



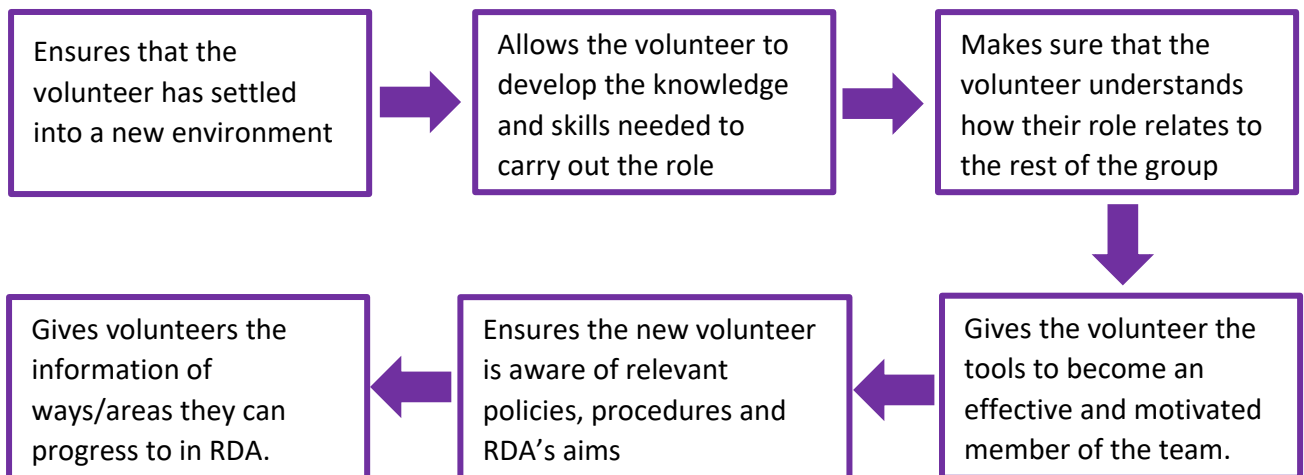
Volunteer Inductions

Once a volunteer has been recruited, it is very important to make sure they experience a sense of belonging and make them feel welcomed and valued. Providing a thorough induction ensure that a volunteer understands their role, how their work will benefit the group and ensure that it is carried out whilst being safe. Feeling safe and comfortable helps the new volunteer to feel at ease

Inductions Help Volunteers

- The people
- The surroundings
- The role
- The group

Good Inductions



How Much to Include

Try to avoid overwhelming new volunteers with masses of information and detail on their first day but equally, you need to make you what they need to know has been covered. Just remember it doesn't need to happen all on the first day.

Use the Green Card to help you with what to cover during your new volunteers induction.



3-step Induction Programme

Pre-arrival

This is part of the recruitment process, it include any information about the group and the role that you send the volunteer before they start. For example:

- 🧑🧑 A leaflet or similar about the organisation and what it does.
- 🧑🧑 Volunteer Role Description.
- 🧑🧑 Contact details and directions and/or map of how to get there.

Local Induction

Ensuring all new volunteers have a clear understanding of their role and how they will carry it out, as well as site-specific information and guidance on support and supervision.

- 🧑🧑 Health and Safety issues; H&S policy, First Aid procedures and who the First-Aiders are, accident reporting, smoking policy as well as emergency procedures such as fire (make sure to show them where your fire assembly points are for all areas of the site)
- 🧑🧑 Financial issues; what they can claim for as expenses and how they do this.
- 🧑🧑 Support and supervision provisions; if appropriate their key member of staff, mentor or a buddy system.
- 🧑🧑 Problem-solving procedures; complaints, grievance and disciplinary procedures.
- 🧑🧑 Training programme and identification of training needs.
- 🧑🧑 Relevant policies; confidentiality, data protection.

Settling in

- 🧑🧑 Ensure that each new volunteer has a named person who they can ask if they are in doubt, this could be someone who has done the role before.
- 🧑🧑 Make sure you introduce them to people who they will meet as well as the person who will be overseeing their role.
- 🧑🧑 Check that they have a clear understanding of their role and any responsibilities they will be taking on.
- 🧑🧑 Make sure they know where everything is and how to use what they need in order to fulfil their role.
- 🧑🧑 It may be useful for them to "shadow" someone who is more experienced in the role who can "show them the ropes".
- 🧑🧑 Provide any details of any key meetings they are expected to attend.
- 🧑🧑 Go through and explain the communication process within the Group.
- 🧑🧑 Take the time early on to give new volunteers feedback on how they are doing (be sure to do this in a positive way as you do not want to discourage them) and give them the opportunity to feedback to you about how they feel they are doing and if there is anything they are unsure about or don't understand.



Volunteer Induction Checklist

Organisational Matters	Done	Date
Any Group mission statements and values		
Introduction to Volunteers, Participants, Horses, Ponies and Supporters		
Volunteer Records and Procedures		
Volunteer Agreement		
Volunteer Enrolment Form		
Expenses		
Volunteer Basic Training Record Card		
Volunteer meetings and events		
Disclosure Check		
Policies		
Volunteer Policy		
Equal Opportunities		
Health and Safety		
Protection of Vulnerable People		
Confidentiality		
Complaints		
Insurance		
Practical Details		
Tour of the Group		
Introduction to the other staff and volunteers		
Working Area		
Tea/Coffee making facilities		
First Aid		
Fire Drill		
Office Procedures (If Applicable)		
Telephone System		
Computer Systems		
Post System		
What's kept where		