



Supporting 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 is a set of questions based on good practice for supporting volunteers to guide your thinking and planning.

Supervising Volunteers

1. Is there a clearly identified person or team that volunteers can go to for support or questions?

Identify areas of growth:

2. Are we clear about which approach to supervise volunteers (personal or group and peer support) is more suitable for our volunteers?

Identify areas of growth:

3. Do volunteers receive the training they need to feel confident and carry out their roles safely?

Identify areas of growth:

3. Do we offer support from the organisation?



Identify areas of growth:

4. How often do we check in with volunteers, and do they feel heard, valued, and supported?



Identify areas of growth:

5. How do we check that volunteers have understood this information?



Identify areas of growth:

Recognising and Celebrating Contribution

1. Does the organisation regularly thank volunteers in ways that feel personal and meaningful to them?



Identify areas of growth:



2. Are we actively sharing and celebrating volunteer contributions through our communication channels and events?

Identify areas of growth:

3. Do we participate in national recognition events like Volunteers' Week and Trustees' Week?

Identify areas of growth:

4. Are volunteers, especially young people, supported in accessing formal recognition, such as [the Saltire Awards](#)?

Identify areas of growth:

5. Do we create space for volunteers to reflect on and share the impact of their involvement?

Identify areas of growth:

6. Do we highlight volunteers' stories and successes in our newsletters or online?

Identify areas of growth:

Supporting the End of the Volunteering Journey

1. Do we have a clear and respectful process for when a volunteer finishes their role?

Identify areas of growth:

2. Are we capturing feedback from volunteers when they leave to help us improve?

Identify areas of growth:

3. Do we take the time to recognise their contribution and say thank you?

Identify areas of growth:

4. Do we keep the door open if a volunteer would like to come back to volunteering in the future?

Identify areas of growth: