Resource sheet 4ii: Sample Volunteer induction programme

Name of volunteer: …………………………………………………………...

Role: ……………………………………………………………

Start date: ……………………………………………………………

Induction review date: ……………………………………………………………

Name of line manager: ……………………………………………………………

Tasks to be completed on the volunteer’s first day are marked with an asterisk.

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| Induction component 1: Volunteer welcome and orientation | | | |
| Task (tick when complete) | Date completed | Volunteer signature | Line Manager / Staff Member signature |
| * \* Welcome the volunteer and explain how their work will benefit the organisation. |  |  |  |
| * \* Go over role description and responsibilities of role |  |  |  |
| * \* Who will be managing the volunteer |  |  |  |
| * \* Sign volunteer agreement |  |  |  |

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| Task (tick when complete) | | | Date  completed | | Volunteer signature | Line Manager / Staff Member signature |
| * \* Sign confidentiality statement (if applicable) | | |  | |  |  |
| * \* Sign copyright / intellectual property agreement (if applicable) | | |  | |  |  |
| * \* Complete emergency contact form | | |  | |  |  |
| * \* Illness and holidays: absence reporting procedure | | |  | |  |  |
| * \* Procedure for claiming expenses, location of forms | | |  | |  |  |
| * \*Acceptable Use of Email and Internet Policy | | |  | |  |  |
| Induction component 2: Premises | | | | | |
| Task (tick when complete) | Date completed | | Volunteer signature | | Line Manager / Staff Member signature |
| * \* Location of toilets and entry / exit points |  | |  | |  |
| * \* Taking breaks; location of refreshments; smoking / no smoking areas |  | |  | |  |
| * \* Introduction to key staff and volunteers |  | |  | |  |
| * \* Tour of the building |  | |  | |  |
| * \* Signing in and out of premises |  | |  | |  |
| * \* Location of kitchen and information on lunch/food |  | |  | |  |

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| Induction component 3: | | | |
| Task (tick when complete) | Date completed | Volunteer signature | Line Manager / Staff Member signature |
| Volunteering admin | | | |
| * \* Volunteer handbook, overview of contents |  |  |  |
| * \* Location of Volunteer Policy |  |  |  |
| * \* Support & supervision procedures |  |  |  |
| * \* Safeguarding: policy location and guidance on keeping self, others and organisation safe during volunteering |  |  |  |
| * \* Complaints procedure and addressing poor performance |  |  |  |
| Health & Safety | | | |
| * \* Health & Safety Policy |  |  |  |
| * \* Issue of manual handling booklet |  |  |  |
| * \* Provision of risk assessment for volunteer role / work area |  |  |  |
| * \* Fire: exits, marshals, extinguishers, assembly points |  |  |  |
| * \* First Aid: location of supplies and qualified first aiders |  |  |  |
| * \* Accident reporting procedure |  |  |  |
| * \* Any health and safety issues for work area or working environment generally. |  |  |  |
| * Familiarisation with the risk assessments for (AnyOrg) premises. |  |  |  |
| Induction component 3: | | | |
| Task (tick when complete) | Date completed | Volunteer signature | Line Manager / Staff Member signature |
| Introduction to internal communications | | | |
| * Structure of the organisation and staff chart |  |  |  |
| * Trustee Board members; how they communicate with staff |  |  |  |
| * How staff communicate with each other |  |  |  |
| * Ways to give feedback (e.g. in supervision sessions, ideas box) |  |  |  |
| * Staff and volunteer events and socials |  |  |  |
| * Structure of the organisation and staff chart |  |  |  |
| Introduction to external communications | | | |
| * Publications |  |  |  |
| * Newsletters, email bulletins, etc. |  |  |  |
| * Familiarisation with the risk assessments for (AnyOrg) premises. |  |  |  |
| Introduction to work area (if non-office) | | | |
| * Location and provision of tools and equipment |  |  |  |
| * Provision of personal protection equipment (PPE) if relevant |  |  |  |

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| Introduction to work area (if office-based) | | | |
| * Introduction to office equipment (e.g. printers) |  |  |  |
| * Organisational templates (e.g. headed paper, etc.) |  |  |  |
| * Email and letter protocols |  |  |  |
| * Postal arrangements |  |  |  |
| * Stationery supplies |  |  |  |
| Introduction to IT (if applicable) | | | |
| * Individual user name, password and email address |  |  |  |
| * Software and IT-based shared information |  |  |  |
| * Reporting computer problems |  |  |  |
| Customer care | | | |
| * Conduct towards customers |  |  |  |
| * Handling customer enquiries |  |  |  |

Notes:

Date completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of line manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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: | |
|  |  |
| North Warwickshire 🞟 Michelle Black  01827 718080 🞟 07458 017969  michelle.black@wcava.org.uk | Warwick District 🞟 Helen Wilkinson 01926 477512 🞟 07966 380276 helen.wilkinson@wcava.org.uk |
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DISCLAIMER

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

library, users are advised to check independently on matters of specific interest.