




# Support and Supervision for Volunteers

# Zoom

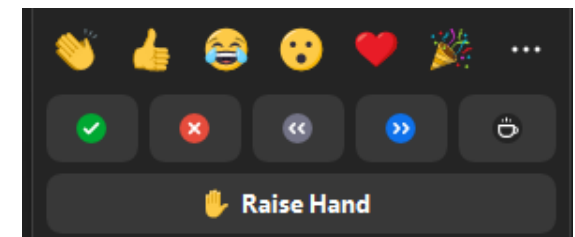
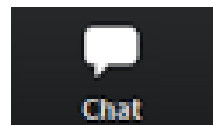
- Please keep your microphone on 'mute' unless you would like to contribute, this button on your screen means your microphone is muted  click the microphone to turn your microphone on.



- Please keep your video on during the sessions, this picture means your video is off, click the picture of the camera to turn the camera on



- You can add a comment or 'reaction' if you would like, and there is also a 'raise hand' function



In this session we will be looking at

🕒 Support and supervision for  
volunteers

🕒 What are the differences?

🕒 Putting it into practice - Case study

# Volunteer Support

## **Motivating**

Check out that the volunteer's needs and hopes from volunteering are being met

Make the volunteer feel part of the organisation and its work

Listen to the volunteer's ideas for the organisation's development and their feedback

Provide opportunities for the volunteer to access training and information to develop their skills

During the Covid pandemic – 'keeping volunteers warm' while they can't be actively involved

## **Informal**

Volunteers have a named person they can talk to when they need to (in addition to more formal support sessions)

Volunteer group meetings and social occasions can provide peer support

# Volunteer Support

## **Based on individual need**

Volunteers with different roles will need different levels of support.

Individual support needs vary according to their levels of confidence and experience

Volunteer support needs will vary in line with their personal situation / health and family needs/ growing confidence

## **Valuing and Empowering**

Give volunteers scope for decision making and autonomy within the stated boundaries of the role

Make sure the volunteer knows how much they are appreciated through private and public ways of saying Thank you.

Provide information to help the volunteer to be effective, to up-date them on new developments, and to be involved at all levels

# Volunteer Supervision

## **A regular scheduled formal process**

As set out in the Volunteer Policy.

Time that is planned in advance so that both parties can plan what they want to discuss

Quality un-interrupted one-to-one time

Based on set areas for discussion. A template is useful

Discussion needs to be noted and feedback given

## **Role centred**

Focussing on the targets, standards and boundaries of the role

An opportunity to give recognition for achievements and developing skills

An opportunity to pin-point any areas that need improvement

A chance to identify and discuss problems

A chance to identify training needs

## **Supervision is also:-**

A two-way process

Informative

Encouraging

An opportunity to give constructive feedback

# Volunteer support - case study

- A volunteer (Clarissa) who has been helping out regularly in a luncheon club for older people for three years has asked her supervisor if they can have a chat. Her father has recently been diagnosed with Dementia and the whole family have been discussing his future care. Clarissa 's mother has some health problems and her father is adamant that he is still able to look after her without help. Clarissa and her sister have concerns that as he is beginning to get forgetful their parents might both be at risk. This has caused some conflict at home. Everything has been getting rather difficult and Clarissa is feeling very low.
- Can you think of ways you would be able to adapt to allow Clarissa to continue to volunteer?

Thank you for taking part.

Please add a comment on chat – How was it for you?

If you need any further information –

🕒 Contact the volunteering team on

[volunteering@cavs.org.uk](mailto:volunteering@cavs.org.uk)

🕒 Managing Volunteers on-line course -

<https://cavs.org.uk/learning/learning-portal/managing-volunteers/>