

## VOLUNTEER MANAGEMENT CHECK-LIST

Volunteer Marlborough encourages best practice in volunteer management. This check-list will help you to assess your current processes and to identify areas for the further development of your volunteer programme.

1. PLANNING FOR VOLUNTEER INVOLVEMENT	TICK
We have a Volunteer Policy which is understood & accepted by paid staff, volunteers, and committee members/trustees	
There is clarity about why we involve volunteers	
Volunteer tasks are thought out thoroughly before we advertise for help	
Role descriptions are produced which use language appropriate to volunteering	
We think imaginatively about the tasks volunteers can do—with short term and on-going opportunities	
Volunteering is open to everyone and we treat people fairly	
Volunteers' expenses are included in budgets for funding bids so that we can support their activities	

2. RECRUITMENT	TICK
Offers of help from potential volunteers are followed up promptly by phone, email, or in writing	
We meet potential volunteers and check that their skills, interests, and availability fits our needs	
Providing volunteers have the skills / experience we need, we welcome people of all ages and backgrounds	
Where a volunteer is not suitable for our organisation or role, we explain why and offer alternatives	
We use an application form or some means of recording basic details of our volunteers	
When appropriate, references are taken up, with referees being told the nature of the voluntary work	
All volunteers who will be working with vulnerable clients are interviewed by an experienced person	
We have a clear policy on whether volunteers are required to undertake vetting checks (Police or Ministry of Justice)	

<b>3. INDUCTION</b>	<b>TICK</b>
New volunteers are briefed on their tasks and responsibilities	
Volunteers have a named contact for on-going support	
New volunteers are familiarised with health & safety, and accident and emergency procedures	
Training / induction is carried out so that volunteers feel able to do the tasks they are asked to do	
Tasks given to volunteers are appropriate to their interests and skills	
We look at volunteers abilities and find tasks to suit	
Volunteers have easy access to any information necessary to do their voluntary work	

<b>4. SUPPORT AND SAFETY</b>	<b>TICK</b>
We regularly check that volunteers are happy working with us and offer regular opportunities for feedback	
Volunteers' out of pocket expenses are reimbursed with appropriate record keeping	
There is a Health & Safety policy that includes volunteers	
We have policies relating to Safeguarding (protection of children and / or vulnerable adults) (if applicable)	
Volunteering activities are covered by insurance	
There is a policy and procedure for resolving volunteers' concerns and complaints	
All volunteering environments conform to Health & Safety at Work requirements	

<b>5. TRAINING AND PERSONAL DEVELOPMENT</b>	<b>TICK</b>
Volunteers' motivations are identified during the selection process and tasks are found which match	
We recognise that motivations may change as time goes by and adapt tasks accordingly	
Where possible, we provide extra support for volunteers with additional needs e.g. physical or learning disabilities, sensory impairment, mental health difficulties, ex-offending volunteers etc.	
Training is open to volunteers and paid staff	
Volunteers have the opportunity to give and receive feedback through informal and formal methods	
If volunteers are looking for paid work, we offer them a reference	

<b>6. INVOLVING, REWARDING AND RECOGNISING VOLUNTEERS</b>	<b>TICK</b>
Volunteers know what is happening in the organisation through meetings / newsletters etc.	
We have processes where volunteers are able to express their opinion on the work of the organisation	
We aim to consult with volunteers and inform them about changes in the organisation that will affect them	
Volunteers play a part in the decision making within our organisation, including team meetings etc.	
The organisation expresses appreciation and recognises the contribution of volunteers. We say THANK YOU!	