

Support to Volunteers

This part of the workbook should be used in conjunction with Set 4 of the Good Practice Guidelines that support Bradford's Policy Statement of Good Practice in Working with Volunteers. Please ensure you have read and understood this Set before using the workbook.

Area:

Set 4

Support to Volunteers: Giving Support to Volunteers and Keeping Them (*InfoSheet 4.1*)

LEVEL ONE

1. Providing support to volunteers on a day-to-day basis

Supporting your volunteers means much more than just providing supervision on a monthly or quarterly basis. You need to ensure that your volunteers have support as and when they need it, on a day-to-day basis.

The support you provide to your volunteers should come from a paid member of staff who has agreed to undertake the role of supporting volunteers and who has a basic awareness of the principles of good practice when it comes to volunteer involvement.

1.1 Who are the named members of staff who have agreed to support volunteers on a day-to-day basis?

1.1 Are these members of staff aware of issues of good practice in working with volunteers or do they require training? (Note – you could give your staff time to read the Good Practice Guidelines or approach any of the training organisations listed at Appendix V).

Set 4

Part 4.1

1.3 How do you ensure that your volunteers know who they can approach for support on a day-to-day basis?

1.4 How do you evaluate whether the support your volunteers receive is helpful to them? (E.g. do you ask whether support is adequate and appropriate during your supervision sessions with volunteers)?

1. Peer Group Support

1.1

How will you consult your volunteers about whether they would like you to set up a support group where volunteers can meet together to discuss issues? You will need to ask them whether they feel they would like such a group, what resources they would need (give some indication of what you could provide, i.e. a room, refreshments, etc. and ask them also whether they would like a staff member present or not (you need to consider resources here though).

You will also need to consider accessibility issues.

You will also need to think about how issues that arise from support groups can be fed back to paid staff and acknowledged and possibly acted upon.

Set 4

Part 4.1

1.1 Peer Group Support (continued)

Set 4

Part 4.1

1.2 Keeping your volunteers – showing your appreciation

List your ideas for how you can show appreciation to your volunteers on a regular basis (i.e. getting involved with Volunteers Week (contact NCV – see Appendix V), putting on 'thank you' events, etc. Remember to take resources into account and make sure you have the necessary budget.

Set 4

Part 4.1

LEVEL ONE - Implementation Plan - *InfoSheet 4.1*

Item No (i.e. 2a)	How we plan to achieve this	Person/Team Responsible	Timescale

LEVEL ONE - Implementation Plan - *InfoSheet 3.1* (continued)

Item No (i.e. 2a)	How we plan to achieve this	Person/Team Responsible	Timescale

Set 4

Part 4.1

LEVEL TWO - Implementation Plan - *InfoSheet 3.1*

Item No (i.e. 2a)	How we plan to achieve this	Person/Team Responsible	Timescale

Set 4

Part 4.2

Area:

Set 4

Support to Volunteers: Writing Volunteer Handbooks (*InfoSheet 4.2*)

LEVEL 2

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.

Before writing your Volunteer Handbook, you will need to have your Volunteering Policy written and implemented and clear guidance for volunteers on each of the areas listed above.

Once you have completed this Workbook you can revisit this section. Use the above list as a format for what to include in your Volunteer Handbook.