



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





# What would your 'ideal' volunteer look like?

Create a pen picture of your ideal volunteer



# Planning for Volunteers

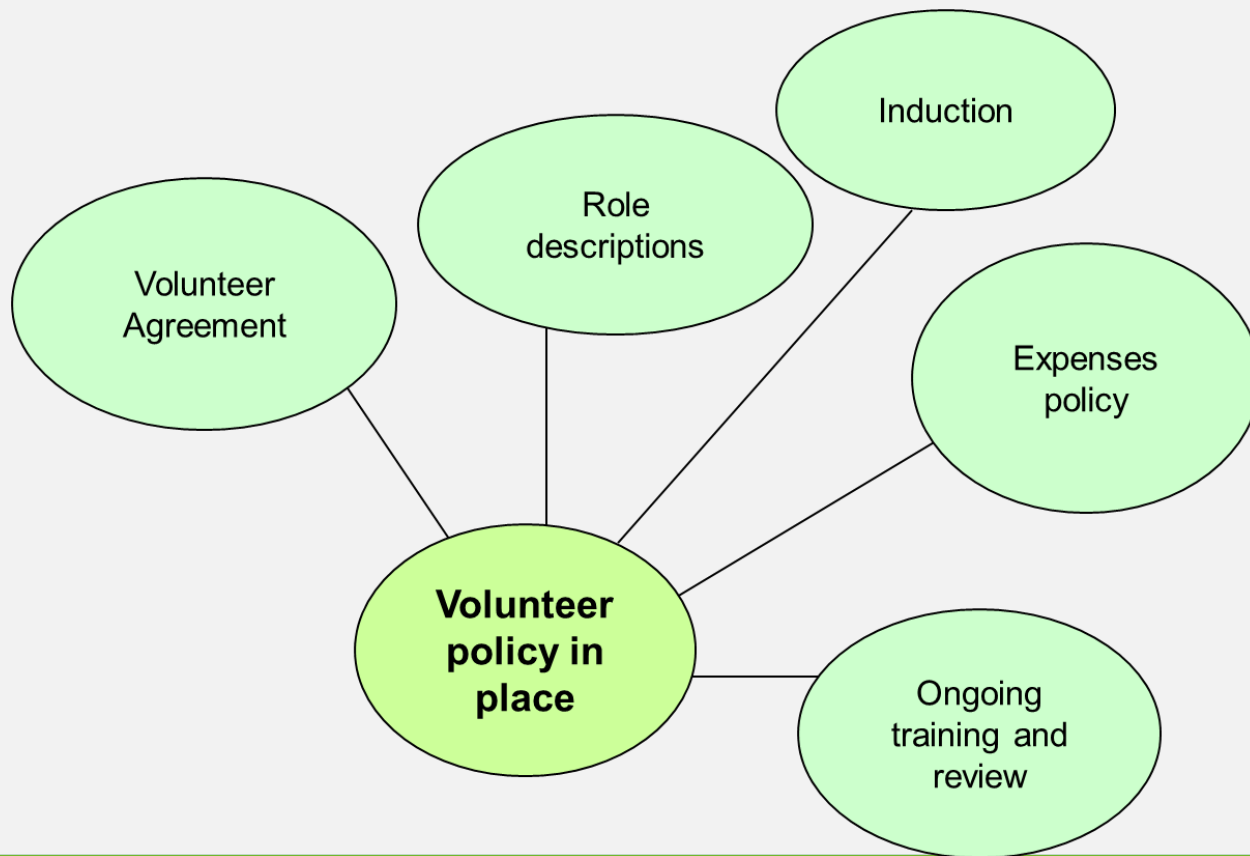
Ask yourself:

- 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 right insurance?

# 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
- Role descriptions
- Induction and training
- Supervision and support
- Confidentiality and data protection
- Health & Safety
- Expenses
- Problem solving and complaint procedures
- Safeguarding

# Volunteer Role Description

What should your role description include?

5 minutes

# 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



# Break





# Recruitment

Robust recruitment

- How will you recruit?
- Yes to everyone?
- Consider diversity in your volunteers

# Finding Volunteers

- Using CVS Cheshire East!
- Social Media
- Local connections
- Jobcentre Plus
- Colleges / Universities
- NCS / Princes trust etc.
- Local job groups or training groups
- Volunteer fairs / Local events



# 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?

# 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

## Volunteers & the Law

- Care needs to be taken not to create a Contract of Employment!!
- Copyright
- Take care on setting time commitment
- Perks



# 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
- Only re-imburse actual out of pocket expenses



# 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'





## Activity

Looking at the case studies.

Discuss:

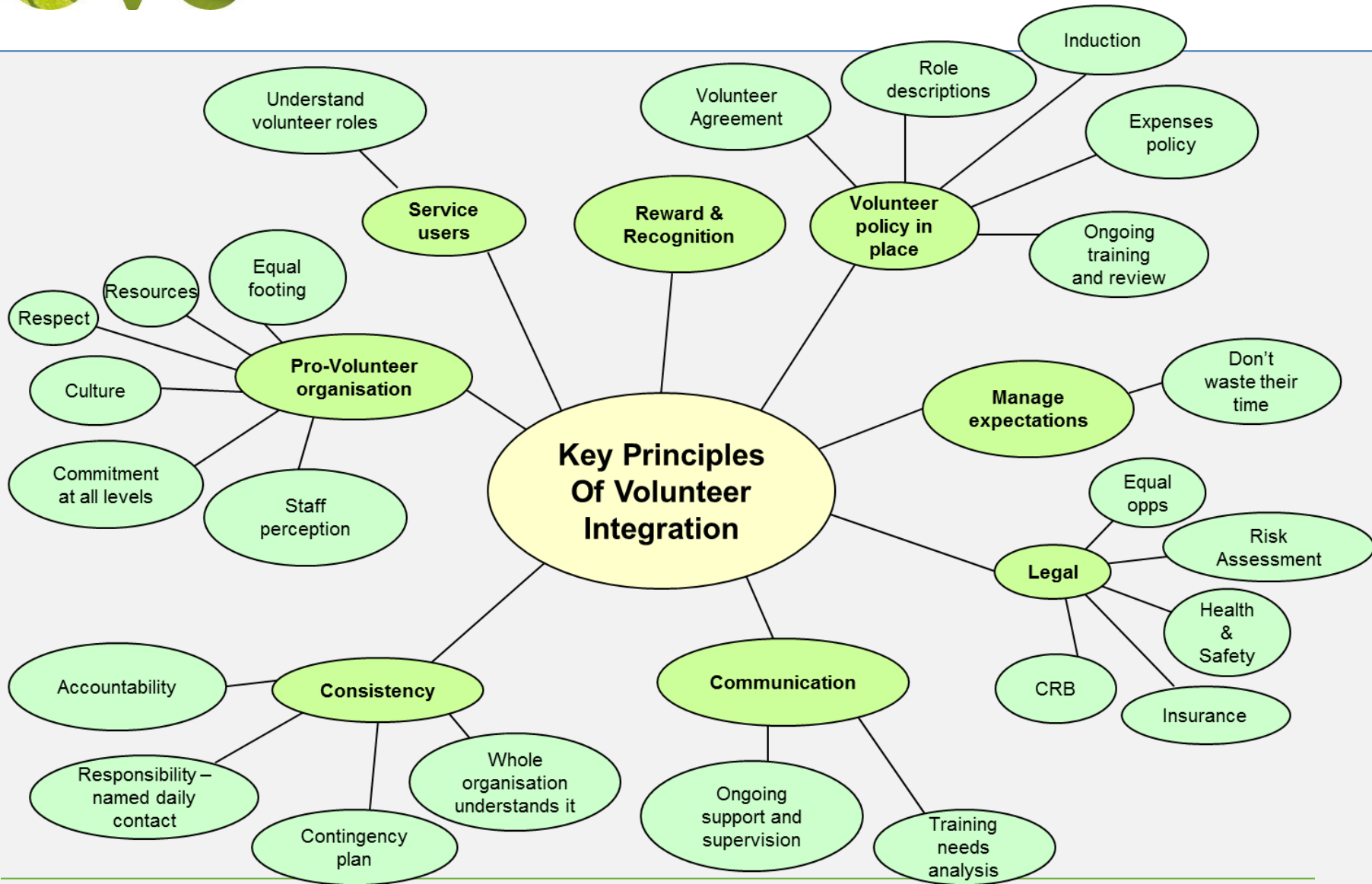
- How you would deal with the situation.
- What tools can you use?



## 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.how2fundraise.org](http://www.how2fundraise.org)

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



# Questions?



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