

What not to include

What not to put in (these can be dealt with at induction):

- Copies of policies
- Volunteer agreements
- Volunteer handbook
- Direct Debit form!*

**When I did the research for this article I came across one organisation who said in their welcome letter words to the effect, that if you don't want to volunteer with us, we still need your money and included a direct debit in the pack.*

Finally, if you want to see templates of the forms mentioned above, look at the Good Practice Bank on Volunteering England's website: www.volunteering.org.uk/Resources/goodpracticebank/Core+Themes/recruitment/index.htm

Useful websites:

www.nacro.org.uk

www.volunteering.org.uk

www.charitycommission.gov.uk

www.poolevolunteercentre.org.uk

www.bournemouthcvs.org.uk

www.goldstar.org.uk

Contact us

Bournemouth Volunteer Centre

Boscombe Link

3-5 Palmerston Road

Boscombe

BH1 4HN

Telephone: 01202 466130

Email: volunteeradmin@bournemouthcvs.org.uk

Website: www.bournemouthcvs.org.uk

Hours of opening: 9-30am - 2pm, Mon - Fri

Appointments available outside of these times

Poole Volunteer Centre

The Advice Centre

54 Lagland Street

Poole

BH15 1QG

Telephone: 01202 675100

Email: gill.harris@poolecvs.org.uk

Website: www.poolevolunteercentre.org.uk

Hours of opening: 9am - 5pm, Mon - Fri



*Good practice guides for
Volunteer-involving
organisations*

How to... Information Packs

You've had a call from a prospective volunteer and they've asked for more information. So you send out an information pack. But what should you include and what should you leave out?

Those of you who are a branch of a national organisation may have to use corporate packs. But for those of you who are not restricted, here are some suggestions of what to put in and, at the end, what you should leave out.

Letter of introduction

As well as thanking them for contacting you, offer them the opportunity of a 'no obligation' visit, or chat to an existing volunteer. Mention what will happen next if they choose to apply.

Application form

Either keep this simple, or wait until you meet the person and fill it in with them then. If you do send out an application form, put the equal opportunities monitoring information on a separate sheet and mention why you are asking for this. If you anticipate using photos of your volunteers for publicity purposes, you could include a box for them to tick saying they agree to this.

Organisation Leaflet

Gives general background on your organisation.

Volunteer Leaflets

Volunteer Leaflet

On the front cover you could have photos and quotes from:

- The chairperson explaining why volunteers are important to the organisation.
- a volunteer saying why they enjoy volunteering with you.
- a service user giving their opinion about why your service is so important to him/her.

Inside you can include details of the:

- Recruitment process; mention the need for:
- Training (if you run off your volunteer leaflets individually, you could give the date of the next session).
- References
- CRB checks

And where applicable:

- A medical
- Mini bus test
- Benefits volunteers receive e.g. travel expenses, free car parking, child care, references, free social events etc.
- Personal benefits.
- Insurance cover.
- Buddy scheme for pairing up existing volunteers with new ones.
- Special clothing required.
- If your premises are fully accessible.
- Support they'll receive.
- Details of your location and/or a map.

Role Descriptions

- List of other ways in which volunteers can help your organisation.

It can also give specific information applicable to your organisation such as for:

- **Ex-offenders** (*Because of the nature of the work [befriending older people] you are required by the Rehabilitation of Offenders Act 1974 to declare all criminal convictions including those which are spent. Source: Volunteering England - Pass it On.*)
- **Drivers** – (*we can only take volunteers with clean licences or with a maximum of 3 points.*)
- **Counsellors** (*you need to hold X qualification*).

You could also answer FAQs (frequently asked questions)

Role description

Headings can include:

- Role title & function of role
- Duties
- Dress code
- Location of work
- Training needed
- The essential and desirable qualities required, including any age restrictions
- Who the volunteer will report to
- Time commitment per week.

* to save postage, refer prospective volunteers to your website if these are on it.