

Information Sheet Volunteer Induction

Once a volunteer has been recruited it is very important to give them a sense of belonging, make them feel welcome and valued, and to orientate them into the club/centre. A thorough induction is vital to ensure that a volunteer understands their role and how their work will benefit the club. It should also enable the volunteer to carry out their work safely and effectively.

What to Include?

The induction should include a variety of information designed to bring the volunteer up to date with policies and procedures at the club, as well as to give them information about the club, its activities and where they fit in.

The induction needs to cover essential items such as the structure of the organisation, details on the club and should cover important policies such as Child Protection and Health and Safety. You may find the **Volunteer Induction Checklist** useful when introducing someone to volunteering to ensure that all aspects are covered.

Volunteer Information Pack

For new volunteers, you could consider producing a simple information pack that includes:

- A copy of their role description – outline of what is expected of them.
- Their immediate points of contact (this could include their predecessor, people who they are most likely to work with and the Club Volunteer Co-ordinator).
- Contact numbers, e-mail and postal addresses of key people.
- Details of what expenses can be claimed and how to do it.
- An overview of the club – its management structure and possibly a copy of the club development plan so they can see how their contribution fits into the overall scheme.

Helping Volunteers Settle In

- Ensure that each new volunteer has a named person who they can ask if they are in doubt about anything to do with their new role – this could be someone who has done the job before.
- Introduce them to the people they will come into contact with in fulfilling their role and the person overseeing their work.
- Check they have a clear and accurate understanding of their role and any responsibilities they will be taking on.
- Make sure they know where to find the things they need to fulfil their role (and how to work them). It is often a good idea to walk new volunteers around the club, its facilities and resources.
- Check they have appropriate skills, qualifications and experience. It might be helpful for them to 'shadow' someone more experienced who can 'show them the ropes'.
- Provide details of any meetings they are expected to attend – dates, times & locations.
- Explain the communication processes within the club – messages, phone calls, minutes of meetings etc.
- Take time early on to give new volunteers feedback on how they are doing. People like to know how they are getting on and to be given the opportunity to improve.

Remember!

Don't assume that because people have been involved in the club, or its activities, for some time that they know how everything works. It is safer to give people more information than they need rather than making assumptions about their level of knowledge.

Example

Volunteer Induction Checklist

Name of Volunteer: _____

Date Induction Started: _____

	✓	Date
<p>The BCU & Club Programme</p> <ul style="list-style-type: none"> ✓ BCU - purpose & aim & structure ✓ Club Programme - Aims & Objectives ✓ Club Volunteer Support Structure ✓ Who's who in the Club 		
<p>The Club/Centre</p> <ul style="list-style-type: none"> ✓ Club/centre activities - kit & equipment ✓ The structure ✓ Who's who (Club people & volunteers) ✓ Map & tour of club / centre (i.e. first aid, toilets, kit) 		
<p>Role</p> <ul style="list-style-type: none"> ✓ What volunteer will be doing – their role/tasks ✓ Who to contact (Club Volunteer Co-ordinator etc) ✓ Introduction to other volunteers ✓ Relevant qualifications checked (first aid/instructor) ✓ Training & development needs discussed ✓ CRB Check Cleared / / 		
<p>Policies, Procedures & other important documents</p> <p>The following should be given to the volunteer:</p> <ul style="list-style-type: none"> ✓ Volunteer Support Programme – Summary ✓ Volunteer Charter & Code of Conduct <p>The following to be read and understood:</p> <ul style="list-style-type: none"> ✓ Child Protection ✓ Health & Safety ✓ Training Centre Guidelines (if appropriate to role) ✓ Equal Opportunities / Equity Policy ✓ Confidentiality (if appropriate to role) ✓ Data Protection (if appropriate to role) <p>Other policies appropriate to role</p> <p style="text-align: center;">•</p> <p>Issued with list of relevant BCU/club policies and knows where/how to obtain documents if required.</p>		
<p>Other Procedures</p> <ul style="list-style-type: none"> ✓ Locking up (if applicable) ✓ Claiming expenses ✓ Storage and Maintenance of information ✓ Personal use of resources – Phones etc. ✓ Booking facilities & resources 		
<p>Club Rules – Formal & Informal</p> <ul style="list-style-type: none"> ✓ Access to club facilities ✓ Smoking / Drinking – where/ when ✓ Dress code ✓ Communications– messages, meetings, notices ✓ Membership / visitors 		

Date Induction Completed: _____

Signed: _____

Volunteer

Signed: _____

Club Volunteer Co-ordinator



Further information
Volunteer Development Officer

E-mail: volunteers@bcu.org.uk

Website: www.canoe-england.org.uk

Direct dial: 0845 370 9530