

Ever thought of.....

involving volunteers?

A good practice checklist for organisations involving volunteers

- Develop a clear value-base and policy for involving volunteers.
- Identify clear roles (which do not substitute for paid jobs) and provide full information about what is required.
- Send out a clear recruitment message using a variety of methods across all sections of the community.
- Develop clear and fair selection procedures for all volunteers, adhering to equal opportunities practice at all stages.
- Address barriers to volunteering to make it easier for people to volunteer - eg provide access for those with disabilities, provide out-of-pocket expenses, provide training to help volunteers carry out their role.
- Try to meet the needs of both the volunteer and the organisation, so that both parties benefit from the relationship.
- Implement procedures to manage volunteers effectively:
 - trial period and review
 - induction
 - training
 - guidelines/code of practice
 - access to support
 - supervision meetings
 - procedures for dealing with difficult situations or problems

You may find it useful to draw up a volunteer agreement which will record expectations regarding the above procedures.

- Identify a person with appropriate skills and abilities to manage the volunteers, providing training where appropriate.
- Protect volunteers by ensuring you have the appropriate health and safety and insurance provision.
- Regularly review and evaluate all procedures and policies for volunteer involvement.