

Are you ready for volunteers?

In order to take on volunteers your organisation should have the following things in place:

A Volunteer Coordinator

Volunteers, like paid staff, need ongoing support and direction. To maintain volunteers it is important that a volunteer coordinator is appointed for your organisation. Duties may include:

1. Selecting and placing volunteers
2. Developing volunteer induction materials
3. Understand the work and personal needs of each volunteer
4. Giving feedback and monitoring performance
5. Including volunteers in the social life of the organisation
6. Providing training as needed
7. Recognising and rewarding volunteer efforts
8. Providing adequate space and resources to work

Flexible working conditions

Volunteers will usually prefer to work part-time for your organisation. This may include weekend or after-hours work. The more flexible your organisation the more potential volunteers you will be likely to attract.

Security and Confidentiality

Many community and voluntary organisations deal with vulnerable client groups and highly sensitive information. Disclosure checks and confidentiality agreements are generally required for many volunteer positions involving children and vulnerable adults.

Role Descriptions

Volunteer staff, just like your paid staff, need to have clear and accurate descriptions of the work they are expected to do for you. All volunteer positions should have their own role descriptions, which need to be reviewed at least once a year. This should include:

- A description of the purpose and duties of the volunteer position
- The actual task/s the volunteer will be expected to carry out
- Who will be the paid staff contact
- How long the position will exist for
- What time commitment is required each week/month etc.
- Where the volunteer will be located
- Any particular skills or experience required or preferred.

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