

# Recruiting and Managing Volunteers

## Volunteer Role Description

- Ensure you don't create barriers to people volunteering, for example consider what is really an essential skill or quality vs what you can teach someone to do.
- Be aware that even if you list a skill/experience as desirable, it may still put someone off applying for the role.
- Don't ask for too much – decide what the most important things you need are.
- Write in plain English, using clear language and avoiding jargon.
- State the induction, training and ongoing support you will provide for volunteers.
- Be clear about the time commitment required, include days and times where applicable.
- If the role requires a basic or enhanced DBS check, ensure you mention this.

## Volunteer Recruitment

- When advertising your role, make the opportunity appealing by highlighting the difference the volunteer will and what they can get out of the opportunity, such as enhancing their CV, meeting new people and developing new skills.
- Consider using photos in your advert to convey the fun and exciting nature of the role.
- Advertise your role in a range of places, in your local community and online, such as:
  - Do-it.org
  - Reach Volunteering
  - Your local Community Voluntary Service (CVS) Centre or Website
  - Volunteer Scotland Website
  - Local community Facebook Groups
  - Local high schools and colleges
  - Universities (they usually have their own volunteering service)
  - Your CCB's website, newsletter, etc
  - Noticeboards – in the community, local shops, sports centres, cricket clubs, etc

## Application Process

- Volunteers want a frictionless experience – consider how you can make the application process and volunteer experience as smooth as possible.
- Share your timelines, such as the application deadline, interview dates (if applicable), when the volunteer can expect to hear back from you and when the role would start.
- Make your application process as easy and accessible as possible, for example consider whether you really need a CV and cover letter, or whether applicants could simply answer a few questions about the motivation to volunteer and their relevant skills and experience.
- Similarly, consider whether you can accept applications in different formats, such as voice note/video answers for those who may prefer this to writing.

## Volunteer Induction

- A volunteer induction is an opportunity for the volunteer to understand the requirements of the role and how to carry out their tasks well.
- The induction could be a meeting where the expectations are discussed, or it could be a demonstration during a session – a combination of both is probably best.
- It is useful to ask the volunteer about their learning style/preference to ensure the induction is suitable for them.
- During the induction, you should also share any important information the volunteer may need to know, for example about safeguarding and data protection.
- Encourage the volunteer to ask any questions – both during the induction and beyond – to ensure they are comfortable with their role.
- Share a volunteer agreement/code of conduct with the volunteer (you can use a template from Lord's Taverners) to ensure clarity about what is expected from the volunteer and what they can expect in return. Give the volunteer a copy of this, but do not ask them to sign it as this could imply a contract with the volunteer.

## Volunteer Reviews

- It's best practice in volunteer management to hold an initial and then regular volunteer review meetings.
- Such meetings are an opportunity to check in with volunteers about how they are finding their experience, to give and receive two-way feedback, and to thank the volunteer.
- Generally, an initial review should be conducted after 6 weeks in the role and a regular review for long-term volunteers should be held annually.
- Ensure you give the volunteer an opportunity to share any feedback about their experience, as well as sharing with them any feedback about how they are doing in the role.
- Meetings don't need to be very formal, although it is good practice to follow a structure and record some notes from the meeting for future reference.
- Lord's Taverners have template review documents for structuring and recording these conversations which you can use.
- Share your notes with the volunteer after the meeting so they can check they are happy with what has been written.

## Support from Lord's Taverners

- Lord's Taverners are here to support you with recruiting and supporting volunteers in your Hubs, so if you need any further guidance or support, please don't hesitate to contact us.
- Email Amelia Ireland on [amelia.ireland@lordstaverners.org](mailto:amelia.ireland@lordstaverners.org) to discuss over email or to set up a call.