



Factsheet/Advice Sheet

Managing Volunteers

This is one of a series of factsheets for voluntary and community groups issued by West Norfolk Voluntary and Community Action, WNVCA.

Supporting Volunteers

It is important that volunteers are supported in their roles. This support can come from you, your team, your organisation and from other volunteers. Some organisations have buddying systems in place where an experienced volunteer is paired up with a new volunteer. New volunteers should be made to feel welcome.

Induction

Inductions for volunteers should include background information about the organisation and introductions to the team the volunteer will be part of. The new volunteer should be given certain policies to read, for example, expenses, volunteer policy, data protection, health and safety and confidentiality. It is good practice to ask the volunteer to sign to say they have read them.

Don't forget to talk about the basics – tea and coffee making, where the toilets are, fire procedures and testing of fire alarms.

Chat to the volunteer about their role and discuss both their and your expectations. Talk about any training opportunities you may have and let them know how to complain if the need arises.

Set Expectations.

This is a two way process – what does the volunteer expect to get out of volunteering? and what do you expect of your volunteers. Expectations should be discussed during the selection process, at the induction and referred to and reviewed in supervisions.

Supervisions

Supervisions are important and enable the volunteer to share their views and feelings on the role they are undertaking. They are a good way of managing volunteer work and monitoring and evaluating performance. Problems, changes and development needs can be addressed and dealt with. Supervisions help the volunteer feel valued and can be used ensure the volunteer is enjoying their role.

Communication

It is important to communicate with your volunteers and ensure they are receiving any relevant information.

Assertiveness

There may be times when you will need to be assertive to deal with inappropriate behaviour, conflict management, and unrealistic demands of your time, poor performance and asking volunteers to do more. Be positive, firm and fair.

This information has been produced by West Norfolk Voluntary and Community Action set up and owned by local groups to support, promote and develop local voluntary and community action.

We have taken all reasonable steps to make sure that this information is current and accurate. We cannot, however, guarantee its accuracy or completeness and therefore cannot accept liability for your acting, or failing to act, on the information given.

For resources, books, ideas and useful information please contact West Norfolk VCA or email info@westnorfolkvca.org.