Offer Role & Pre-Start

This section guides you with offering roles with clarity. It provides guidance on how to present volunteer opportunities in a way that sets expectations, builds trust, and ensures volunteers feel welcomed and valued from day one. This is the foundation for a positive volunteer journey.

✔ Standards

- **Confirm the role clearly**: Use simple, jargon-free language to describe responsibilities, time commitment, location, and any required skills or checks.
- **Check for mutual fit**: Ensure the role aligns with the volunteer's interests, availability, and motivations through meaningful conversations.
- **Provide a welcoming offer**: Send a friendly, personalised message confirming the role offer, including next steps and key contacts.
- **Prepare an induction plan**: Outline what the volunteer will need to know on day one, including introductions, safeguarding, and practical information.
- **Set expectations early**: Share guidance on boundaries, communication, and how support will be provided throughout their volunteering.
- **Make space for questions**: Encourage volunteers to ask anything before they start.
- **Celebrate the start**: A warm welcome — whether in person, by email, or through a buddy system — can make a big difference in how valued a volunteer feels.
- Issue a **non-contractual Volunteer Agreement** and Code of Conduct. (National Council for Voluntary Organisations (NCVO): avoid employment status triggers.)
- Confirm **identity**, permission to volunteer if relevant, and any **occupational health** requirements
  - Occupational Health requirements for volunteers ensure that individuals are fit to carry out their roles safely and without risk to themselves or others. This usually involves basic health screening relevant to the tasks, consideration of any adjustments or support needs, and ensuring volunteers understand how to work safely within the organisation's policies. It helps create a safe, supportive environment while meeting legal and duty of care obligations.

Templates

7. VfH | Volunteer Agreement Template