



www.plunkett.co.uk



Recruiting, training and retaining your volunteers
Webinar hosted by
Alison Macklin supported by
The Prince's Countryside Fund



We have advisors we can allocate to provide support on this or other topics.

- If you need help and advice or have training needs with regards issues arising from Covid 19 or another aspect of setting up or running a community business please contact us.
- You can keep up to date with information, news and events by following us on Twitter and Facebook or through our website www.plunkett.co.uk or email info@plunkett.co.uk

Membership



Join a **growing number of like-minded people and organisations working together** to help rural communities tackle the challenges they face.

Share **knowledge and experience** through our network and find the right products and services with our directory of suppliers who share your values and can **help your business to thrive**.

PRIORITY
ACCESS TO
NEWS,
RESOURCES
&
INFORMATION

BE PART OF
A
NETWORK
OF
COMMUNITY
BUSINESS
EXPERTS

LEARN AT
EVENTS,
WEBINARS
& TRAINING

INFLUENCE
OUR WORK
TO SHAPE
THE
FUTURE OF
COMMUNITY
BUSINESS

Join today: plunkett.co.uk/membership

Your biggest asset



Are we volunteer ready?

- Why do we want volunteers?
- What will they do?
- Who will support/manage them?
- Do we have policy's and procedures in place to keep them safe and supported?

Preparation is key

Five ways to find volunteers

“Position available”

“There's a lot you can do”

“Would you help?”

“Bring your friends”

“Thanks for your interest”

Benefits of Volunteering



Why volunteer?

Volunteering will mean you:-

- Make new friends and meet old ones
- Contribute to the running of the shop
- Support your local community
- Gain new skills
- Find out all the latest news and gossip
- Keep the body and mind active

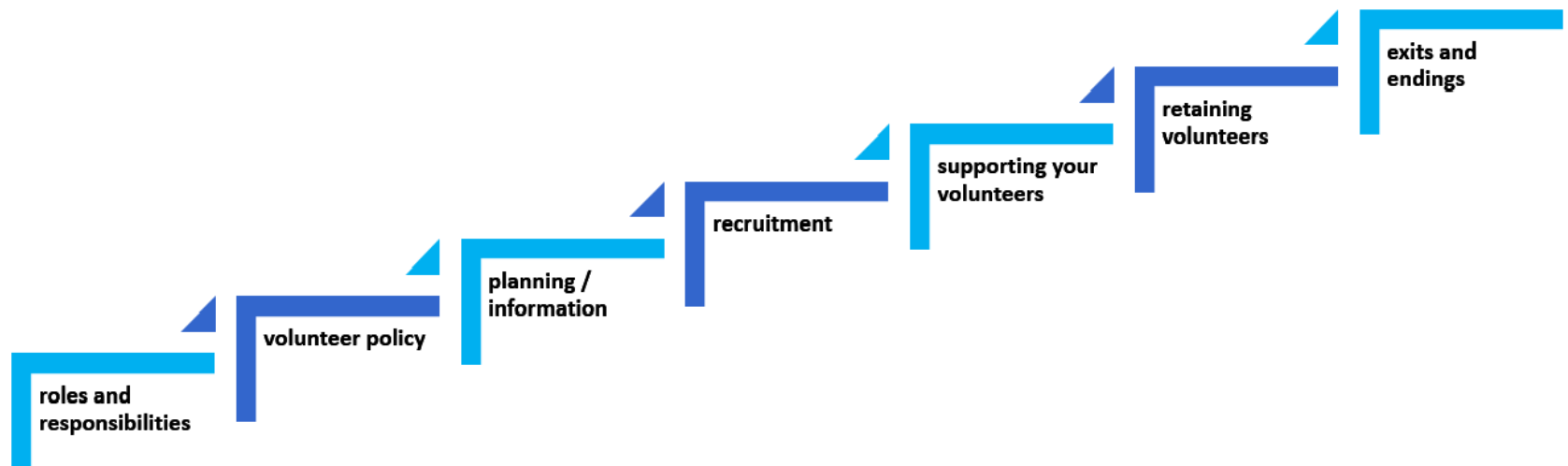
Benefits for the project

- We offer:-
- Flexible Working
- Variety of Roles
- Social support as part of a group
- Training
- Mentoring Scheme

Putting in place a Volunteer Programme

Essentials of good volunteer management

Take a journey through every element of good practice for your volunteer programme



Five things volunteers love

“so glad you're here”

“we are doing it because...”

“Thank you so much”

“Whatever works for you”

“Times up”

Five things volunteers hate

“we don’t need to after all”

“we just need to find/sort”

“good luck”

“just another hour”

“you’re doing it wrong”

Five ways to get the most out of your volunteers

“Let me show you”

“It’s written down”

“Lets work together”

“You can do this at home”

“This is what you can expect”

What Policies & Procedures do you need?

Volunteer Policy

Starting point for involving volunteers in any organisation is a Volunteer Policy



Volunteer Policy

The format of the policy will depend on the nature of your organisation & the work that it does

It should detail your approach & commitment to volunteers

Help define the relationship between the organisation & volunteers

Clarifying expectations & responsibilities

Developing consistent procedures should help volunteers to feel more supported, recognised & motivated



Volunteer Policy

Should be a short, relatively simple document, using clear language, made available to everyone in organisation

The policy should include statements on some or all the following topics....

Volunteer Policy

- Purpose – why does your organisation involve volunteers? What is their unique contribution?
- Recruitment & Selection – how do you recruit? Do you have selection criteria?
- Volunteer Tasks – what is the range of tasks available?
- Supervision & Support – how will this be provided?

Volunteer Policy – cont.

- Equality – an equality statement regarding volunteers within the organisation
- Insurance – what insurances will volunteers be covered by whilst volunteering within your organisation?
- Grievance & Disciplinary Procedures – separate & less formal than staff policies & maybe called something else.
'What to do if you aren't happy'.

Volunteer Policy cont.

- Confidentiality – to list the scope of what it means within your organisation
- Participation – how volunteers will be able to participate in the decision making processes of the organisation

Procedures for successfully involving volunteers

- Volunteer Agreement
- Task / Role description
- Application Form
- Volunteer Record File
- Expenses Form
- Induction Checklist
- DBS Checks – if required

Volunteer Agreement

Is a description of the arrangement between the organisation & a volunteer for the work they do.

It outlines what a volunteer can expect from the organisation & what they have agreed to undertake

It should not form a contract

Volunteer Agreement

It might include the task / role description

It should include details of the organisations commitment to:

- Induction & Training
- Equal Opportunities
- Health & Safety
- Expenses
- Support & Supervision
- Insurance

And...

The volunteers commitment to:

- Work to the standards required
- Follow policies & procedures
- Maintain confidentiality
- Make a commitment to turn up as agreed
- Provide references if required
- Inform you if / when they are not available

BUT...

- Written volunteer policies & agreements should not create contracts of employment
- **They should help clarify the unique contribution that volunteers make to an organisation showing how this is distinct to that of paid workers**

Make sure...

In order to make sure you are not creating a legal contract

- Avoid language of legal rights & obligations
- Insert clear statement that no legal contract or relationship of employment is being made
- Do not require a volunteer to do something in return for something else
- Organisations expectations should be written as hopes not obligations

Task / Role descriptions

Helps to give a clear idea what you want doing & gives a volunteer direction

- Tasks involved
- Skills & experience required (if any)
- Who the volunteer is responsible to
- Location of voluntary role

The great thing about volunteering

A Good Role Description..

MUST DO

Should cover what a volunteer has to do

CAN DO

Can be aligned to volunteers skills & interests

FOR NEGOTIATION

Anything 'extra' a volunteer would like to do, maybe for their personal development

Application Forms

- Make it simple
- Only ask for information that you really need
- Make it appropriate to the volunteer role & 'who' you are intending to recruit

Expenses

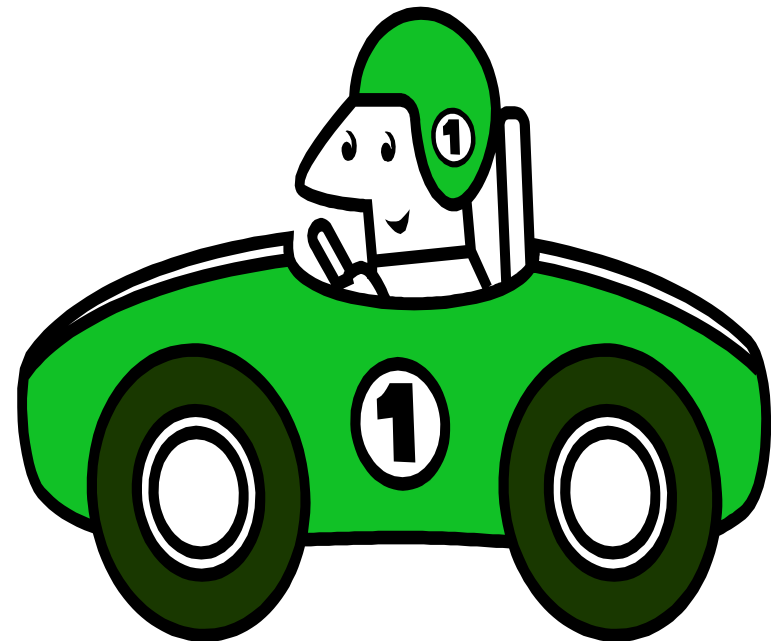
Good practice to offer all volunteers out-of-pocket expenses all at cost.

- Travel
- Meals (if volunteering for an agreed period)
- Postage / telephone costs – working from home
- Care of dependants
- Mileage
- Essential equipment

Organisations must only pay actual out of pocket expenses

Paying a 'lump sum' could cause a contract of employment to be formed

Could cause a problem for volunteers in receipt of benefits



Volunteer Records

- Contact details
- Who to call in an emergency
- Health – but only if it's something you need to be aware of
- Data Protection – only relevant personal information should be held

Expenses Form

- You need to be able to show that you are reimbursing out-of-pocket expenses only
- Less potential problems for volunteers on benefit
- Lessen chances of it looking like you have intended to create a contract

Induction Checklist

For you & volunteer to tick off during induction process

Should cover everything a volunteer needs to know to make them feel comfortable within the organisation & enable them to be successful



Volunteer Handbook

- A reference guide for volunteers
- Give at their induction
- Should contain all policies & procedures relevant to their volunteering



Exit Procedures & Interviews

- Staff give in their notice when they want to leave
- Volunteers don't have this procedure & shouldn't
- Need to explain to them how you would like them to inform you when they decide to leave
- Conducting an exit interview is a good way of checking out how you are doing in managing volunteers



Basic Policy Requirements

- Health & Safety – organisations with more than 5 staff are required to have a written Health & Safety Policy
- Equal Opportunities – should refer to volunteers
- Confidentiality – could be a separate document for volunteers
- Risk Assessment – need to consider volunteers in this
- Disciplinary – a simplified version for volunteers
- Grievance – same as above
- Appraisal / Supervision – a separate document for volunteers
- Training – should include what you are offering volunteers
- Complaints – for volunteers a ‘what to do if you have a complaint’ document
- Insurance – should cover the ‘work’ done by volunteers in your policy

Remember

- Make policies & procedures clear & explicit
- Make sure you don't imply a contract being formed by over formal policies & procedures for volunteers
- Use policies & procedures positively to make your organisation a safe & happy place to volunteer





**KEEP
CALM**

AND

**MANAGE
VOLUNTEERS**

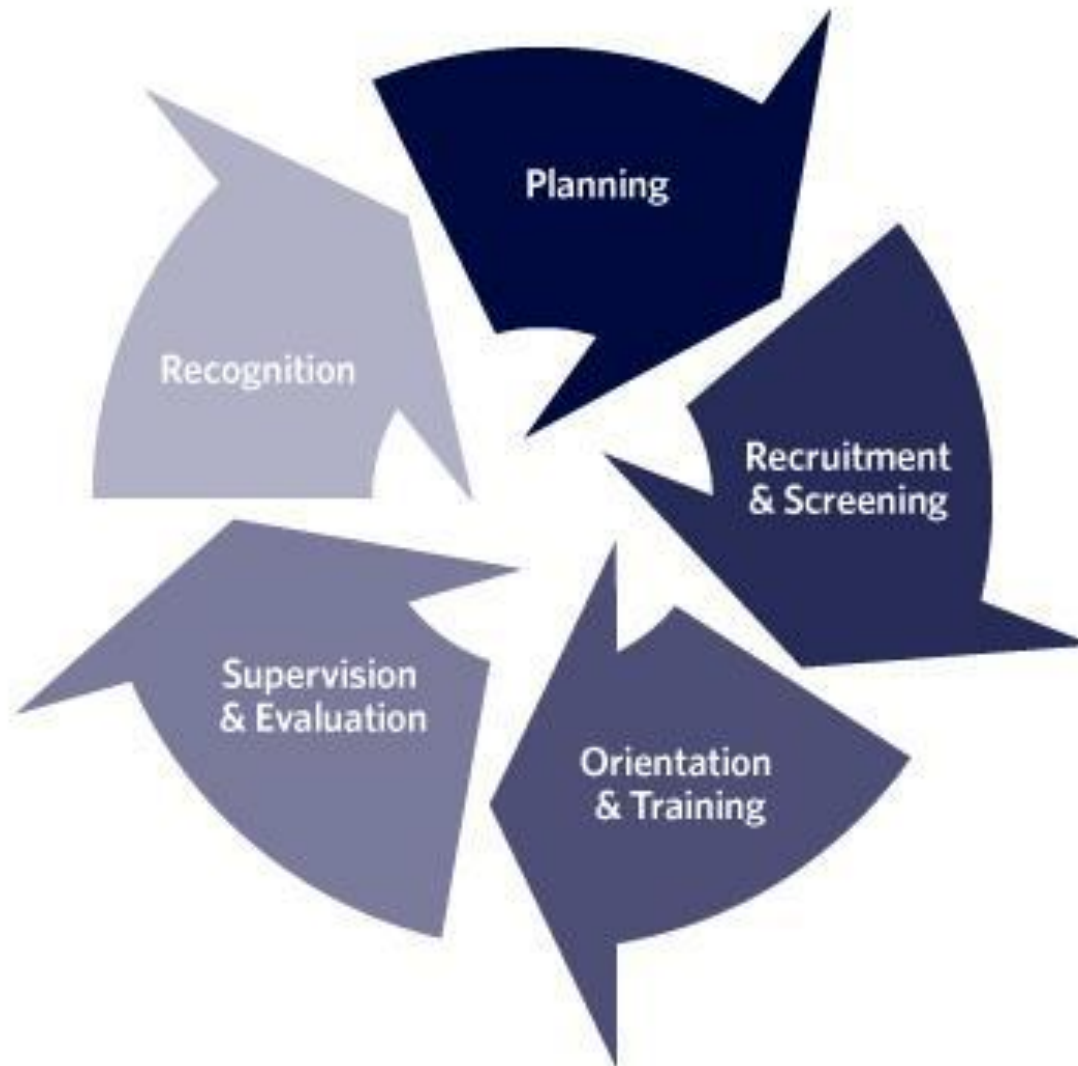
Managing Volunteers

There are differences between
managing paid staff &
volunteers

Differences between managing paid staff & volunteers include

- Differences in terms of motivation
- Recruitment methods
- Attendance
- Taking holidays
- Boundaries between paid staff & volunteers
- Sometimes need to deal with emotional needs of volunteers

Volunteer Management



Myths about managing volunteers

- Volunteers are free
- Anyone can manage volunteers
- You don't need much time to manage volunteers
- You don't need staff to manage volunteers (aka volunteers manage themselves, volunteers will just show up)
- Volunteer management is a luxury we can't afford

Communication

Use a variety of communications as email does not work for everyone

- Meet face to face
- Meetings
- One to ones
- Emails
- Facebook
- Volunteers Newsletter
- Socials

Training

Training is vital for staff and volunteers to keep people focused and to prevent bad habits

Some can be in house

i.e. Till Training

Some needs to be professional

i.e. Food Hygiene and First Aid

It needs to be refreshed regularly and offered to those it would benefit.

and..

- A volunteers relationship with an organisation may not be defined by legal structures & contracts
- There may be significant differences in the motivations, commitments & availability between staff & volunteers
- Volunteers can walk away at any time

To manage volunteers well you need...

- To be clear about volunteers unique contribution to your organisation
- Clear recruitment procedure
- An appropriate induction
- To be clear about what you want them to contribute
- How they should contribute
- To know what standards are expected
- To make sure you encourage & thank them

Weaknesses of Volunteers

- Don't need to be there so must want to
- Need careful handling
- Not always professional
- Each one needs a different approach
- Different skill level
- Many volunteers have many other commitments including Grandchildren and Gardening

Good Practice

- A well thought out Volunteer Policy
- Clear Role / Task Descriptions
- Effective & timely Induction Procedures
- Good Support / Supervision
- Clear Exit Procedures
- Clear/ appropriate Policies & Procedures referring to volunteers

What might go wrong?

Any organisation that involves volunteers has opportunities for volunteers to be 'unhappy' or to be under performing in their role

Retaining Volunteers



What might go wrong?

- Didn't expect work to be like that
- Doesn't feel supported
- Doesn't agree with way you do things
- Has been there a long time & don't like change
- Doesn't perform to required standard
- Doesn't turn up / late etc.

Five ways to keep them motivated

“That’s a great idea”

“we are all in it together”

“You're really good at that”

“how did it go?”

“we did it”

Love your volunteers and show them you appreciate them.



Thank you for attending
Please contact us if you
require further help and
support
info@plunkett.co.uk



www.plunkett.co.uk

www.plunkett.co.uk

Or follow us on Facebook to find out more about upcoming webinars and how we can help community businesses.