



Below is an example of a good practice volunteer recruitment and retention procedure – this is for our receptionists at SAVS

## **Before Recruitment**

- Develop Volunteer Policy
- Develop Volunteer Handbook/Welcome Pack
- Insurance
- Risk Assessments
- Budget for cost of a volunteer
- Develop Induction Process
- Role Description

## **Recruitment**

- Register with Volunteer Centre
- Reply to Volunteers enquiry within a week
- Informal Discussion/Interview
- Make volunteer feel comfortable and relaxed, smile and look pleased to see them!
- Explain about the role, Trial Period, Expenses, time commitment, training, and who will be supporting them.
- Application form/references/Next of kin
- Arrange times for volunteer to shadow

## **Day 1**

- Stage 1 induction
- Make volunteer feel comfortable, smile and look interested in them!
- Ensure that volunteers have a clear understanding of their role and how they will carry it out, as well as site-specific information.
- Background/history of the organisation including Services provided and client groups
- Financial issues e.g. how to claim expenses (and what can be claimed)

- Praise the volunteer and Thank them for their hard work on day 1

### **Day 2**

- Thank volunteer sincerely
- Go through the relevant copies of your policies with the volunteer.
- Arrangements for support and supervision

### **Day 3**

- Thank volunteer sincerely

### **Day 4**

- Thank volunteer sincerely
- Trial Period over – she likes it and you like them!

### **Retainment**

- Volunteers first session following trial period.
- Training programme/training needs identification process
- Talks from paid staff and established volunteers about their roles in relation to volunteers and the organisation as a whole
- Send off for references
- Ask volunteer to sign the Volunteer Agreement form to say that she has read and understood the policies.
- Keep volunteer happy for many sessions to come