



## Induction

Two factors can contribute to volunteers leaving their roles. Firstly, volunteers may feel they don't have the skills or information to do the role. They may also become bored and feel they are failing to progress with their volunteering.

Having an induction plan is essential to making sure they start off on the right foot. Induction should happen throughout the period you are getting to know the volunteer and helping them to choose a suitable role. Think of it as three steps to get them involved, with a supportive induction running alongside. Induction continues in earnest when their role starts. They need to be given the tools to do their role, to meet people and to feel a part of the organisation. The following template can be added to or deleted as appropriate, but think about it in advance of their first day in the role.

### Induction pack

Creating an induction (or information) pack can be an ideal way to make sure you give all the key information/policies/documents to the volunteer when they start. You may have included this information elsewhere already (most of it is referred to in the induction checklist template).

### Induction checklist template

Volunteer induction for: [insert volunteer name]

First day in role: \_\_\_ / \_\_\_ / \_\_\_

Volunteer manager: [insert volunteer manager name]

What	Who	When
Complete personal introduction to staff and volunteers		
Tour of the building - e.g. use of kitchen, bathroom		
Role description		
Volunteer agreement - e.g. confidentiality		
Training		
Organisational chart		
Staff job descriptions		
Role of volunteers and staff - volunteer policy/ethos		
Policies and procedures		
Health and safety (including emergencies)		

What	Who	When
Equal opportunities		
Volunteer Policy		
Child protection (depending on organisation)		
Code of behaviour		
Data protection and data access		
Practical support		
Support and supervision		
Expenses		
Volunteer management catch ups		

## Induction pack - suggested content

### Information about the organisation

- Organisational chart and key staff roles
- Overview of the organisation
- Contact list
- Forthcoming events (with sign-up details)
- Organisational kit (e.g. polo shirt)
- Staff ID card/lanyard
- Volunteering leaflet

### Organisation policies

- Equal Opportunities Policy
- Volunteer Policy
- Information on health and safety, confidentiality, data protection, risk assessments

### Information for the role

- Induction checklist

- Role description
- Training Needs Analysis
- Training information
- List of useful websites
- Code of Behaviour
- Administration
- Application form
- Supervision review form
- Expenses claim form
- Welcome letter