

## Factsheet

# Good Practice in Volunteer Management

### Volunteer Manager

A volunteer manager is responsible for the recruitment, induction and supervision of volunteers within your organisation. Every volunteer should be provided with a named volunteer manager or lead. This person would be responsible for the volunteer, and this will be noted in the volunteer policy.

### Volunteer Recruitment

Try to make the recruitment process as simple as possible. Only ask for essential information on application forms. Be clear about why certain checks, such as DBS checks, are needed.

When you meet the volunteer for an interview or informal chat it is important to assess whether the person applying is suitable for that role. If not, consider suggesting alternative roles within your organisation.

When requesting references consider accepting character references.

### Volunteer Role

Provide the volunteer with a clear description of their role, the activities they will be carrying out and the organisation they will be volunteering with. It is useful to include information about time, location and type of skills or experience you are looking for.

### Volunteer Induction

Introduce new volunteers to your organisation by giving them a tour of where they will be volunteering and introduce them to the people they will be working alongside. Get them set up with any equipment they may need to carry out their role and provide any necessary training. Ensure that your volunteers are aware of how to access your organisation's policies and procedures. Most importantly ensure they feel welcome and included in the team.

### Volunteer Support and Supervision

Getting to know your volunteers and understanding what makes them tick is a key part to involving volunteers. Creating time for support and supervision whilst they are a volunteer will go a long way in making your volunteers feel valued. It is good opportunity to check in with your volunteers to see how they are doing, to check if they have any worries or concerns, gather

feedback about the role and organisation as well as supporting them with their development and progression.

## Dealing with problems

It is important your volunteers know who to go to if they have a problem, which is usually their volunteer Manager or lead. It is always preferable to try and resolve problems in an informal way by giving your time to listen and respond to your volunteers. If problems cannot be resolved in this way, it is important to have a complaints policy so all parties are clear about the process to follow.

## Diversity and Equality

Ensure that recruitment is open to people from all backgrounds and abilities. Ensures that your organisation treats everyone fairly and with respect and recognises that different volunteers may have needs that are met in different ways. Recognise, respect, value and draw on the positive aspects of your volunteers' differences. Ensure your volunteers have access to your organisations diversity and equality policies.

## Health, Safety and Wellbeing

Have clear health and safety policies and procedures for your volunteers. Ensure you have the correct insurance in place for your volunteers. Ensure that all personal information is stored in accordance with the latest data protection policies. Ensure that all your volunteer roles are thoroughly risk assessed and documented.

## Recognising, Appreciating and Valuing Your Volunteers

Regularly acknowledging volunteers' contributions will ensure your volunteers feel wanted, needed, and appreciated. Show your volunteers that you value their input and involvement. Volunteers who feel valued and engaged in their work, are more likely to stay.