



Community &  
Voluntary Services  
cheshire east

# Introduction to Volunteer Management

# Welcome & Introductions



## Aims of the Session

- To consider the advantages/ disadvantages of involving volunteers
- To look at the foundations of good volunteer management
- To look at policies and good practice
- To help Volunteer Managers avoid the pitfalls

# Objectives of the Session

By the end of the session all the learners should be able to:

- Explain people's different motivations for volunteering
- Explain best practice in planning for involving volunteers
- Be able to list the policies and procedures that should be in place

# What Is Volunteering?

- Volunteering is defined as an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives.



# What Is Volunteering?

- What are the advantages of involving volunteers?
- What might be the disadvantages of involving volunteers?



## Advantages?

- Complementing paid work by “adding value”
- Providing local knowledge and a door into the local community
- Helping to raise awareness of the organisation and communicate its messages convincingly – public know that volunteers are not just doing it because they’re paid to
- Bringing a diversity of skills and experience into the organisation, as well as different perspectives.



## Disadvantages

- Can take up a lot of time
- Can be unreliable
- Hard to recruit
- Hidden costs – not a free resource!
- Different levels of training requirements
- Managing staff expectations





# Planning for Volunteers

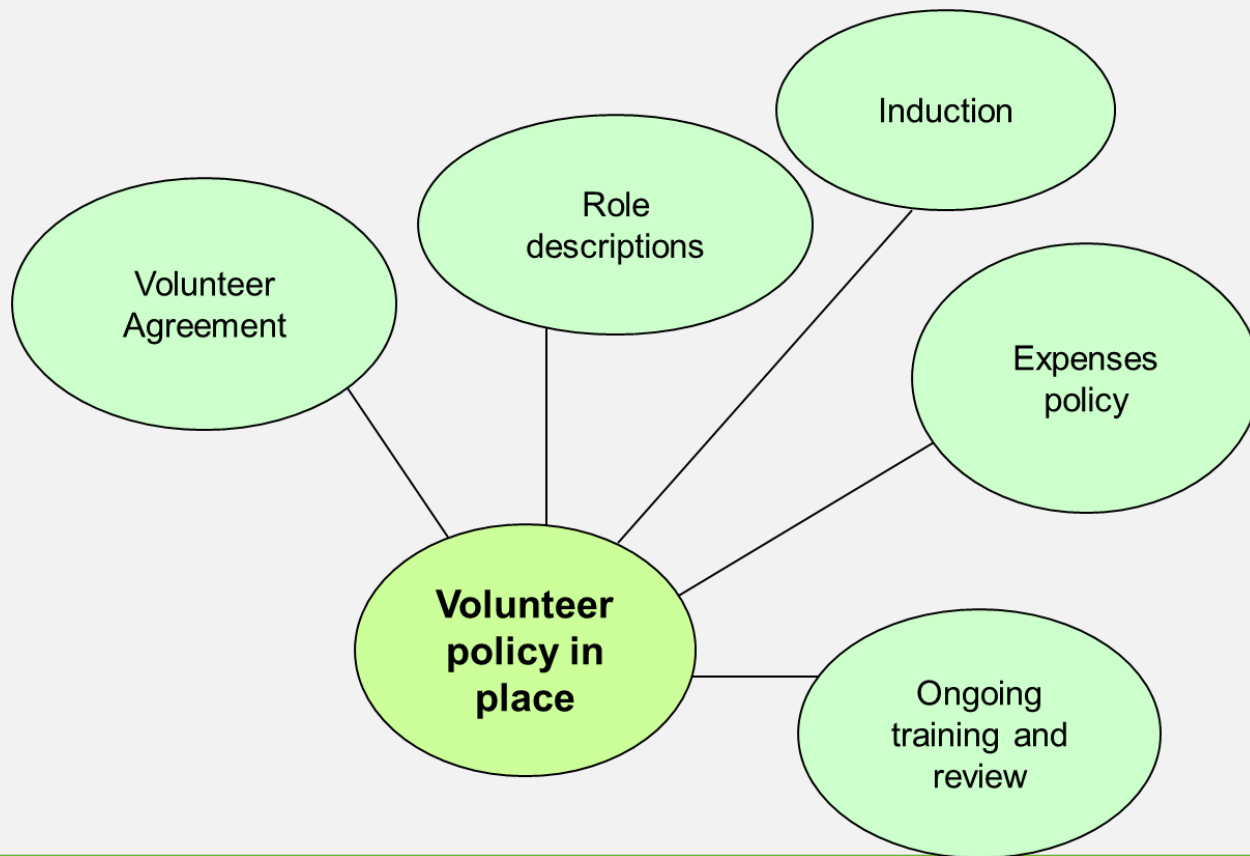
Ask yourself:

- Why do you want volunteers?
- Do you have the resources?
- What skills do you want them to have?
- How will you involve staff and existing volunteers?
- How will you say 'no' to unsuitable volunteers?
- Legal responsibilities?

# The 'Ideal' Organisation



# Key Foundations of Volunteer Management



# Volunteer Policy

What to include:

- Explaining how the volunteer fits into the organisation
- Recruitment of volunteers, inc. Equality & Diversity, DBS, References, etc.
- Induction and training
- Supervision and support
- Confidentiality and data protection
- Health & Safety
- Expenses
- Problem solving and complaint procedures

# Volunteer Role Description

- Title of role- be specific
- Purpose of role
- Main tasks
- Qualities or experience
- Location
- Availability
- What training is available
- Experience they could gain



# Applications & Interviews

- Application form
- Engage
- Interviews
- References

# Induction

Include:

- Checks and Introductions
- General information
- Health & Safety
- Training
- Introduction to the role
- Expenses
- Volunteer agreement



# Volunteer Agreements

- Set out what to expect from the organisation
- What the organisation expects from the volunteer
- Take care on setting time commitment
- Induction
- Supervision
- Expenses



# Disclosure & Barring Service Checks

- Not all roles require a DBS - Check that your volunteer needs it in their role
- Regulated activity/ enhanced/ barred list check – make sure the right level.
- ID requirements
- More info visit <https://www.gov.uk/disclosure-barring-service-check/overview>
- What about recruiting ex-offenders?

# Where to Advertise

- CVS volunteer hub
- Social media / Google Ads
- Word of mouth
- People Helping People – Cheshire East Council
- Studenteer
- Colleges/ Uni / 6<sup>th</sup> form
- NCS / Princes trust etc.
- Cheshire Connect
- Third sector websites
- Volunteer fairs / Local events (including online)

# Expenses

Why pay expenses?

- Good practice
- In line with staff expenses rate
- Visit HMRC for more information
- Clear procedure for claims
- Prompt payment
- Consider putting into funding bids



# Supervision (Training & Review)

- Explain support available at induction
- Named supervisor
- Schedule times to meet
- Use review process to gain feedback
- Manages performance & expectations
- Don't be afraid to say 'goodbye'



# Avoiding the Pitfalls

- PLAN, PLAN & PLAN for involving volunteers in your organisation
- Have all policies and procedures in place before you recruit
- Make sure your role descriptions are clear
- Make sure everyone understands why you are involving volunteers
- Say thank you!

The logo consists of two overlapping orange rectangular bars. The top bar is slightly offset to the left and contains the word "Celebrate" in white, sans-serif font. The bottom bar is wider and contains the word "volunteering" in white, lowercase, sans-serif font.

## Useful Resources:

[www.cvsce.org.uk](http://www.cvsce.org.uk) & Volunteer Managers Network

[www.ncvo.org.uk/ncvo-volunteering](http://www.ncvo.org.uk/ncvo-volunteering)

[www.knowhownonprofit.org](http://www.knowhownonprofit.org)

[www.  
VolResource  
.org.uk](http://www.VolResource.org.uk)



# Questions?



# Objectives of the Session

By the end of the session all the learners should be able to:

- Explain people's different motivations for volunteering
- Explain best practice in planning for involving volunteers
- Be able to list the policies and procedures that should be in place



# Produced by:

CVS Cheshire East

11 Hope Street

Sandbach

Cheshire

CW11 1BA

Offices also in Crewe and Macclesfield

[enquiries@cvsce.org.uk](mailto:enquiries@cvsce.org.uk)

[www.cvsce.org.uk](http://www.cvsce.org.uk)