

VOLUNTEER HANDBOOK

Jack's
Quick Guide

ASK YOURSELF...

“What do I want volunteers to know on day one?” and/or **“What does a Volunteer want/need to know on day one?”** - Applying or taking this viewpoint might provide a good lens for how suitable your handbook is?

Have you consulted with people that already lend a hand - **“they’re your experts!...”**

ADDITIONALLY, VOLUNTEER HANDBOOKS (IN MY EXPERIENCE) SHOULD:

- Be succinct (not War and Peace)
- Contain content that is proportionate to the nature and activity of volunteering therein (some organisations have different handbooks for different branches and volunteering programmes; but this can be messy)
- Encourage dialogue, questions and further exploration to items like policies and procedures
- Be a working document; kept under review (including a review date is good practice).

POINTERS FROM JACK:

- Include a note on complaints/grievance procedures and insurance; not dissimilar to that of your descriptions of safeguarding and confidentiality
- • Include a rider (after ‘Dress Code’) that encourages volunteers to consult with full policies and procedures, how and where to access them etc.
- • If this document is issued against multiple roles; some sense of “what other volunteers do” can be useful for inducting volunteers and their assimilation
- • Include some information on Operational / Practical matters: Emergency Procedures, Hours of Operation, Paid Staff and Volunteer Relations, Diversity etc. (again the Macmillan example provides a good shopping list)

GOOD PRACTICE

Macmillan Cancer Support Volunteer Handbook is a favorite of mine!



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