

Tips from the forum – Supporting and Supervising Volunteers

Tips for offering support to volunteers

1. Talk to volunteers about what support they need and how they can best be supported
2. Involve the staff and volunteers in the design of the supervision and support structures
3. The supervisee leads in supervision. It's their time.
4. If you are using forms, make sure they are appropriate for volunteers. They do not have to duplicate paid staff formats
5. Make sure you have booked some space
6. Show you are receptive
7. Be available but manage your own boundaries
8. Be careful that tools aren't patronising for volunteers
9. Emphasise CHOICE – Volunteers don't have to do certain tasks.
10. Mentoring may not always work
11. Do it properly or don't do it at all
12. Use volunteer agreements
13. Offer support as and when needed, i.e. if emotional issues arise

Divide support and supervision between managers, and volunteer coordinator and other staff supporting volunteers