



Involving volunteers

Volunteers make a great difference to communities. It is important to think about why you need volunteers and what they can contribute. By preparing well you can ensure that everyone has a positive experience.

Why do people volunteer?

- Make a difference / give something back.
- Learn new skills and gain experience.
- Increase confidence.
- Meet new people and make friends.
- Have fun!

Writing a role description

A good role description ensures that everyone is clear of what is expected. It should include:

- Title and objectives of role.
- A broad outline of tasks and activities to be undertaken.
- The name of the person the volunteer reports to.
- Location and hours of volunteering.
- How the role fits in with the work of the organisation

Policies

Who will the volunteer be volunteering for? Most organisations already have these policies in place, it is worth finding out.

- GDPR
- Health and Safety
- Safeguarding
- Equality, diversity and inclusion

Recruitment Channels

There are various ways to recruit volunteers:

- Local noticeboards and newsletter
- Word of mouth
- Facebook groups
- Events

Recruitment and induction

You may already know your potential new volunteer, but an informal chat over a cup of tea can be helpful in ensuring that the volunteer knows what the role involves and what is expected of them. Finding out why they want to volunteer shows interest in them and will help shape the role.

The induction process should include details on:

- who to call if they are unable to volunteer.



- who to report any concerns to.
- Policies and procedures e.g. risk assessments, safeguarding etc.
- Emergency procedures, e.g. location of first aid kit, fire alarm etc.
- The group / project – what is it trying to achieve etc
- The role and responsibility
- How to claim expenses (if this is applicable)

Retaining volunteers

Happy volunteers are more likely to stay volunteering. Regular catch ups with volunteers and involving them in decisions has many benefits:

- They feel valued.
- They are usually from the community in which they are volunteering so have a good insight.
- Often have skills that can be utilised.
- Bring a fresh perspective.