

VOLUNTEER INDUCTION

What	Who	When & Where	How
About the organisation <ul style="list-style-type: none"> - aims, philosophy and ethos - about the clients - the kind of work done and why - how the clients benefit - limitations of the organisation - structure: departments/teams - management - importance of volunteers to the organisation (volunteer policy) 			
The building <ul style="list-style-type: none"> - toilets, cloakrooms, parking, etc. - where to get tea/coffee (free?) - facilities for volunteers e.g. notice board, pigeon hole - health and safety guidelines 			
The role <ul style="list-style-type: none"> - volunteer's area of responsibility and boundaries with role - line management - days/hours, reliability - code of practice or guidelines and expectations for working as a volunteer - likely problems and how to cope - system for reporting back - insurance cover - practical help and suggestions 			
The support system <ul style="list-style-type: none"> - who will supervise them, where and when to find them - support available - supervision/support meetings - resources, facilities, equipment, training - are expenses paid and if so, how? - issues re: expenses and benefits - how are poor behaviour, performance, complaints and grievances handled? - insurance cover for volunteers 			
Fellow Workers <ul style="list-style-type: none"> - who and what they do - team meetings - working with others, diversity and equity - system for internal 			

communications			
Other information - trial period - confidentiality			

For further information on best practice in the induction and management of volunteers, see the [‘As Good As They Give’: Workbook Three](#).

Disclaimer

Reasonable precautions have been taken to ensure information in this publication is accurate. However it is not intended to be legally comprehensive; it is designed to provide guidance in good faith without accepting liability. If relevant, we therefore recommend you take appropriate professional advice before taking any action on the matters covered herein. Charity (Inland Revenue) No. XT22896. Company Limited by Guarantee No. NI602399. Registered in Northern Ireland.