**A Quick Guide to Volunteer Management**

**Planning**

Before any volunteer recruitment, either the first time you recruit or your ongoing campaign it is really important that you have planned for your volunteers.

***Why?*** Having the right policies and procedures in place will help you in the short term, ensuring that you are within the law and you are ready to take new volunteers and in the long term to make sure that you can get the right volunteers and potentially avoid some of the common problems that occur when using volunteers.

The types of things you will need in place are:

* A volunteer policy (in addition to your other policies)
* The correct insurance
* Role descriptions
* The right resources for the role
* How will you recruit?
* Will you pay out of pocket expenses?

**Recruitment**

It is good practice to ask potential volunteers to complete a short application form, invite them in to meet you, a brief chat and to take up references. This helps you to find out more about the volunteer and why they are interested in volunteering for you.

Also consider how you will safeguard your organisation as not all volunteers are required to have a DBS check (formerly known as CRB checks). Following good practice will help you. You may also want to consider if your organisation would be willing to take ex-offenders as volunteers. If so you will need to risk assess the role and decide to include this in an ex-offenders policy.

**New Volunteers**

When a new volunteer starts with your organisation it is good practice to provide them with the following:

* Induction
* Volunteer Agreement
* Initial training
* Named supervisor/ contact
* Clear role description and tasks
* Trial period

**Ongoing support for your volunteers**

To ensure that your organisation and your volunteer have a positive and rewarding experience it is important that your volunteer is supported throughout their time with your organisation. Good practice is to provide the following:

* Regular one-to-one/ supervision
* Training
* Saying ‘Thank you’

Remember: If it isn’t working out with a volunteer – don’t be afraid to say goodbye.

**Further information**:

CVS Cheshire East website: <https://www.cvsce.org.uk/volunteering/looking-volunteer/be-volunteer-ready>

Volunteering England: <http://www.volunteering.org.uk/>