Managing volunteers

If you want to start working with volunteers, there are a few things you’ll need to think about. We have a comprehensive ‘Managing volunteers’ programme which is free to all UK online centres, but here are our own top tips to get you started quickly:

1. **Get your systems set up**

Put together a process for recruiting and inducting volunteers, with volunteer role descriptions, a volunteer agreement, an induction process and checklist. Examples of these documents can be found on the Volunteering England website.

2. **Create an induction pack**

Produce an induction pack or booklet for new volunteers, which can include their volunteer agreements, benefits for volunteers etc. It’s a good idea to get established volunteers involved in writing the handbook as they can provide first hand experience of what it’s like getting started as a volunteer.

3. **Do your checks, but don't let them get in the way!**

If a DBS check (formerly a CRB check) is needed for a new volunteer, you can still allow them to get started and gain experience but do ensure they are supervised at all times.

4. **Set up a buddying scheme**

Set up a buddying scheme, where new volunteers can partner up with an existing volunteer or another member of staff to help them settle into the organisation.
5. **Train up your volunteers to equip them with the right skills**

From 30 minute webinars to accredited qualifications, training your volunteers with the right skills is vital.

6. **Encourage a volunteer community**

Arrange social events for volunteers as this can provide a great opportunity for them to share knowledge and experience. Chatting over a cup of tea can help to build confidence and add value to the projects you’re running.

7. **Recognise contributions**

Always remember to recognise and reward the work that volunteers do with thank you notes, certificates and even special events to celebrate their achievements.