

Voluntary Action Islington Support and Supervision

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- Imagine you are giving a friend some advice about making work easier for themselves. What time-saving tips do you have for:
- Getting information across to people
- Getting information from people?



Volunteer Policy

- Equal Opportunities/Diversity
- Recruitment and Selection
- Eligibility to Volunteer
- Insurance and Health & Safety
- Task or Role Descriptions

A Good Beginning...

- Create task descriptions
 - Empowering for volunteers, Useful for managers
- Spend time on recruitment and selection
 - Volunteering should be an exchange. Not every role suits every volunteer and this should be established as soon as possible.
- Offer good induction and training
 - Volunteers will be efficient, comfortable and happy; will save time
 - You can also check that they have correct information about rights and responsibilities, and the policies of the organisation.

Volunteer Policy

- Expectations and Boundaries
- Problem Solving Procedure
- Confidentiality
- Training
- Support
- Expenses

A Volunteer Agreement:

- Is part of a set of documents and a process – involving the whole organisation
- Enables volunteer and organisation to be clear about roles.
- Assures volunteer of the organisation’s commitment to making their volunteering experience a worthwhile, productive one
- Acts as a reference point for good practice
- Doesn’t need to be signed.

Recognise and Measure Volunteer Learning

- Introduce a method of assessment that suits your volunteers and your project.
- Offer volunteers a course or programme that gives a clear structure for learning.
- Assess volunteers at the beginning and at the end of the course, and keep track of learning in between.
- Before volunteers have their final assessment, take account of what they could do next.
- Celebrate volunteers’ achievements.

City and Guilds Volunteer Training Toolkit:
http://www.skillsdevelopment.org/volunteer_training_toolkit

Setting goals

Every goal needs:

- A starting point
- A place where you intend to achieve your goal
- A way that you’ll know you’ve achieved it



Support: Why?

- **We all need support**
 - to learn tasks
 - to stay motivated
 - to deal with difficult situations
- The level of day-to-day supervision we require varies:
 - the volunteer’s own support needs
 - their experience
 - the tasks they will be doing.
- A framework of support and coaching utilising all staff and volunteers
 - saves time
 - avoids difficulties later.

Structure and Manage Volunteer Learning

- Encourage volunteers to learn from the tasks that they do.
- Be clear about the skills that volunteers can develop and about which skills are a priority to develop in your project.
- Support learning on tasks through explanation, sharing techniques etc.
- Assign a “go-to” person, or people, to guide learning.

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Making support a part of the project

- Buddy systems for reviews
- Volunteer roles specifically to buddy or mentor other volunteers
- Group support sessions; rotating chair
- Using consensus decision making in meetings
- Support systems for the co-ordinators – online and offline
 - Volunteer co-ordinator forums
 - ivo.org

