

Set 4

InfoSheet 4.2

Support to Volunteers Writing Volunteer Handbooks

Volunteer Handbooks

It is worth considering creating a Volunteer Induction Pack/Handbook that provides written information about all the areas covered in induction and copies of all relevant policies. The exact contents of a Handbook will vary depending on the nature of the organisation, but as a guide it should include:

- The organisation's mission statement, services and structure
- Volunteer Policy
- Volunteer Agreement
- Volunteer Task Description
- Insurance
- Health & Safety and Personal Safety Guidelines
- Volunteer Expenses
- Training & support (and who to approach for support)
- Supervision Policy
- Confidentiality and Boundaries Guidelines
- Copies of all other relevant policies (e.g. Equal Opportunities, Child Protection, Grievance procedure)
- Any other information relevant to volunteering with your organisation.

Make sure all information you provide is relevant, easy to understand and carefully organised into easy to find sections with clear headings.