

Section 2 Organisational checklists

YOUR ORGANISATION AND POLICIES

The following sections are designed to help you with best practice in working with and supporting volunteers. The sections can be looked at separately with the understanding that your volunteers' policy and procedures will affect many of your other policies.

For example the Health and Safety policy statement covering your volunteers needs to be written with equal opportunities in mind, affording your volunteers the same degree of protection as your paid staff.

Checklist	Do You Have	Do You Need	Action
Volunteer Policy			
Health & Safety			
Equal Opportunities			
Data Protection			
Protection Of Vulnerable Groups			
Working with Children & Young Adults			
Working with Protected Adults			
Volunteer Agreements			
Out of pocket Expenses			
Volunteer Drivers			
Volunteer agreements			
Confidentiality			
Recruitment & Selection			
Task Description / Specification			
Application Forms			
References			
DBS check			
Training & Development			
Task Record			
Training Record			
Support & Supervision			
Resolving problems			
Other			

For a new volunteering position, consider the following to help you devise a task description.

Volunteer title	
Where will the volunteer be based	
What is the purpose of the position	
What will the volunteer be required to do	
What are the different elements of the voluntary work e.g. driving; dealing with money	
What are the key tasks	
Specific requirements e.g. driving licence	
What is the purpose of the position	
How many hours commitment will the voluntary work require	
When will the volunteer need to be available and what are the options	
What is the relationship between volunteers and paid staff	
Who will the volunteer work with	
What client group will the volunteer be involved with	
Will disclosure be required	
Who will the volunteer be accountable to	
Who will provide support and supervision for the volunteer	
Who will support/supervise the volunteer	
What training will be necessary and available	
In what way will the volunteer be given recognition within the organisation	
What is expected of the volunteer by way of initiative, independence and teamwork	

Volunteer Specification

The Task Description will form the basis for preparing a volunteer specification. The specification outlines the particular skills, knowledge and ability the tasks require. This will allow you to select a volunteer on the basis of their ability to carry out the tasks.

Policy and Procedures Documents check list

	Do You have a Statement		Do You Need a Statement			
	Yes	No	Yes	No	Not Yet	Date In place
Documents that might be used in implementing a policy on volunteers:						
Application form						
Guidelines for volunteers						
Health and Safety policy						
Insurance policy						
Equal Opportunities policy						
Human Rights policy						
Data Protection policy						
Staff assessment survey on volunteer involvement						
Staff request form for volunteer assistance						
Recruitment message						
Volunteer specification ask description						
Volunteer information leaflet						
Letter to referees						
Questions for selection interview						
Volunteer Agreement (rights & responsibilities)						
Review form						
Volunteer expenses claim form						
Volunteer evaluation form						
Resolving problems procedures						
Befriender Agreement						
Induction training						

Induction - Policy and Procedures Statements for Volunteers

	Do You have Statement		Do You Need A Statement			
	Yes	No	Yes	No	Not Yet	Date in place
A Volunteer Policy <i>may</i> include statements on:						
Volunteer Induction Pack						
Insurance for volunteers						
Equal Opportunities policy						
Data Protection						
Human Rights						
Protection of Vulnerable Groups						
Health & Safety policy						
The role, rights and value of volunteers						
The purpose of a policy on volunteers						
Working with vulnerable groups						
Working with volunteers with additional support needs						
Confidentiality						
Volunteer recruitment and selection						
References for volunteers						
Support & supervision of volunteers						
Training and development of volunteers						
Involvement of volunteers in consultation and decision-making						
Resolving problems						
Volunteer drivers						
Monitoring and evaluation						

Training and Development check list

Activity	Person Responsible	Date to take place	Tick when done
Welcome & introductions			
Introduction to the organisation, its policy& procedures			
Guidelines for volunteers			
Tour of the building and introductions			
Domestic matters			
Volunteer Agreement			
Named contact/support person			
Voluntary work task outline			
The structure of the organisation			
Volunteer Policy			
Volunteers' Handbook			
Team meetings			
Support and Supervision			
Induction review			
Work plan			
Training requirements			
Background reading, if appropriate			
Support			

Barriers to volunteering

The information below identifies some of the barriers people may experience when wanting to volunteer and some strategies that you and your organisation/group could use to overcome them.

Barrier	Suggestions to reduce them
Lack of knowledge about how to become a volunteer with your organisation	Register your organisation with Havering Volunteer Centre and access Get Set to volunteering monthly slots. Use IT for publicity and information. Attend promotional activities.
Lack of experience of volunteering or limited skills set	Arrange open days/visits for potential volunteers. Arrange trial periods. Use of workplace mentors/befrienders. Split jobs down into 'bite size' chunks Set up support systems Arrange training courses Think diversity
Previous negative experience of volunteering	Emphasise benefits of volunteering.
Out of pocket expenses incurred.	Reimburse out of pocket expenses. Arrange for pick-up or car sharing. Supply specialist equipment and uniforms.
Lack of childcare/dependent care	Provision of out of pocket care expenses.
Difficulty of access for people with disabilities	Improve physical access.
The language used may deter a range of volunteers	Avoid jargon. Use clear English.
Publicity may not appeal to a range of volunteers	Use posters that are clear, not overcrowded. If using pictures, avoid people, as they may be off-putting. Cartoons and objects may have more impact. Check RNIB, Clear Print Guidelines ¹ for advice on colours, fonts style and size.
Timing and place of voluntary work	Check on volunteers' transport needs, times of buses etc. and arrange hours accordingly.
Concern about losing benefit payments	Have a supply of the leaflet 'Volunteering and Welfare Benefits'. Be clear about the volunteering and benefits so that you can explain them to the volunteer.
Concern about a previous 'criminal' record	Have a selection procedure that makes it clear to every-one how this may/may not be relevant. Refer to your Equal Opportunities Policy. Reassurance about confidentiality and data protection.
Discrimination on grounds of race or ethnic origin, colour, political belief, social or economic class, gender, disability, sexual orientation, age, marital status or parental status, family history or address	Implement Equal Opportunities policy