

## Tips from the forum – Supporting and Supervising Volunteers

### **Why offer support and supervision**

- We have a duty of care to volunteers & beneficiaries
- It can help maintain appropriate boundaries and healthy relationships
- Helps with retention rates
- Help volunteers feel valued and included
- Gives space to:
  - volunteers the space to talk about their aspirations, motivations and personal and professional development
  - identify training needs
  - Check in with volunteers: How are they?
  - Offer emotional support
  - Thanks and recognition
  - Update of the organisation and future work planning
  - Raise areas of concern in safe environment
  - Opportunity to discuss issues
    - Safeguarding
    - Equalities
  - Be aware of the bigger picture
  - Sort out any outstanding expenses
  - Check In and Out – Not just for lone work safety
  - More efficient Coordination of work
  - Communication
  - Reduce misunderstanding and conflict
  - Enables issues to be identified and discussed, both positive and negative
  - Get feedback on your organisation from the volunteers
  - Check role requirements and remit. Keeps tasks focussed not going sideways or identify new opportunities