# Resource sheet 4i: Sample volunteer welcome letter

Dear (VolName)

Welcome to (AnyOrg)! We are delighted to have you on board and hope you are looking forward to getting involved. Volunteers are very important to us, as they expand our capacity to fulfil our organisation mission and aims, meaning that more people can benefit from our services. In the role of (RoleName) your contribution of time and effort will make a very real difference by (describe the value of the role and how it benefits the org/public).

About your induction programme

Your induction programme is designed to help you settle into our organisation, find out who’s who and where things are. We hope that your induction will help you feel at home and more familiar with our resources, systems, and staff. There may be activities on the induction list that you will not need to complete; you will only cover the sections relevant to your role, and your line manager will make these clear. You’ll cover a lot of ground over the first few weeks, but we won’t expect you to remember everything immediately. You will be given an induction pack containing the information you need to know, so you can refer to it as needed.

Your induction programme will be implemented, supervised and evaluated by your line manager, according to a jointly agreed timetable. To establish good working relationships early on, work colleagues will be involved in the induction process. They will support you by offering information and advice in order to help you settle into the role and into the (AnyOrg) team.

On completion of this programme, a copy will be given to you and a copy will be placed on your file. When you have got used to your role, your line manager will ask you to complete a questionnaire to assess whether your induction programme met your needs. You’ll then meet for a chat to discuss how you’re getting on, in which we welcome your feedback.

Your line manager

Your day-to-day activities will be managed by (name, role title), who is your line manager and your first port of call for anything you’d like to discuss. He/she has the main responsibility and the greatest interest in ensuring that you become integrated with the staff team and that you enjoy your volunteering experience. Your line manager:

* will take responsibility for introducing you to the role, section, colleagues, and to the organisation as a whole
* is the best person to provide information on the role and to plan and supervise the induction work programme, checking its relevance and continuity and filling in any missing gaps
* will monitor your work progress and hold review sessions with you at stages throughout the induction work programme.

Your input

We encourage you to think through your own induction needs using the induction plan. New volunteers are expected to monitor their own work progress, and in conjunction with their line manager discuss ideas, issues and any problems as they occur.

(Anyorg’s) Volunteering Coordinator

(Describe role and function; when the volunteer should to contact her/him; availability).

We do hope you enjoy your volunteering experience with (AnyOrg).

Kind regards,

Warwickshire & Solihull Community and Voluntary Action

CAVA supports volunteer-involving organisations and groups across Warwickshire and Solihull in developing and maintaining good practice in their relationships with volunteers. We offer up-to-date information, advice and guidance on a range of topics including:

* Setting up a volunteer programme
* Developing volunteer roles
* Volunteer recruitment
* Volunteer retention
* Legal and insurance information
* Inclusive volunteering
* Addressing challenges with volunteers.

CAVA’s Resource Library

CAVA’s resource library contains a wide range of up-to-date, free resources for Warwickshire and Solihull’s community and voluntary organisations in the following topic areas:

* Groups & organisations
* Volunteering
* Safeguarding.

Visit [www.wcava.org.uk/resource-library](http://www.wcava.org.uk/resource-library) to view.

For more support and guidance

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| For more support and guidance on any aspect of volunteer management, contact your local CAVA Volunteering Coordinator: |
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| North Warwickshire 🞟 Michelle Black01827 718080 🞟 07458 017969michelle.black@wcava.org.uk | Warwick District 🞟 Helen Wilkinson 01926 477512 🞟 07966 380276 helen.wilkinson@wcava.org.uk |
| Nuneaton & Bedworth 🞟 Tina Wragg024 7638 5765 🞟 07966 380415tina.wragg@wcava.org.uk  | Stratford District 🞟 Fiona Anderson 07850 515197fiona.anderson@wcava.org.uk  |
| Rugby Borough 🞟 Carol Kavanagh 01788 539578 🞟 07966 380314ckavanagh@wcava.org.uk | Solihull Borough0121 312 3717 solihullinfo@wcava.org.uk |

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Although every effort has been made to verify the accuracy of materials in CAVA's resource

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