



Welcoming 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 based on the induction structure to guide your thinking and planning.

Sharing Information About Your Organisation

1. What key messages about our mission, values, and purpose do we want every volunteer to remember?

Identify areas of growth:

2. Do we explain the positive impact their volunteering has on others?
(Who is helped? / In what way? / What changes?)

Identify areas of growth:

3. Do we outline where volunteers fit in our team, who they work with, and how you will support them (volunteer role, team structure, support, and supervision)?

Identify areas of growth:

4. Is the information we provide clear, accessible, and engaging for people from different backgrounds?

Identify areas of growth:

5. Are we honest and transparent about the challenges and rewards of volunteering with us?

Identify areas of growth:

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

Identify areas of growth:

Volunteers' and Organisations' Responsibilities

1. Do we clearly outline both what we expect from volunteers and what they can expect from us?

Identify areas of growth:

2. Are these expectations realistic and supportive of volunteers' motivations?

Identify areas of growth:

3. Do we explain the relevant policies and procedures in a way: What matters most / Why they matter / Make it relatable / Offer flexibility?

Identify areas of growth:

4. Do we explain the importance of the Volunteer Agreement?

Identify areas of growth:

5. Do we explain how volunteers can claim appropriate out-of-pocket expenses? (What can be claimed / How to claim / Who to speak to / Why it matters)

Identify areas of growth:

5. Is the information about any equipment they may need provided?

Identify areas of growth:

6. Do we provide space for volunteers to ask questions or raise concerns about these responsibilities?

Identify areas of growth:

7. Do we invite volunteers to suggest other skills they'd like to offer?

Identify areas of growth:

Induction Welcome Pack

1. Does our Welcome Pack cover all the practical and essential information volunteers need to feel prepared?

Induction Pack includes

Induction Checklist

Constitution

Volunteer Strategy / Handbook

Volunteer Role Description

Volunteer Agreement

Relevant Policies and Procedures

Skills Checklist

Welcome Letter

Identify areas of growth:

2. Are our communications and materials inclusive and accessible?

Identify areas of growth:

3. Are there any additional resources or support (e.g., contacts, policies) that could make the pack more useful?

Identify areas of growth:

Who to Involve

1. Have we involved the right staff, volunteers, or stakeholders to welcome and induct new volunteers?

Identify areas of growth:

2. Are experienced volunteers or mentors part of the induction process to offer peer support?

Identify areas of growth:

3. Do we include an opportunity for new and existing volunteers to socialise and get to know each other

Identify areas of growth:

After-induction Communication

1. When did we last review and update our induction checklist to ensure it reflects current practice?

Identify areas of growth:

2. How are we gathering honest feedback from volunteers about what supports or challenges them during induction?

Identify areas of growth:

3. Are we flexible and responsive enough to adjust the induction plan when volunteers' needs or circumstances change?

Identify areas of growth:

4. Are we providing induction information in varied formats to suit different learning styles and accessibility needs?

Identify areas of growth:

5. Do we have a suitable buddy system in place to help new volunteers feel welcomed and supported?

Identify areas of growth:

6. Are we checking in with volunteers to confirm that their role still matches their interests, skills, and expectations?

Identify areas of growth:

6. How do we identify and offer alternative roles if a volunteer's current position is no longer the best fit?

Identify areas of growth: