

Inducting your Volunteers

It is important to have a great induction process for volunteers joining your organisation. Volunteers want to feel like they have made a great decision by putting their hand up for your role, therefore the first impression counts.

If a volunteer feels valued and supported right from the start, they are more likely to give their all and remain at your organisation for longer. Also, the ripple effect of a positive experience is likely to lead to more volunteers in the future.

Use this document to create an induction process for your organisation, adapt to meet your needs.

Induction Checklist

Once a volunteer has been appointed the Volunteer Coordinator can induct as follows:

- Congratulate them on their role with a welcome letter that also asks them to accept the role and its responsibilities with their signature
- Invite them to a meeting to go through a welcome pack/handbook AND/OR if multiple volunteers are being inducted at the same time host an event to go through the welcome pack/handbook and where they can also meet each other
- Introduce them to staff or other volunteers at your organisation
- Run through the Health and Safety policy and procedures
- Take them on a tour of the organisation's buildings including bathrooms, kitchen, emergency exits/assembly points, equipment storage and first aid
- Provide role specific training

The Welcome Letter

The welcome letter could be part of the welcome pack/handbook or sent separately, it aims to:

- Congratulate and welcome a volunteer to their role
- Outline the organisations commitment to its volunteers
- Outline the expectations the organisation has of its volunteers e.g.
 - Adhere to policies and procedures, code of conduct, values
 - To complete key tasks
 - To attend key events
- Thank the volunteer in advance
- The volunteer signs an agreement committing to the role
- The volunteer completes Police Check forms

The Welcome Pack/Handbook

A volunteer welcome pack/handbook is a collection of all the information a volunteer will need to prepare them for their new role and something they can refer to throughout their experience.

Consider if your organisations welcome pack is for a specific role e.g. Board Chair and just has information for this person, or for a programme e.g. a holiday or representative programme where all roles involved receive the same information. Each role or programme will need a specific welcome pack/handbook but once you have your template sorted only a few parts will need updating each time.

The welcome pack/handbook may include:

- Information about the organisation
 - Vision, values, purpose
 - Detail about size, structure and history
 - Code of conduct
- The role/programme description and responsibilities
- Outline of the key people, their roles and contact details that relate to this role/programme
- Key dates
- Training opportunities for the volunteer
- Organisation policies and useful documents, e.g.
 - Constitution
 - Volunteer policy
 - Reimbursement policy
 - Health and Safety policy
 - Confidentiality expectations
 - Media/Social Media policy
 - Safe Netball for Children Policy
 - Uniform guidelines
 - Travel and Accommodation guidelines
 - Communications guidelines e.g. with players/parents
 - Specific programme procedures or guidelines
- Required/useful templates to complete role
- Where to find equipment and resources
- Venue Map

An Induction Event

When many volunteers start their role at a similar time, include a social event in their induction:

- Introduce key people
- Have 'team bonding' or 'get to know each other' activities
- Cover off key parts of the welcome pack/handbook e.g. Health and Safety
- Share food and drink