Guidance for RNOH departments welcoming new volunteers

Before starting

- Agree a start date, time, location and regular volunteering slot with Volunteer Services.
- Complete a new role description (available from Volunteer Services) unless an existing one is sufficient.
- Specify any IT requirements which Volunteer Services need to include in the offer form which goes to IT.

The first day

- Ensure a member of staff is available to support and welcome the new volunteer.
- For admin roles find a desk and (if needed) PC and or/phone. Complete screen equipment assessment (DSE) and explain how to use the phone.
- Introduce them to staff nearby and to whom to report if you are not there. Ensure you get their name right! Check if they have any specific support needs.
- Show the volunteer where to get water, the nearest toilets and rest room as well as the assembly point and evacuation route in case of fire, and the first aid box and first aiders.
- Explain the tasks required clearly, giving examples and check the volunteer has understood what to do.
- Monitor how they are getting on with tasks and provide positive feedback.
- Ensure they are getting breaks and are drinking water or other refreshments.
- Let Volunteer Services know how things are going and if the volunteer is suitable for the role or not.
- Start to get to know the volunteer(s) and make an effort to make them feel part of the team.
- Ensure you have thanked volunteer(s) by the time they go home each time.
- Check when they are next in and if everything has gone well or if they need any support for next time.
- Get any relevant feedback to ensure a smooth continuation of volunteering.

After the first day

- Ensure you and other staff welcome the volunteer each time they are in and keep checking in to make sure all is OK.
- If relevant and possible find other tasks to vary the activities undertaken. Volunteers can move on to other roles elsewhere if they find what they are doing is repetitive.
- Keep engaging with them to build a good relationship. Celebrate birthdays, successes, anniversaries, festivals and keep that vital positive link with them.
- Report any success stories or issues to Volunteer Services.

Many thanks for looking after our volunteers so that they can continue to help you!

Diane Young, Keith Reeve and Kelvin Zane Volunteer Services