



Support for Volunteer Managers

A big thank you to everyone who responded to our recent survey. We've taken your comments into account in developing our new Volunteer Centre plan.

What you told us

The most important areas in which you would like support are:

- Promoting your volunteering opportunities
- Measuring volunteer impact
- Recognising the contribution of your volunteers
- Training, especially volunteers and the law
- Exploring micro volunteering

What we are going to do

- Promote and develop **Volunteer Connect** as the central point for people who want to volunteer in Middlesbrough
- Make available resources to measure volunteer impact
- Plan activities to recognise the contribution of Middlesbrough volunteers in Volunteers Week 2016 (1–12 June)
- Organise training sessions for volunteer managers. A 'Volunteers and the Law' training session took place in February.
- Organise a workshop on micro volunteering

We will also continue to provide our one to one placement advice sessions to help people who require extra support into volunteering.

Here is our guide to good practice in volunteer engagement...

Organisations considering involving volunteers for the first time: use this tool to help you plan and prepare appropriately.

Organisations that already involve volunteers: this tool can be used to identify areas that may need improvement. An effective volunteering programme should evolve and adapt with the changing needs of your organisation.

We have **highlighted** sources of further information (from Middlesbrough Volunteer Centre and other agencies) against some of the steps in our pathway, but we encourage volunteer-involving organisations to contact us with queries about any aspect of good practice. We are always happy to help.

Please note, for materials on MVDA's website, go to the [volunteering resources page](#).

Do you have...?

A volunteer agreement: a means of setting out an organisation's commitment to a volunteer and what the organisation hopes for from the volunteer. It should be clearly worded to avoid its being interpreted as a contract.

A volunteer handbook: this can also be used to convey the above information and should include details of policies and procedures that affect volunteers.

Are you missing out?

Organisations benefit hugely from the broad spectrum of skills and fresh approaches that a diverse range of volunteers can bring. Check whether your volunteering opportunities are attracting volunteers from different backgrounds and get in touch with us if you need help.

A guide to good practice in volunteer engagement

Middlesbrough Volunteer Centre presents a good practice pathway covering all aspects of volunteer recruitment, retention and recognition.



Promote your volunteering opportunities with us

Volunteer Connect is our free online system for local people seeking volunteering opportunities and organisations seeking volunteers. Visit www.mvda.info to register your organisation and advertise your roles.

step by step support

1

Planning volunteer involvement

It's important to get the basics in place before you start...

- Establish whether and why you need volunteers
- Ensure everyone (including trustees and staff) is on board
- Agree who will take the lead
- Identify any necessary resources (e.g. to cover expenses)
- Develop or update your volunteering policy
www.knowhownonprofit.org/people/volunteers/keeping/policy
- Ensure other relevant policies and procedures are up to date (health and safety, data protection, equality and diversity, complaints/problem solving)
- Consider risks and make sure you have appropriate insurance cover



Notes

2

Attracting and selecting volunteers

The next step is to think about how to grab the attention of potential volunteers with the skills and abilities you need...

- Create an interesting role description. Use our template www.mvda.info
- Think about the skills needed for the role and those a volunteer will gain
- Undertake a risk assessment for each role. Do you need a DBS check?
www.gov.uk/government/publications/dbs-check-eligible-positions-guidance
- Promote your roles widely e.g. through local media, posters in public places, word of mouth, social media and Volunteer Connect
- Establish a contact point for enquiries and applications
- Follow a fair selection process to match volunteers with appropriate roles
- Notify successful and unsuccessful volunteers



Notes

3

The right balance of support and supervision is important to keep your volunteers happy, motivated and engaged...

- Ensure a welcoming atmosphere
- Conduct a comprehensive induction process www.mvda.info
- Outline the organisation's commitment to the volunteer and what you hope for from the volunteer
- Agree regular support and supervision meetings to give and receive feedback
- Think about other support mechanisms (e.g. team meetings, volunteers' forum)
- Identify and provide relevant training
- Acknowledge the contribution of volunteers (saying thank-you is important)

Managing and motivating volunteers

Notes

4

Recognising the impact of volunteering

Evaluating your volunteering programme will inform planning, demonstrate the impact of your work (e.g. to funders) and make everyone feel good...

- Communicate the achievements of volunteers within your organisation
- Identify the difference that volunteering has made to your organisation and/or service users. NCVO's toolkit will help
www.ncvo.org.uk/component/redshop/1-publications/P78
- Assess the impact on individual volunteers. Our volunteering outcomes wheel will help www.mvda.info
- You can quantify value in terms of the number of hours volunteered p.a. Our estimating volunteer value guidance will help www.mvda.info
- Articulate the impact to relevant stakeholders (consider using case studies)

Notes

