

VOLUNTEER MANAGEMENT TOOLKIT



INTRODUCTION

THIS TOOLKIT HAS BEEN DESIGNED TO GIVE VOLUNTEER MANAGERS SOME GUIDANCE WITH DEVELOPING THEIR VOLUNTEER PROGRAMME. THERE ARE A NUMBER OF STEPS TO FOLLOW, EVEN BEFORE THE RECRUITMENT PROCESS STARTS, AND CONTINUES WITH ON-GOING SUPPORT.

PLANNING

POLICIES

RECRUITMENT

TRAINING

SUPPORT



- Why do you want volunteers?
- Do you have the resources to work with volunteers?
- What skills do you want your volunteers to bring?
- What will they do and not do and why?
- Are you adapting to the trends and issues facing volunteering today?
- Have you considered diversity within your volunteer programme?
- How will they fit in with your existing structure?
- When setting up or expanding a volunteer programme, how will you involve existing staff and volunteers?
- How will you deal with problems that arise?
- Have you thought of the legal responsibilities around involving volunteers?
- Is there a pro-volunteer culture within your organisation?



POLICIES

YOUR VOLUNTEER PROGRAMME WILL CONSIST OF A RANGE OF DOCUMENTS, POLICIES AND PROCEDURES THAT CLEARLY SET OUT YOUR ORGANISATION'S POSITION IN RELATION TO VOLUNTEERS. IT WILL DEAL WITH ALL ASPECTS OF INVOLVING VOLUNTEERS: THE RECRUITMENT, SCREENING, INDUCTION, TRAINING AND THEIR ONGOING SUPPORT.

SOME OF THE FOLLOWING MAY ALREADY EXIST IN YOUR VOLUNTEER PROGRAMME:

- **Volunteer Policy**
- **Health and Safety Policy**
- **Equal Opportunities Policy**
- **Expenses Policy**
- **Confidentiality Policy**
- **Appropriate insurance cover**
- **Risk assessment of roles**
- **Role descriptions**
- **Screening procedures**
- **Volunteer application form**
- **Volunteer Agreement**
- **Induction/ on-going training**
- **Reviews/ appraisals**
- **Problem solving procedures**

Risk assessment- explore the potential risks of volunteers working with service users and the steps that will help minimise harm to either party.

Design an application requesting information that will help you discover their skills and assess their motivations.

Think about interviewing potential volunteers- an informal discussion where the organisation can have face to face contact.

Will you do DBS checks? If the volunteer will be undertaking a regulated activity you will need to. How will you manage the findings?

It is recommended that you obtain character references for each volunteer. Think about who you will accept references from.

A trial period may be beneficial for both parties. Think about how long this should be.

Publicity and promotion: When writing your recruitment message include the benefits that volunteers will gain, and ensure you address people's questions and fears e.g. how much time will they need to commit? Will they have the necessary skills etc.



RECRUITMENT



RAINING

THINK ABOUT THE
INDUCTION PROCESS
FOR YOUR VOLUNTEERS

Have you provided an understanding of the aims and objectives of your organisation?

Is the volunteer aware of your policies, practices and procedures?

Have you provided them with all the necessary information and equipment in order for them to carry out their role?

Are they aware of the needs of your client group along with the limitations and boundaries of their role?

Do you introduce a trial period with a review at the end of it for both parties to be able to share their views?

Are you offering appropriate on-going training to ensure they can develop in their role?



UPPORT

ONCE YOU HAVE RECRUITED YOUR VOLUNTEER, HERE ARE SOME QUESTIONS TO HELP YOU ENSURE THAT THEIR EXPERIENCE AND YOURS IS A POSITIVE ONE.

Who will be directly responsible for the volunteer?

Plan for review forms and set time aside to give useful and constructive feedback.

Find out what motivates the individual to volunteer and try to develop the role appropriately. Remember, that motivations may change over time.

How will you check that the volunteer is happy in their role?

Think about how you will recognise, reward and thank your volunteers. Use CWVA Toolkit on this website for ideas.