



Good Things
Foundation

What should go in a volunteer handbook.

Workshop for the Online Centres
Network : February 2022

Hilary Nugent: Good Things Foundation



Introduction to the Workshop

Making sure volunteers are well looked after and know what is expected of them, without overdoing the paperwork can be a difficult balancing act.

This session looks at what is key information for volunteers to have, to understand your organisation and their role in it.

There is a mix of presentation and breakout session to give you a chance to discuss challenges and ideas with network colleagues.

What should I put in a volunteer handbook?



Volunteer handbook: round table discussion

Break out into smaller group discussions for 10 mins:

- Which policies do you have in your organisation that apply to your volunteers
- Choose one person from the group to feedback the chat panel when we get back into the main room.

Which Policies affect volunteers?

Expenses

Whistle blowing

Boundaries

Health and Safety

Equality and Diversity

Risk Management Harassment

Covid safety

VOLUNTEER

Donations and Gifts

Financial Procedures

Remote Working

Use of IT/Social Media

Confidentiality

GDPR

Safeguarding

Complaints Lone Working



Handbook v Policies: the aim of a volunteer handbook

What should a handbook not be:

- A huge collection of policies
- Long/complex/legalistic /full of jargon
- Full of every single detail every volunteer needs to know

What should they look like:

- Simple easy to understand language
- Printed or digital
- Won't go out of date too quickly
- Stories and case studies to get to the heart of what you do and engage your audience
- Co-design with volunteers

What are handbooks all about?

- Making volunteers feel welcome and valued as part of an organisation
- Explaining what the organisation does and who the clients are
- Information about how the organisation is funded/fundraising
- Understanding their role in an organisation
- Knowing what is expected of them and what support they will receive
- Trustees, micro-volunteers/one off volunteers too
- Signposting to other important information including policies

What goes in a volunteer handbook: Some ideas

- Welcome and thank you
- All about the organisation: what we do
- Our aims missions values.
- Fundraising and income
- Our volunteer promise
- What we need from you
- Confidentiality, data protection & safeguarding clients
- Other important bits and pieces
 - Volunteering on benefits
 - Driving as a volunteer
 - Expenses
 - References
 - Young volunteers
 - Relevant policies



What you can expect from us: “volunteer promise”



- Proper introduction to the organisation
- Training so that you feel confident before you start
- Meeting after 1 month to make sure it's all going well
- Named manager that will support your volunteering
- You will never be out of pocket volunteering for us
- We will make sure you get regular information about your volunteering and the organisation
- All H & S, risk assessments and insurance are in place to make your volunteering safe
- We will work hard to make volunteering accessible and inclusive for everyone
- All our policies will take volunteers into consideration

What we expect from you:

- Keep us informed & let us know as soon as possible if you can't volunteer
- Represent us in a positive and professional way
- Put the centre users' confidentiality and wellbeing at the heart of everything that you do.
- Do not give out any information that may be incorrect
- Tell us what you think



WHAT COMES NEXT

WHAT WOULD YOU LIKE TO SEE IN THE NEXT SERIES OF VOLUNTEERING WORKSHOPS?



What comes next? Help us design the next series of volunteer training

- What workshop/training full hour sessions would you like to see next?
- Would you like partner specific sessions with community organisations that work in a similar field to you, for example volunteers in libraries, supporting ESOL (english as a second language) clients, supporting clients with learning disabilities.
- Would you like us to run sessions, for your volunteers - such as digital champion training, or supporting clients remotely?
- Would you like to carry on with more small round table sessions so that 10 - 12 people can have longer in depth discussions?
- Would it be useful to have a Volunteering buddy scheme - to partner centres with a lot of volunteering experience with those that are just starting out.
- Would you like to hear more from other community partners who have been running successful volunteering schemes?

WHAT COMES NEXT: round table discussion

Break out into smaller group discussions for 10 minutes.

- Are there any topics that you would like to see covered in a training/workshop format?
- In an ideal world where money was no object (!) what other volunteers support would you like from Good Things Foundation?
- Please nominate one person in the group to share as many of your idea on the jam board as possible as this will help us shape future training and meetings.

Volunteer management and support training :What comes next?

Volunteer management series:

- **Wednesday 23rd February 10am:** Introduction to DBS checks by an advisor from the Disclosure and Barring Service
- **Tuesday March 29th 11am:** Safeguarding clients and volunteers when supporting people remotely

Other training you might be interested in:

- **Thursday february 10th 1pm :**Scams awareness training (older persons network)
- **Thursday 24th february 2pm :** Learn my way refresher training:

And finally....Please give us your [feedback](#): this helps us to shape and improve our training session.

Volunteer policies : further sources of information

Wales CVA model volunteering policy

<https://wcva.cymru/wp-content/uploads/2020/01/Model-volunteering-policy.pdf>

USEFUL “ALL YOU NEED TO KNOW” PAGE FREE TO ACCESS FROM NCVO:

<https://knowhow.ncvo.org.uk/coronavirus/volunteers>

<https://knowhow.ncvo.org.uk/your-team/volunteers/keeping/volunteer-agreements>

Example of “good” volunteer handbook:

https://www.macmillan.org.uk/_images/volunteering-handbook_tcm9-356322.pdf

VOLUNTEER SUPPORT: hilary.nugent@goodthingsfoundation.org