

You could show them any of the following you have:

Promotional video/DVD, photo album, slides, press cuttings folder, comments book/letters from grateful clients.

Subsequent weeks of induction could look like this:

Depending on the literacy skills of your volunteer, ask them to read the policies and procedures and ask questions to see if they have fully understood them. Alternatively run through the policies together.*

Organise for them to shadow other staff and volunteers.

Suggest they might like to attend any events you have coming up, to give them further background on the work of your organisation. Invite them to social events.

Give them details of the training they'll be undertaking.

Set achievable goals and objectives.

If your reception area has a board with staff and volunteer photos on it, take a photo of your new volunteer and add it to the team.

**Some people remember anecdotes better than plain facts, so how about keeping a note of some things which have happened within your own or another organisation, to mention which will help emphasise the importance of having certain policies?*

Other suggestions:

During my research I came across one organisation who was actually advertising for a volunteer to carry out inductions. Perhaps an idea for your organisation?

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*

Induct your Volunteers

“The toilets are down the corridor on the right. Careful of the door handle, it comes off in your hand. Next to that is the kitchen. Don’t leave any food lying around. The rats like it. Oh yes and this is the fire exit. I know it’s got a filing cabinet in front of it, but Frank’s strong and he’ll move it if we ever need to use it. Now I think that’s all you need to know. Although come to think of it, there is the broken floor-board in the main office. It jumps up if you stand on it, so we try and avoid it. You might have a problem though, as it’s by your desk.”

The only good thing about that induction was the Volunteer Manager did at least point out the hazards! Let’s be sensible now and take a look at your own induction procedure. Why do you think we need them in the first place?

Here’s several reasons: It:

- Gives volunteers a sense of belonging.
- Makes them feel welcome and valued.
- Helps them to get to know their workplace.
- Helps them to understand how their work fits in with the rest of the organisation’s work.
- Enables them to carry out their work safely and effectively.
- Puts them at their ease.
- Introduces them to other staff and volunteers.

A lot of people think inductions are what happens on a volunteer’s first day when they’re given the basics and that’s that. But there will be more information the volunteer needs to know and if you try and pack this into their first four hours they’ll reach information overload.

Don’t forget in the early days, the volunteer will still be deciding whether the work and organisation are for them.

Drown them in information and they may decide to leave. You need a happy compromise. Give them work to do, but give them bite size chunks of induction too. Variety helps. Make the induction as interesting as possible. Perhaps in the first two or three sessions incorporate it as part of their work, it will help them to feel they have achieved something and you have completed their induction too.

Some suggestions to include on your induction list:

Introduce them to their colleagues and in particular their ‘buddy’.

Mention who they will be reporting to.

Show them around your building mentioning:

- Where fire escapes and extinguishers are situated.
- The fire alarm procedure.
- Where the first aid kit and accident book are kept.
- Where the toilets and kitchen are situated.
- Parking issues such as leaving keys if people double park and block others in.
- Where they will be working. If this is different to the main office, show them both.
- Where they can put their coats and belongings.
- Where they can obtain the equipment they need to do their work.
- The signing ‘in’ and ‘out’ book. If they need to pop out, they should tell someone they are going.
- Explain your organisation’s policy on staff & volunteers using their mobiles, or office phones for private calls during working hours.
- Show smokers where they can smoke.
- Mention any rules about drinking alcohol or taking drugs while carrying out their voluntary work.
- What the dress code is.
- Ask if they are happy for you to know when their birthday is, so you can provide a card.

Give them a **welcome pack**. This could contain:

- A welcome card or letter (ask your Chief Executive or Chair to sign this).
- Background on your organisation, what you do and why your service is needed.
- An organisation chart.
- Details of who will be providing their support and supervision. Also information about their annual appraisal.
- An induction list showing them what their induction programme will consist of.
- Information about their training.
- Volunteer Agreement.
- Their role description.
- Policies and procedures.
- Parking permit (if applicable).
- Volunteer handbook or reference to it indicating where it is kept.
- Any contact phone numbers they’ll need.
- Details of meetings they can attend.
- A diary and/or notebook & biro.
- If you print your own mugs, give them a new one to use.
- Information about out-of-pocket expenses.
- Address of your website for them to look at.
- For younger volunteers, explain if their volunteering will be accredited as a Millennium Volunteer.

Note: *Before putting the Welcome Pack together, ask your current volunteers what information they would have liked to have had when they first started and add any of their suggestions.*

Other considerations

If you have outreach volunteers, ask them to call the office, so they can say ‘hello’ to your new volunteer.