

Start Volunteering, Support, Supervision

A smooth and welcoming start sets the tone for a positive experience. Volunteers should be given a clear induction, introduced to key contacts, and supported to understand their role and responsibilities. Early check-ins help build confidence and ensure any questions or concerns are addressed promptly.



✓ Standards

- Assign a supervisor (where relevant) buddies or mentor; provide reflective one to one's with appropriate frequency.
- Ensure expenses are reimbursed promptly.
- Start logging volunteer hours.
- Allow volunteers to take a break from their duties to avoid burn-out and role-fatigue. This can be in short or long periods of 'pause', depending on individual needs, with a clear and supportive pathway for re-engagement when they're ready. See our guide to support volunteers before, during and after [burnout](#). Develop flexible recruitment processes.
- Offer suitable [wellbeing](#) support to volunteers within and outside your organisation.
- Listen to volunteers feedback, act on it where possible and relevant.



Templates

12. [VIN | Supervision Record Template](#)

13. [NCVO | Risk Assessment](#)

14. [GOV.UK | Incident and Accident Form](#)

