p1

Part 2: Group Discussion

After presenting the introduction to THRIVE, the interviewer will give each interviewee 30 seconds each to answer the question: **“What are the sustainability challenges faced in your location?”**. State that this location could be their neighbourhood, city, country or mother country.

Once everyone has answered, the interviewer will invite anyone to answer the next question, which is: **“What can you do to foster more sustainable development in your chosen area?”**. Their answer could be in response to the issue that they mentioned earlier or to another interviewees response.

When the discussion has ended, wrap up the different issues and solutions that were mentioned and link them back to THRIVE (and how THRIVE can help with these issues).

Part 3: Q&A

After the discussion, ask interviewees if they have any questions about their role or the organisation. This discussion should last at least 10-15 mins.

In order to know who is still interested in working with THRIVE, ask them to put their hand up if they are excited to work with THRIVE and take a screenshot.

Finally, conclude by discussing the next steps after the interview.
This includes:

- Receiving a formal letter or encouraging those who are not successful to reapply in the next round.

- Depending on one's role, they may be asked to provide samples of their work or an individual interview.
- Encouraging other forms of involvement with THRIVE. This could involve participating in our webinars, listening to our podcasts, and following our social media to keep updated.
- Thanking them for their time and encouraging them to keep on thriving!

What to look for in the interviewees

- **Education/Training:** The candidate has the educational qualifications and/or necessary training for the position.
- **Work Experience**: The candidate has previous work experience with skills or expertise that prepares them to succeed in the position (this and the above depends on the role - look at this link to our LinkedIn job postings if you need guidance on what to look for)
- **Verbal Communication:** The candidates' communication skills were strong and clear.
- **Candidate Enthusiasm:** The candidate showed interest in the position and the company, asking insightful questions.

Testing Applicants

After an interview, we may use sample briefs to determine if applicants have the skills needed to complete the role.
We would do this if a person may be suitable for the role, but we cannot tell from their provided resume/cover letter/other information they have provided.

If you evaluate people with these, make sure you are familiar with the requirements of each role. You can find them here:
https://drive.google.com/drive/folders/1HEcE89AAvgM_qkH9BJcKpFfwP3Naam5x?usp=sharing

How to test:

To do this, send an email from **(email address)** with the relevant .zip file (named after their role) from the THRIVE Skill Test Folder and ask them to complete the task within using this template: Email Template: THRIVE Sample Brief.

Send the one that matches their role.
For instance, Copywriters should get the THRIVE-Copywriter .zip file.

All materials needed to complete the brief are within the folder.
Give them a deadline several days ahead of when you email the brief to them (typically 5 days).

These tests are designed to check skills in a range of tasks related to the role.

The tests check for a wide range of skills.
Therefore, applicants may not be able to complete every part of the test.
If they fail to complete (or do poorly in) one or more parts of the test, it means their skills lie within one area over another (for example, if they can't do motion graphics but do a great job in video editing, that's where their strengths lie).

This does not mean they should be rejected. If not all tasks are finished, evaluate them on what they can do well. When evaluating their skills, look at:

1. If they follow *all* the instructions.
2. The tasks they have performed well in, and if they match what THRIVE needs.
3. How long they took to complete the tasks.

If they can do the work to THRIVE's standards, and / or are willing to learn how to do this, they are more likely to be good candidates.

Onboarding

Found the perfect volunteers? That's a good start.

Now you need to get them comfortable with the way THRIVE works. To do this, we'll need to onboard and train them. But how?

THRIVE relies on a flat hierarchy, where volunteers are responsible for enacting their own projects. Therefore, we need to create a culture where people are free, and feel free to gather people and work on projects without judgement.

While this is great for allowing anyone to express their ideas, many may come from organisations with hierarchies (where higher-ups must be obeyed or else). How can we get them comfortable and feel like they can contribute?

Getting Them On Board

The first thing you need to do is send each new applicant a welcome email. This can be found here: Welcome Email Template.

From this, we need to get them acquainted with how THRIVE works, and how they can work with us to make a thrivable future for all. If they understand how what they do matters, it can power them through even the most menial of tasks. Some ways you can achieve this include:

Have veterans guide new volunteers:

For each new volunteer we bring on, have someone from the same role offer guidance and support. Give them some tasks they can do, even simple ones. Be their buddy.

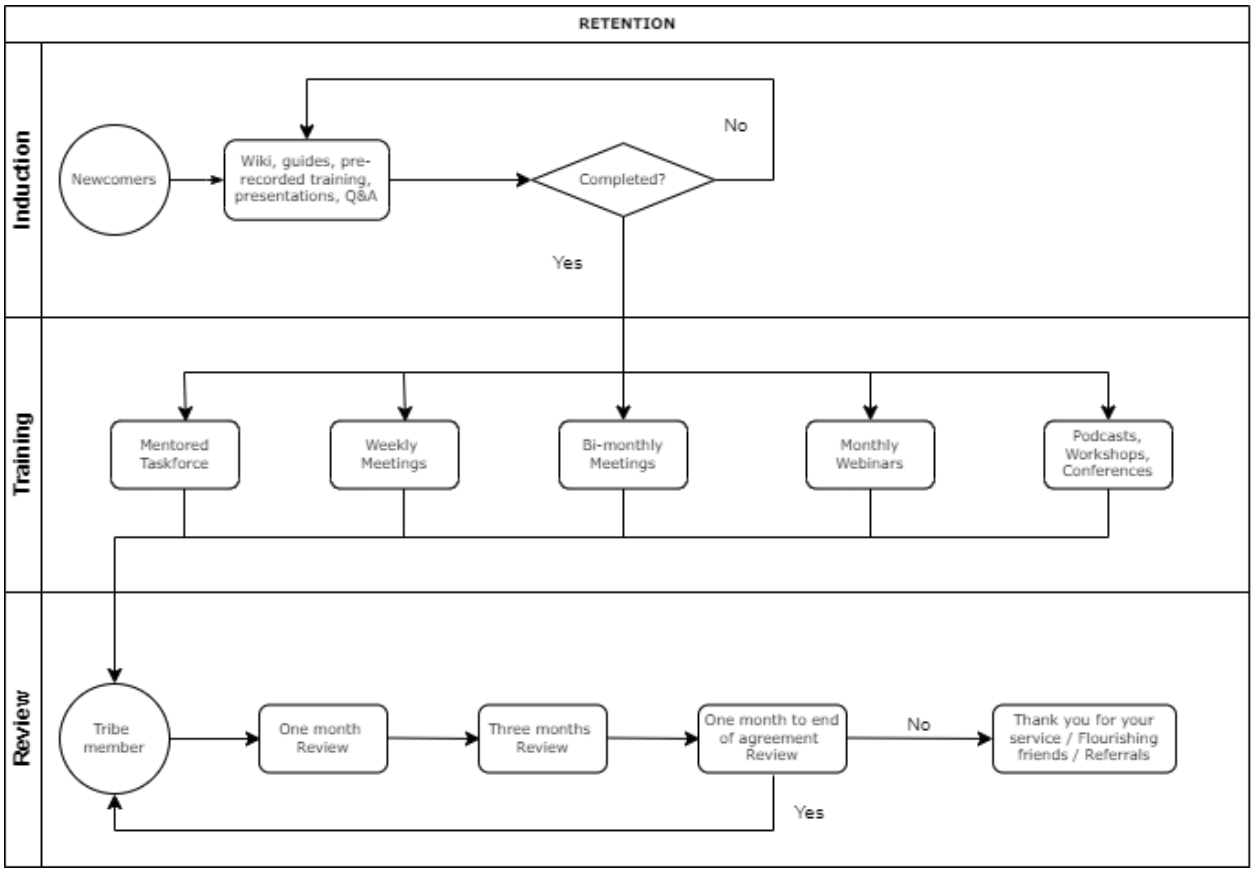
Meet with new volunteers:

Set a time to meet with new volunteers. You may meet them one-on-one, or with a group.
To run a session well:

- **Be flexible:** Allow people to pick from several dates and times for a short meeting.
- **Provide written information about their role:** Give each volunteer relevant documentation for their role. You can find this in the wiki here: https://wiki.strive2thrive.earth/forms.html
- **Tell them who we are:** Show them what THRIVE is, and who we stand for. You can find this in our website's about section, and pg. 3-4 of the Branding Guidelines.
- **Show them how they can contribute based on their role:** Give them a set of short-term goals based on their role to get them started.
  Everyone can contribute differently, show them how.
- **Give them the tools they need to succeed:** Each role needs access to different materials, and occasionally programs. Provide access to what they need based on their role's guidelines (in the THRIVE Wiki), and guide them to those with similar roles.
- **Show them our THRIVE Slack (in this link):** Encourage them to join relevant Slack channels, depending on where their role falls within our groups: Content, Research, Marketing, Development and Support. Information about them can be found here: https://wiki.strive2thrive.earth/teams.html
- **Ensure that public events are broadcasted in the #events channel:** This will give the opportunity for new members to attend those meetings. It is also important to note that members should indicate if they will be attending or not via the RSVP option. This would also help the host of the event with managing engagement, such as using presentation slides, recordings etc.
- **Get them to do something** (such as attending a meeting or supporting another THRIVE Tribe member). This gives them the chance to be useful and feel valued as a part of THRIVE.
- **Give them a chance to ask questions:** At the end, leave aside some time for volunteers to ask questions. Ask them if they have any questions. If you cannot answer them, direct them to someone (or a team) who can.

Retention

We need to know our volunteers, what they are driven by and what they seek from volunteering at THRIVE. By meeting these needs, we can ensure happy and hardworking volunteers.



Supporting and guiding our volunteers

Just because volunteers don't get paid, it doesn't mean they don't work.

Volunteers, like paid workers, need to be managed so they know what they need to do.
This doesn't mean you need to instruct them on every aspect of the work, you just need to guide them when needed.

Even the best volunteers need support. Without it, they are likely to burn out and not contribute. To this end, there are several ways we can help each other.

Give each other guidance and support: Slack Channels

Supporting each other can empower everyone to get things done. By keeping each other in check, we can propel them to contribute, and help them feel like they are helping us make a thrivable future.

To do this, (and make sure we get things done) we need to communicate with each other regularly. We use Slack channels for each role in our team. More senior members should aim to guide junior members when they can (if they need it), but don't do everything for them.

Instead, aim to:

- Guide new volunteers on how they can contribute.
- Set clear and appropriate expectations
- Provide the resources they need to work well, including documentation and files.
- Communicate with them and check to see how things are going.
- Guide them on how to do better (but politely).
- Praise their efforts, especially when they do well.

Most importantly, help other volunteers have confidence in themselves and feel satisfied with how much they are contributing. If they need more work, assign them tasks based on their skills or ask others if they know any work that needs to be done.

Alternatively, if your section has planned tasks which are not being done, get them to do those. Let them know that you can lend help if needed (or if you can't, direct them to someone that can).

In addition, another slack channel that could be used for help is the #it-support channel. This channel is aimed at solving IT related issues that require the IT team to help with. This message should contain what they are trying to access and to what level.

The #help-wanted channel would be used in the case of when someone requires help with a task. This task could be editing, graphics, searching, translating, looking for a buddy, etc.

Team building

Team building is an essential goal at THRIVE as a part of our greater mission to build a global collective and collaborative team that addresses our pressing challenges.

The purpose of the team building program is to ensure that concerns are being addressed and support is given to all members on an ongoing basis.

These messages would include:

- Introducing the purpose of team building
- Asking if they have any concerns with their experience working here at THRIVE.
- Offering support

The purpose of these conversations is to engage in an organic and friendly chat. Therefore, the messages used to reach out to the members may look different for different members and roles. Once these responses have been collected, record them in the AR Subset. Then report back the concerns to the #teambuilding channel so that they may be addressed.

The team building team should also reach out to newcomers to ensure that they are smoothly integrated into the team.
This would include:

- **“Meet and greets” in the #general channel**: These messages should make newcomers feel welcomed and be encouraged to RSVP and attend as many meetings as they can, in order to meet the team and get started on their tasks.
- **Invite them into the relevant channels.**
- **Reaching out to them to ensure that they are familiar with the THRIVE resources on the wiki**: These resources could include sharing links with them of past meets, documents and guidelines. The team building team can also help them connect with other members to help solve their concerns.
- **Checking on their progress:** This would include asking them what they are currently working on and if they have any issues. This will give an indication if they are in need of more tasks or require support.

As a part of the team building team, your responsibilities also include:

- Ensuring that all thrivers join the newsletter and follow us on social media (LinkedIn, Twitter, Facebook, Instagram, YouTube and Reddit).
  Details can be seen in this document.
- Ensuring that activity reports are being completed each week.
- Being aware of any up and coming changes to their general schedule, leave, or pending notice.

- Ensuring that when thrivers goes on leave, there is another person in place during this time.
- Making sure that there are two thrivers for every functional area.
- Recognising when there is a shortage of resource or talent. Can it be resolved by someone in a different team or through hiring new talent?

Avoiding Burnout

Managing burnout is important to make sure volunteers are willing to help, now and in the future.

This is particularly important as most of the work tends to be done by a small core of volunteers. If they burn out and leave THRIVE, they may discourage others from joining.

Some symptoms of burnout may include:

- Anger and hostility.
- Loss of energy.
- Loss of creativity.
- Loss of satisfaction and purpose.
- They seem unhappy for a long period of time.

If you find this ever happening, you should (politely) ask them if there is anything wrong. Don't push them into answering if they are not prepared to do so. Instead, reassure them that if they ever need help, you will listen.

The best way to stop burnout is to treat volunteers with respect and show them how they are valuable to THRIVE. *Do not assume that anyone will always be available to work.*

Creating a safe and supportive culture

To do this, we all need to make sure THRIVE is a place where people feel supported and encouraged to work.

Some factors which can help with this include:

- Having available training and ongoing educational opportunities.
- Knowing what to do, and having tasks to work towards.
- Having the space and resources to discuss aspects and get things done.
- Being and feeling respected.
- Being supported when things go wrong and being able to resolve issues that prevent work being done.
- Being recognized for work done.

Showing appreciation to volunteers

Recognising volunteer efforts are important to make sure they feel like they are doing something meaningful for THRIVE.

One of the best ways to do this is to frequently give others support and praise.
You can do this by:

- **Highlighting the good they have actually done:** Be personal and honest. If it seems rehearsed, it won't work.
- **Cater recognition and rewards (these don't need to be expensive) to people's needs:** One way we do this is through tree planting certificates. Anything that recognises their efforts can work- given we are all drawn together by sustainability, base your recognition on this.
- **If you give any recognition, give them shortly after they contributed.**
- **A few smaller rewards/recognitions are better than one big one.**
- **When doing this, explain what they've done to deserve it:** Show them why they are being recognised, and what criteria are used to do so (for example, what have they done for THRIVE?)

There are few ways that you can use to recognise volunteer efforts, including:

- **Annual events:** These can include receptions, get-togethers, dinners, award ceremonies and other online or in-person events.
- **Media coverage**: These spread the word about what we do. We often use social media for these efforts. You can learn more about THRIVE's social media in this document.
- **Gifts:** Giving t-shirts, coffee mugs, and other items displaying your organisation's logo helps encourage a feeling of belonging. We give tree-planting certificates, though anything that ties into sustainability is a good option.
- **Special celebrations**: You can create celebrations to recognize birthdays, special milestones, and holidays. These can be as simple as a get-together, though for major milestones (such as years of service) you should hold a bigger event.

Activity Report

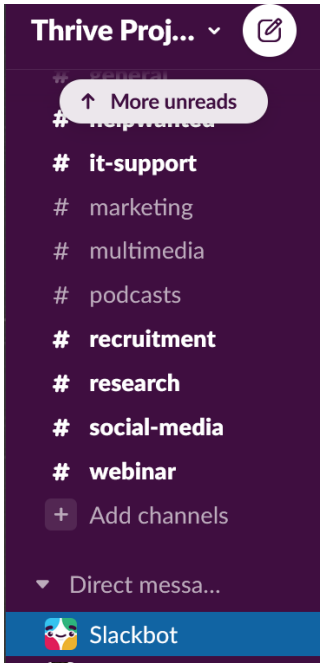
Every week, we keep track of what you do for THRIVE. This helps us understand what everyone is working on, and allows you to discuss any issues.

To this end, we recommend you write down what you have done during the week, and how long it has taken.

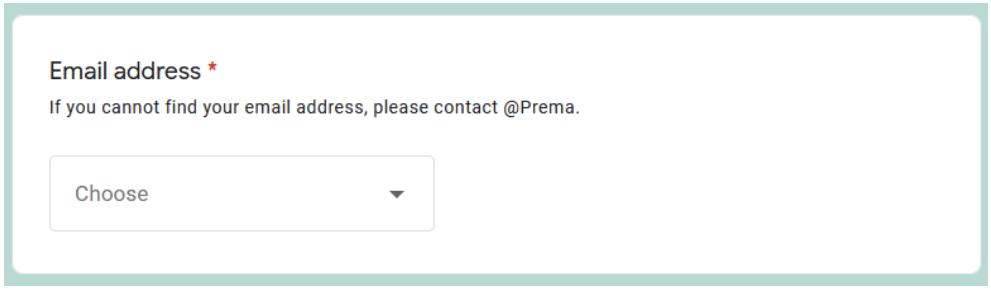
This activity form can accept up to 5 activities and 3 planned activities. If there are any more activities, just place the ones which took the most time.

To fill this:

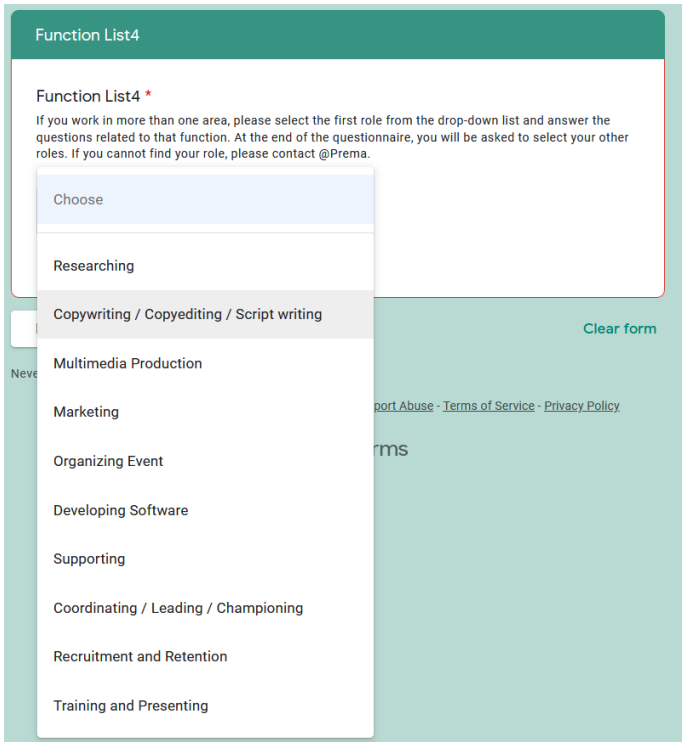
1. Click the SlackBot under “Direct Messages” in Slack.



2. Every Friday, a message will appear in the SlackBot asking you to submit an activity report. Click the link at the end of the message.
3. Pick your email address from this dropdown box.



Pick the category that your activity fits into, from this dropdown box.



4. Fill in the details on the form. This changes depending on which option you picked in the last step. Note that the date value is in MM / DD / YYYY format, so enter the month first.



5. Repeat for each step.
6. Continue filling the form. Once you nominate a THRIVE member for the “THRIVE Member of the Month” award, the form will be finished. If you have any issues, someone from THRIVE should speak to you about them.

Offboarding

If volunteers choose to no longer work with THRIVE, they must give a 1 month notice through their Activity Report in the holiday and leave section. Then they are to send their resignation request to: hr@strive2thrive.earth.

The offboarding process is vital to lead the exit of a volunteer from THRIVE. We need to know why people leave, so we can retain our volunteers.
It could happen through resignation or the ending of the agreement. This process gathers all the decisions and processes that take place when a volunteer leaves. This may include:

- Reviewing that volunteer's job responsibilities and status of assigned tasks, as well as managing appropriately the knowledge transfer among the other volunteers
- Offer the opportunity to stay on as mentors and buddies by joining #flourishing-friends. Else, deactivating access rights and passwords
- Activating an exit survey to assess the reasons for the resignation or no continuity to the agreement. This data provides us insights of how the experience at THRIVE was and how we can improve it for the current and future volunteers.

Exit Survey Template (for editing: https://forms.gle/w9EE46o4ScF8rSov8

Exit survey (view): https://volunteer.strive2thrive.earth/exit

Be sure to send email from: volunteer@strive2thrive.earth email account.

Email template for Exit Survey:

Subject: THRIVE Project Exit Survey

Many thanks for your contribution to the *THRIVE* Project.

Following completing your volunteer term with us, we wish to conduct an exit survey with you. We'd like to gain insights into your experiences that will help improve the conditions of current and future volunteers.

Please click this link to complete the questionnaire. Your responses will remain confidential. Exit survey data from all departing volunteers are combined and presented anonymously in a summary report. We greatly appreciate your participation.

Additionally, if you like to stay on as part of the #flourishing-friends group, please do indicate by replying here. This group is your way to continue as a mentor and supporter for

the greater THRIVE mission. You may take part in webinars, podcasts, or presentations from time to time and be invited to major events and meetings with notable and influential VIPs in the industry.

We encourage you to stay informed by subscribing to the newsletter, attending free webinars (every 3rd Tue of the month), resharing through social media, and sending other potential volunteers our way.

Many thanks and do keep on thriving.

--

THRIVE Tribe Chief
e: volunteer@strive2thrive.earth
w: www.strive2thrive.earth

Thrivability Matters. Want to keep abreast of the latest?
Register for the free Newsletter, join a free Webinar, read the latest Blog,
or view a Podcast with a leading expert and more, here at ThrivabilityMatters.Earth.
Shop responsibly. Replace plastic toys, perfumes, optional clothing with life-giving trees.
Click here now to ensure your next gift enhances life on planet Earth.

Links:

Recruitment:

- THRIVE Blog: https://blog.strive2thrive.earth/
- THRIVE Platform Information: https://strive2thrive.earth/how-it-works/
- Job Post Data Sheet: https://docs.google.com/spreadsheets/d/1GzLQ-HjMamQghWiHQ8RCNF0Pp9bmsJ5A/edit#gid=1247484511
- THRIVE Skill Test Folder: https://drive.google.com/drive/folders/1HEcE89AAvgM_qkH9BJcKpFfwP3Naam5x?usp=sharing

Onboarding and Retention:

- Onboarding form: https://docs.google.com/forms/d/e/1FAIpQLScrzab5XR5egcYnSfuiXvCMcv40k7KeQ6KI91O9tNQvTUW2jA/viewform
- Info about THRIVE processes: https://wiki.strive2thrive.earth/forms.html
- THRIVE Slack: https://app.slack.com/client/T01BD3PFRU4/C01B745MG4B?cdn_fallback=1

Appendix:

Template: Recruitment Posts:

This template is a starting point for all our recruitment posts. For each post, most of the template will remain the same.

A few sections change depending on the position, highlighted in yellow. See this section on how to create a recruitment post to understand how to use this in practice.

To use it, copy (Press CTRL and C) and paste (Press CTRL and V) the template into a separate document (or your job posting site), and change the details as needed.
Note that the line spaces are there to stop formatting issues when copying to LinkedIn.

Volunteer (Name Of Role)

Salary: Volunteer

Hours: Minimum (number, this is almost always over ten) hours weekly

Contract: Minimum six-month commitment

Location: Brisbane, Australia. Remote candidates are welcome to apply.

Why join THRIVE?

Looking for a role where you can make a more sustainable world? Where you can be part of a collaborative, mission-led group? Hoping to build a network of global contacts and develop your teamwork abilities?

At THRIVE, we're looking for sustainability-minded individuals who strongly align with our mission and vision for a thrivable future.

We're looking for a motivated, enthusiastic **(name of role)** with a passion for sustainability to work with our friendly, global team to inspire people around the globe to make a better future.

The THRIVE Platform is a free, web-based tool that uses the best-available science to address contemporary global challenges. We also create educational content to guide people on these challenges.

By joining THRIVE, you will help to ensure humanity can face global issues effectively and sustainably.

If you would like to find out more, visit our website at thrivabilitymatters.earth

Ideally, you should have:

- Bachelor Degree in **(appropriate field)**, or equivalent experience.
- Fluency in English (preferred).
- A passion for sustainability.
- A collaborative team player mindset.
- Excellent communication and organisation skills.
- Experience working in a fast-paced environment.
- Well-developed problem-solving abilities.
- Willingness to learn new skills
- The ability to handle multiple tasks and meet strict deadlines.
- A self-driven mindset to make a better future for all.

In this volunteer role, you'll **(describe in 1-2 sentences about who successful applicants will work with, and what they will do in the role)**

These will enrich our **(what? Social Media presence? Written content? Website? Shop?)** and help inspire people to make a thrivable future.

Some examples of content you may be involved in includes:

- List 3-5 examples of content that successful applicants will make.
- Only include this for roles where you **create multiple types of content** (such as social media, multimedia or marketing roles).
- For roles where you create only one type of content (i.e, written articles, grants, emails), or don't create content at all (i.e, editors and researchers)remove this section.

Your experience will include:

- List 5-7 requirements for the role. This may include proficiency with programs, experience in performing this role, or knowledge on how to complete certain tasks.
- Do not list anything that is already said above.

When you become a volunteer at THRIVE, you'll receive:

- Induction, training, and mentorship sessions
- The opportunity to develop your presentation skills
- Access to global connections (including VIPs)
- Guidance and education from experienced volunteers
- The chance for paid opportunities

If you're looking for an opportunity to join a growing initiative that allows you to gain valuable experience while giving back to a worthy cause, feel free to send your resume to the 'Apply' link above.

We're strongly committed to equal opportunities and value diversity in our workforce.

Applications will be treated with strict confidentiality.

Template: Volunteer Welcome Email

This is a template for a welcome email which we send to successful job applicants. It informs them about how to access our internal communications, and helps them get started on their THRIVE journey.
To use this, copy (Press CTRL and C) and paste (Press CTRL and V) the following text into the **(Which email?)** email. Send this through to successful applicants, replacing **(first name)** with their name.

The template is below:

Hi, (first name)

We would like to congratulate you on being the newest member of our THRIVE Tribe.

You're now part of a community on a mission to create a thrivable future for planet Earth.

This email contains some info to help you get started on your THRIVE journey. Just follow these few final steps to complete your journey to become a Thriver:

Step 1: Sign in to your THRIVE Webmail:

To facilitate efficient communications, every one of us here in the THRIVE Tribe has an email account at strive2thrive.earth allowing you to keep track of your THRIVE email separate from others. It also means you can choose any mail client you like. Further instructions will be in your new mailbox.

webmail.strive2thrive.earth

Please change your password upon login with this link: Set your password

For official business, you will need to use this, like when you register for a new service, when communicating with fellow THRIVE members, or talking to outside organizations. As a fast-evolving organization, this is to ensure consistency and continuity of the services we use, especially since many are provided in-kind or on an not-for-profit basis.

So watch out for our next communications there. For help, send to hello@strive2thrive.earth.

Step 2: Join the THRIVE Slack:

Almost all of our communications occur through Slack. Once you log in to your Webmail, you should receive an invitation to our Slack Page.

We are made of five teams, content, research, marketing, development and support.

More information about these can be found here: https://wiki.strive2thrive.earth/teams.html

When you are ready, feel free to take some time to update your Slack profile, and say hi in the #general page. Someone should then guide you to relevant channels that you can join (or you can ask).

Step 3: Fill our Onboarding form:

Take a few minutes to fill our onboarding form. This allows us to get to know you, and keep track of what you do for us:
https://docs.google.com/forms/d/e/1FAIpQLScrzab5XR5egcYnSfuiXvCMcv40k7KeQ6KI91O9tNQvTUW2jA/viewform

Note that you will need your volunteer agreement form.

You should have received one in your Webmail inbox on receiving your role at THRIVE. This will need to be filled out before you start the above form.

Step 4: Look over our guides in the THRIVE Wiki:

This contains all you need to know about us and how you can make a thrivable future.

To get started, look through our Wiki guides, available here:
https://wiki.strive2thrive.earth/forms.html

Step 5: Contribute in the best way you can:

We want everyone in our tribe to feel free to express themselves.

Instead of bosses, our work is driven by passionate people making projects happen.
This means if you have an idea, feel free to share it in your Slack channels.

If others like it, they can help you make it happen together!

Feel free to follow us on social media to keep up on our latest projects and sustainability news.

LinkedIn: The Thrive Project.

Facebook: ThrivabilityMatters.

Instagram: ThrivabilityMatters.

Twitter: thrivability_m.

Reddit: r/thrivability.

YouTube: Thrivability Matters.

-

-

-

-

Thank you for reading this email.

May you have a nice and pleasant day, and keep THRIVING!
Sincerely,
The THRIVE Project.