



Lowestoft Town Hall Volunteer Journey

Draft

- Engagement
 - Awareness
 - Clear role profile – see [template](#)
 - why are you recruiting a volunteer?
 - how will you offer them a good experience – what will they gain through the experience such as ‘giving back’, new skills or socializing?
 - What are the volunteering opportunities and where can people learn about them?
 - Create positive and inclusive opportunities – what are the barriers to volunteering
 - Be clear about who to contact and who will respond to enquiries
 - Where to advertise the opportunity:
 - On the council/project website
 - Through external websites like [CharityJob](#), [Do-it](#), [Volunteering Matters](#), [Vinspired](#) and [Reach Volunteering](#)
 - Volunteer centres
 - Leaflets and other printed media
 - Organising or speaking at volunteer engagement events
 - Press and radio adverts
 - Social media such as LinkedIn and Twitter
 - East Coast College
 - Community and faith centres
 - Local cafes and park notice boards
 - Local businesses
 - Invitation & recruitment
 - Application [form](#) and diversity form submitted

- Start volunteer [check-list/record](#)
 - Be open and honest about expectations and interest, it needs to be a good fit for both parties
 - Hold relatively formal [conversation/interview](#)
 - Commitment – welcome
 - Formally accept volunteer or [not](#)
 - Complete and update volunteer checklist
 - Follow up [references](#)
 - Induction
 - Use [handbook](#) as guide with volunteer for formal induction to policies and guidance – make sure they have signed policy sheet
 - [Induction session](#) in person, at place of volunteering to familiarize volunteer with place and team
 - Shadow other volunteers, where appropriate
 - Introduce rota system
 - Hold 6 month [review](#)
- Participation
 - Roles & tasks
 - Have clear list of tasks, with responsibilities and requirements for each volunteer – plus any risk assessments
 - Learning map/training
 - After induction what training does the volunteer need for their specific role
 - Do they need to do any annual training
 - Are there development opportunities
 - Feedback mechanisms
 - Hold annual [1-1 catch-up](#) with volunteer – record on their record
 - Are there opportunities for the volunteers to propose new ideas etc.
 - [Problem solving with volunteers](#)
 - Recognition
 - Regular updates/communications – is there a monthly newsletter?
 - Hold annual volunteer meeting – update on what’s happened and the plans for next year
 - Awards for long service – certificate awarded by Mayor for 2/5/10 years
 - Staff/volunteer discount in the café
 - Celebrate volunteers’ week (first week June)
 - Christmas cards for volunteers

- Disengagement – it is important that there is structure and support when a volunteer decides to step back.
 - Exit interview
 - [Use template](#) – say thank you
 - Evaluate feedback with manager to help improve experience for other volunteers
 - Transition plan
 - How can volunteers stay connected – do they get newsletter, invitation to events for a certain amount of time?
 - Alternatives
 - Is there an opportunity to transition to a less active role