

The Volunteer Journey

We suggest using these as your “minimum standards” across the partnership.



This section supports you in [designing meaningful volunteer roles](#) and promoting them effectively. It offers practical guidance on shaping roles that meet your needs while appealing to diverse volunteers, and provides tips for advertising opportunities in ways that are inclusive, engaging, and accessible. Check our [Recruitment Flow Chart](#).

✓ Standards

- Co-design role descriptions with service users and/or volunteers where possible; include time commitment, tasks, interests, skills, location, supervision, training, risks, and **whether portability applies** for quicker onboarding.
- [Safe Recruitment](#) – do not overburden potential volunteers with unrelated tasks.
- Avoid jargon, use inclusive language, highlight benefits and training available
 - Check out our [Inclusive Language Guide](#) for more information.
- Build inclusive recruitment plans and remove unnecessary barriers (plain language, accessible formats, audio copy, reasonable adjustments).
 - Check out [Example of Competency List for Volunteer Role Descriptions](#).
- Create [Web Content Accessibility Guideline \(WCAG\)](#) digital content.
 - The Web Content Accessibility Guidelines (WCAG) are international standards developed by the [World Wide Web Consortium](#) (W3C) to make web content accessible for people with disabilities. They outline how websites should be perceivable, operable, understandable, and robust so that all users can access information effectively



Templates

1. [VfH | Template Role Description](#)