

Tips from the forum – Supporting and Supervising Volunteers

Different ways to offer support

Not all volunteers want or need the same type or level of support. Have a menu of support options – when it's available / what it's for.

- Offer alternative roles if the current role is unsuitable or the volunteer wants to try something new.
- Volunteers Handbook – This can be used to share useful information about the organisation and the volunteer role in the organisations. It can include rights and responsibilities, what to do if, vision of org, useful contacts, receiving gifts from clients.
- Supervision - This tends to refer to a formal arrangement and can feel work related. Some people dislike the term supervision because of what it conjures up and prefer informal approaches. Others want to embrace the language for employability. You may wish to think of alternative wording e.g. 1:1 Meetings
 - Supervision can be:
 - 1:1
 - In groups
 - With someone else in your group e.g. communications team
 - Peer supervision
 - In certain circumstances, there may be a need for external supervision
- Reviews
- Mentoring as an alternative is 'regular reviews'
- Group discussions and meetings
- Phone call, skype, email, text – match to the person
- 'Closed' Facebook group
- Pre session briefings and post session debrief
- Training
- Annual Volunteers Team day
 - Follow up on survey monkey
 - Ask the volunteers how improvements could be made
 - Expenses as per the NVCO calculation
 - More formal trustees and senior staff to attend
 - Project updates
 - Q&A
- Could use measures of personal growth as volunteers join and review improvements