

Managing Volunteers

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Supporting Volunteers Day
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Workshop Programme

- Induction and training
- Including volunteers in your team
- Supervision and review
- Preventing and dealing with problems
- When a volunteer leaves

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Induction

The induction process falls into two parts.

- **orientation**:- understanding the group or organisation
- **training**:- learning how to carry out the role

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Including volunteers

- Good introductions
- Thorough induction
- Include in team meetings or have volunteer meetings
- Keep volunteers in the information loop
- Ensure everyone knows why and how the organisation involves volunteers
- Show appreciation
- Give opportunity for feedback

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Forms of support

- 1:1 informal “chat” or “catch up”
- 1:1 formal supervision
- Group supervision
- Peer support and buddying
- Ongoing training
- Volunteers meetings
- Open door policy

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Running a supervision session

- Agree date in advance at suitable time
- Choose a suitable environment
- Set aside enough time
- Be prepared (demonstrates you value the volunteer)
- Make sure you are not interrupted
- Use a supervision template
- Let the volunteer know what is going to happen

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What to include?

- What's been done?
- What's gone well?
- What's not gone well?
- What would you do differently next time?
- Any training/support/personal development needs?

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At the end

- Make notes on what has been agreed
- If something is unresolved make sure it is followed through
- Remember there is accountability – you both need to keep your side of the agreement.

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Preventing problems

- Know why you are involving volunteers
- Have meaningful roles with enough work to sustain interest
- Take care in matching volunteers to roles – find out what they hope to achieve through volunteering so that you can be sure that the role is appropriate

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- Have clear expectations on both sides
- Provide any necessary training
- Ensure that you have appropriate support in place
- Provide opportunities for volunteers to raise their views and contribute to decision making

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Dealing with problems

- Have procedures in place for volunteers to raise any issues and for the organisation to raise any concerns with a volunteer.
- Don't use staff disciplinary and grievance procedures
- Try to resolve issues informally at the earliest opportunity and encourage volunteers to do the same.

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Volunteering

good practice guide

Everything you need to know about working with volunteers

Using the guide

This guide has been written to assist organisations who involve volunteers and volunteer managers to implement good practice in their work. [Show more...](#)

- Planning**
Helping to volunteer
Info Sheets
- Recruiting**
Finding and recruiting Volunteers
Info Sheets
- Supporting**
Supporting volunteers
Info Sheets
- Developing**
Developing the potential of volunteers
Info Sheets
- Evaluating**
Evaluating your volunteer programme
Info Sheets

impetus **Good Practice**

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