



Recruiting Volunteers: Reflection Questions



This tool will help you pause and consider what's already working well in your organisation and where there's room to grow in your current approach to volunteering. There's a set of questions to guide your thinking and planning.

Understand Your Why and What

1. Have our staff, board, and existing volunteers been involved in shaping volunteer roles?

Identify areas of growth:

2. Why do we want volunteers in our organisation? What are we hoping they will bring to the organisation?

Identify areas of growth:

3. What specific roles can volunteers take on (including time commitment, where the role takes place, who supervises them, and how their work links with the wider team)?

Identify areas of growth:

4. What skills, qualities, or experience do these volunteer roles require?



Identify areas of growth:

5. Are we clear about which skills are essential vs. desirable?



Identify areas of growth:

6. How do these volunteer roles complement the work of paid staff, rather than replace them?



Identify areas of growth:

7. Are these roles meaningful, clearly defined, and aligned with our mission?



Identify areas of growth:

Create a Welcoming and Inclusive Culture

1. Do we actively welcome people from diverse backgrounds?



Identify areas of growth:

2. Are our roles accessible to people with disabilities or additional support needs?



Identify areas of growth:

3. Do we offer flexible options for volunteering (e.g., remote, short-term, different time slots)?



Identify areas of growth:

4. How do we ensure volunteers feel included, respected, and supported?



Identify areas of growth:

5. Are our communications and materials inclusive and accessible?



Identify areas of growth:

Develop Clear Policies and Procedures

1. Do we have clear and accessible policies that help guide what we do?



Identify areas of growth:

2. Are our policies regularly reviewed and communicated effectively to staff, board members, and volunteers?



Identify areas of growth:

3. How do we incorporate feedback to improve these procedures?



Identify areas of growth:

4. Are volunteers included in our wider organisational procedures where relevant?



Identify areas of growth:

5. Are volunteers adequately protected and insured while volunteering?



Identify areas of growth:

Recruit Fairly and Transparently

1. Does the organisation use inclusive language and accessible formats in recruitment materials?



Identify areas of growth:

2. Are volunteer opportunities promoted in places where a diverse range of people will see them?



Identify areas of growth:

3. Is the application process proportionate to the role, especially for low-risk or short term volunteering?

Identify areas of growth:

4. Are conversations with potential volunteers welcoming and focused on getting to know them?

Identify areas of growth:

5. Are references or PVG checks used only when necessary, and in line with national guidance?

Identify areas of growth:

6. Does the organisation provide a Volunteer Agreement that sets clear expectations for both parties?

Identify areas of growth: