Good Practice Volunteer Management Toolkit - Summary

Purpose

The Good Practice Toolkit provides practical guidance, templates, resources and recommended standards to support organisations throughout the volunteer journey, from role design and recruitment through to supervision, recognition and exit. It promotes safe, inclusive and effective volunteer management practices across health, care and community settings.

Focus

Governance & Policies	Volunteer Support & Supervision
Volunteer Role Design	Volunteer Wellbeing
Recruitment & Promotion	Exit & Transition
Applications & Selection	Volunteer Portability
Inclusive Recruitment	Inclusive Volunteering Practices
Screening & Safer Recruitment	Monitoring & Evaluation
Onboarding & Induction	Templates & Resources

Key Question

What practical steps can our organisation take to create safe, inclusive and effective volunteering opportunities?

Why It Matters

Effective volunteer management helps organisations to:

- Recruit and retain volunteers.
- Improve volunteer experience.
- Promote inclusion and accessibility.
- Manage risk appropriately.
- Strengthen volunteer wellbeing.
- Improve consistency and quality.
- Support organisational development and community capacity.
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How to Use the Toolkit

The Toolkit can be used to:

- Review volunteer management processes.
- Develop new volunteer programmes.
- Support volunteer coordinators and managers.
- Improve recruitment and onboarding.
- Strengthen volunteer support and retention.
- Inform policy and procedure development.
- Support continuous improvement.

Relationship to the VfH Framework Suite

Framework	Relationship
Organisational Maturity Model	Identifies organisational development priorities.
Benchmarking Framework	Reviews the quality of volunteering practice.
Collaboration Framework	Supports effective partnership working.
Volunteer Charter	Establishes principles and standards for volunteering.
Data Collection Framework	Supports volunteer monitoring and reporting.
Evidence Framework	Supports demonstration of volunteer impact and outcomes.
Community Capacity Intelligence	Provides wider context regarding organisational and community capacity.

Key Message

The Toolkit provides practical guidance for organisations to move from principles into practice.

It supports organisations to create positive volunteer experiences, strengthen volunteering infrastructure and improve organisational capacity.