

Volunteers need to know!

Volunteers need information about what an organisation will hope to gain from their involvement. The volunteer will also need to know what they can hope to gain from the organisation.

This is a basic checklist of information to help voluntary organisations give new volunteers all the information they need to know.

You may wish to use this list to draw up an agreement between you and the volunteer. You should state, however, that any agreement is binding in honour only. It is not intended to form the basis of a legal contract.

Volunteers need to know - checklist

- A description of the voluntary work
- How long the volunteer position is to last
- What the hours of volunteering are
- What expenses can be claimed and how to claim them
- What insurance cover is available
- Who the volunteer can turn to for support. This needs to be a named person, and it's a good idea to introduce this person to the volunteer as soon as possible
- What the procedure is if problems arise for the volunteer, organisation or service users

- What the organisation's policy is over confidentiality, equality and diversity and other relevant policies and procedures
- Details of the basic induction to volunteering with your organisation and any other training available

Suggestions for basic training for volunteers

You may find this useful to put together a basic induction to volunteering with your organisation. This should be in addition to the previous checklist.

- Introduce the volunteer to staff, other volunteers and service users
- Introduce the volunteer to the management committee, if appropriate
- Show the volunteer around your building, including the cloakroom and toilets
- Show the volunteer where they can get something to eat and drink
- Tell the volunteer about your emergency procedures, such as what to do in a fire
- Tell the volunteer about your accident and first aid procedure, such as who to tell about an accident and where the first aid kit is
- Explain the health and safety policy
- Describe how, when and by whom the volunteer will be trained

- ① For more information on developing good practice policies and procedures for volunteers in your organisation, contact

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volunteering team
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If you copy this information sheet, please acknowledge North Tyneside VODA and make sure you have the latest version

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