

## Contents

### Introduction

#### **Section 1: Preparing for Volunteers**

Writing a Volunteer Policy  
Health and Safety for Volunteers  
Diversity and Volunteering  
Preparing Role Descriptions

#### **Section 2: Recruitment**

Removing Barriers to Volunteering  
Advertising Volunteering Opportunities  
Recruitment Procedures  
Safe Involvement of Volunteers with Children and Vulnerable Adults  
Taking Up References

#### **Section 3: Getting Started**

Induction  
Volunteer Agreements  
Payment of Volunteers' Expenses

#### **Section 4: Ongoing Support**

Support and Supervision of Volunteers  
Recognising and Rewarding Volunteers  
Training for Volunteers  
Dealing with Problems  
When a Volunteer Leaves

#### **Section 5: Sample Documents**

Sample Role Description  
Sample Volunteer Application Form  
Sample Induction Checklist  
Sample Supervision Form  
Sample Exit Questionnaire for Volunteers