



# Contents and introduction



## Contents and checklist

	<b>Introduction</b>	<b>1</b>
	<b>Who this Guide is for</b>	<b>1</b>
<input type="checkbox"/>	<b>What is volunteering?</b>	<b>2</b>
<input type="checkbox"/>	<b>Why involve volunteers? - Volunteer Policy</b>	<b>3</b>
<input type="checkbox"/>	<b>Developing a volunteer role</b>	<b>4</b>
<input type="checkbox"/>	<b>Volunteer role template</b>	<b>5</b>
<input type="checkbox"/>	<b>Getting volunteers on board</b>	<b>6</b>
<input type="checkbox"/>	<b>Application and selection</b>	<b>7</b>
<input type="checkbox"/>	<b>Interviews and references</b>	<b>8</b>
<input type="checkbox"/>	<b>Safeguarding and criminal record checks</b>	<b>9</b>
<input type="checkbox"/>	<b>Induction and training</b>	<b>10</b>
<input type="checkbox"/>	<b>Support and supervision</b>	<b>11</b>
<input type="checkbox"/>	<b>Volunteer expenses</b>	<b>12</b>
<input type="checkbox"/>	<b>Keeping volunteers</b>	<b>13</b>
<input type="checkbox"/>	<b>One-off events</b>	<b>14</b>
<input type="checkbox"/>	<b>Event planning checklist</b>	<b>15</b>
<input type="checkbox"/>	<b>Dealing with problems</b>	<b>16</b>
<input type="checkbox"/>	<b>Saying goodbye</b>	<b>17</b>
<input type="checkbox"/>	<b>How can Volunteer Centres help?</b>	<b>18</b>
<input type="checkbox"/>	<b>Volunteer Centres – frequently asked questions</b>	<b>19</b>
<input type="checkbox"/>	<b>How to find out more</b>	<b>20</b>

## Why not use this page as your Good Practice Checklist?

Use the column on the left to tick the things you are confident about.  
This will help you identify any areas for development.



## Introduction

This Guide is a series of introductory information sheets designed to help organisations find and manage volunteers more effectively.

The recruitment and management of volunteers is not dissimilar to the recruitment and management of staff, but unlike paid staff, volunteers have few reasons to stay if they do not enjoy their work, so it is important that they are supported and managed well. One bad experience can put people off volunteering, sometimes permanently. Good volunteering experiences on the other hand, can bring immeasurable benefits – for the volunteer, the organisation, the people they work with and society as a whole.

The aim of this Guide is to give you some simple guidelines and practical suggestions which will help you to attract, involve and support volunteers effectively, and have a plan in place for when they move on.

The Guide has been produced by Volunteer Centres Lincolnshire, a partnership of the charitable organisations that run the county's Volunteer Centres. This partnership is made up of **Lincolnshire CVS** based in the south of the county; and Urban Challenge which runs **Voluntary Centre Services** from three offices in the west area, including Lincoln city.

Details of how to contact your nearest Volunteer Centre are on **Sheet 18 'How can Volunteer Centres help?'** or visit the Lincolnshire Volunteering website at the bottom of this page.

## Who this Guide is for

This Guide is for anyone who finds themselves with responsibility for volunteers, but particularly if managing volunteers is not the main part of your role.

- Perhaps you organise events and only need volunteers occasionally?
- Perhaps you run a small group or club and would like to get more people to help you?
- Perhaps you are starting a new project involving volunteers and want to get things right from the start?
- Perhaps you don't involve volunteers at the moment, but think it might be a good idea?

Very few organisations can afford to employ a dedicated volunteers manager. In most organisations, particularly small ones, the person responsible for volunteers combines this with many other roles. Many people who take on the role of volunteer manager are themselves volunteers.

If this sounds familiar, then this Guide is for you.