

CHECKLIST

Before you involve volunteers	Discuss and agree the reasons why you want to involve volunteers	
	Write down how volunteers will help your organisation to meet its objectives or deliver its services	
	Identify who in your organisation will be responsible for overseeing and supporting your volunteers	
	What budget do you have/need to support the involvement of volunteers?	
	Discuss what you have to offer volunteers and how they will benefit from volunteering for you e.g. do you offer work experience, training, social interaction, fun?	
Identify volunteer roles	Agree what roles and tasks you want volunteers to do. What time commitment do you require? Where will they be based? (home/office?)	
	Write a description for each role – include what you want them to do, what skills you require, and what you have to offer them	
Advertise for volunteers	Write an advert that is attractive and answers the “what’s in it for me?” question; include if references and DBS checks are required; get feedback on the advert before going live	
	Distribute the advert to everyone in your organisation, and ask them to think of at least one person they know who could do this, and approach them to ask them to volunteer	
	Distribute the advert across all your networks	
	Advertise in a variety of different places (<i>see information overleaf</i>)	
Select your volunteers	Put a process in place to follow when potential volunteers contact you: get back to them promptly How will you decide if they have what you are looking for? Who will make this decision? Ensure they meet with the person who will support them day-to-day	
	Find out from each potential volunteer why they want to volunteer, what their expectations are, and make sure you can meet these. Do they have any specific needs – and can you support them?	
	Carry out any required screening e.g. DBS checks, references	
Introduce your volunteer	Identify and arrange induction/any training the volunteer might need	
	Introduce the volunteer to key people in your organisation	
	Agree with them their tasks/assignments, and timeframes	
Make your volunteer aware of your policies & procedures	Ask your volunteer to sign a confidentiality form (if appropriate)	
	Make all relevant policies accessible to your volunteer e.g. Health & Safety/Lone Worker policies	
	Reimburse reasonable out-of-pocket expenses, explain claim process	
	Advise your volunteer to notify their car insurer if they will be driving	
Review	Agree frequency of feedback sessions with your volunteer – e.g. after their first week, first month, 3/6 months. How will you measure their capability?	
	Find out how the volunteer is getting on, if volunteering is meeting their expectations, any other support they need, and their suggestions for improvement	
	Review tasks/assignments: are they are being satisfactorily achieved?	
	Review with your organisation whether your involvement of volunteers is meeting what you originally hoped for	
	Revise your volunteer roles/create new ones as appropriate	

The following information complements the checklist overleaf. As the accredited Volunteer Centre for Buckinghamshire, Community Impact Bucks support organisations by providing advice, information and training. Please visit www.communityimpactbucks.org.uk/volunteering

Register for a FREE One to One [Advice Session](#)

We will provide general guidance on best practice in volunteer recruitment and management, as well as advice tailored to your charity, community group or social enterprise. We will also signpost you to other resources and organisations which could help and, if appropriate. These sessions are held online and last approximately one hour.

Some things to Consider when Involving Volunteers:

- They are *not* the same as paid staff.
- They choose to volunteer – they are not obligated – they can refuse to “work”.
- It is good practice to have a *Volunteer Agreement* with all new volunteers – this sets out what a volunteer can expect from you, and what you would like them to offer.
- Consider having a *Volunteering Policy* – this sets out your reason for involving volunteers, and your commitment to them.
- Although legally they do not have many “rights”, always treat volunteers fairly.
- Avoid giving volunteers an income and perks that could be seen as a “wage” – although good practice is to reimburse volunteers for any reasonable out of pocket expenses e.g. travel to the office.
- Keep your volunteers motivated - recognise their achievements!