

Good Practice Checklist for Volunteer-Involving Organisations

Volunteering Policy & Governance

- ✓ **Volunteering Policy:** Have a clear policy that outlines the role of volunteers within the organisation.
- ✓ **Relevant Policies:** Ensure appropriate policies are in place and that they apply to volunteers (volunteer-specific or shared with staff).
- ✓ **Insurance:** Confirm that adequate insurance cover includes volunteers.
- ✓ **Data & Record-Keeping:** Maintain accurate volunteer records in line with data protection legislation.
- ✓ **Safeguarding & Legal Compliance:** Ensure all legal and safeguarding requirements are met (e.g., DBS checks, confidentiality, GDPR).

Funding & Resources

- ✓ **Budget & Expenses:** Allocate budget for volunteer equipment and reimburse expenses fairly.
- ✓ **Volunteer Lead:** Designate a lead for volunteering who receives training in managing and supporting volunteers.

Recruitment & Inclusion

- ✓ **Inclusive Recruitment:** Make recruitment accessible and aligned with equal opportunities principles.
- ✓ **Role Descriptions:** Ensure volunteer roles have clear boundaries from staff responsibilities.
- ✓ **Accessibility & Flexibility:** Offer a range of roles and tasks, with additional support for those who need it.
- ✓ **Registering interest & application:** Implement fair and proportionate application process for new volunteers.
- ✓ **Inclusive Practice:** Remove barriers to participation and encourage diverse representation.

Volunteer Support & Development

- ✓ **Induction:** Provide thorough induction for all volunteers.
- ✓ **Access to Policies:** Ensure volunteers know and understand key organisational policies and procedures.
- ✓ **Supervision & Support:** Offer regular support meetings and check-ins.
- ✓ **Training & Development:** Provide ongoing opportunities for skill development.
- ✓ **Health, Safety, and Wellbeing:** Monitor volunteer wellbeing and have processes for addressing concerns or problems.
- ✓ **Conflict Resolution:** Maintain a clear procedure for resolving volunteer-related issues.

Operational Safety

- ✓ **Risk Assessments:** Conduct risk assessments for all volunteer activities.

Feedback & Impact

- ✓ **Feedback Opportunities:** Create ways for volunteers to provide feedback and contribute to organisational goals.
- ✓ **Measuring Impact:** Review and evaluate the outcomes of volunteering for both the organisation and volunteers.
- ✓ **Impact Sharing:** Communicate the impact of volunteer contributions.

Recognition

- ✓ **Recognition:** Regularly celebrate volunteer achievements and contributions.
- ✓ **Community & Celebration:** Foster a sense of community among volunteers through events or social opportunities.

Ending Volunteering

- ✓ **Exit or Transition Process:** Conduct exit discussions to gather feedback and formally recognise departing volunteers.