

VOLUNTEER INDUCTION

Whether a volunteer is new to your club or a longstanding member, is someone who is going to help out occasionally or who has taken on a formal role, it's important to ensure that they feel welcomed into your club and that they feel confident enough to get started as a volunteer.

Giving every new volunteer an induction is a fantastic way to do this. It will help you to build a positive relationship with them from the very beginning, and hopefully set them on the road to becoming an engaged and longstanding volunteer. It is a great idea to appoint a Volunteer Co-ordinator role to your club, who could lead this process and play an important role in supporting new and existing volunteers.

Follow the steps below to prepare a great induction for your new volunteers and ideally, this should be led by your Volunteer Co-ordinator.



SETTING NEW VOLUNTEERS UP FOR SUCCESS

Before you start:



Always do an induction in person

Building a personal connection with the new volunteer is vital, so try not to just hand over a document full of info and leave the volunteer to it. If you have a buddy or mentor system, or operate role shadowing, that person is a great one to choose to do the induction. If you don't have a volunteer mentor programme, consider starting one – even informally. Try to have the most senior person at the club attend, even as a welcome: Chairperson; First team coach – this sends a powerful message.



Set aside specific time for it

Even if it's just an informal chat, give the volunteer your undivided attention. The volunteer will then understand that they and their contribution are important, and that your welcome is genuine.



Pick the right format

'Induction' can sound quite formal, but it doesn't have to be! Make the amount of time you spend and the information you give appropriate to the role the volunteer is going to be fulfilling. It also doesn't always have to be one to one. For example, if you have a group of new parent helpers all starting at the same time, why not arrange a night at the club or a local venue where you can get them all together and introduce them to the club, the key people, and each other.

Provide opportunity for questions

It is important that you remember to provide plenty of opportunities for new volunteers to ask questions. This creates the right environment, allows them to feel valued and helps create a positive induction experience.



WHAT YOUR INDUCTION SHOULD COVER:

You can talk through the information below, or even prepare a short presentation if you have a group of volunteers starting at the same time.



The club & how it works

- About the club – the history, mission statement, any future plans
- Who's who and what do they do (always try to introduce the key people in person)



Their volunteer role:

- Outline of what their role is / what is expected of them (you could walk them through this)
- Introduce them to the people they will be working with
- Practical things they need to know – e.g. where kit is stored / where the loos are / where the first aid kit is
- Meetings you would like them to join and when they are
- Who they should contact if they have questions (make sure you give them that person's contact details)
- Any key deadlines or milestones across the season - e.g. league registrations or fixture deadlines
- Ask what support they might want to help them settle into their role
 - e.g. induction follow-up or monthly calls



Depending on their role, you may also want to outline:

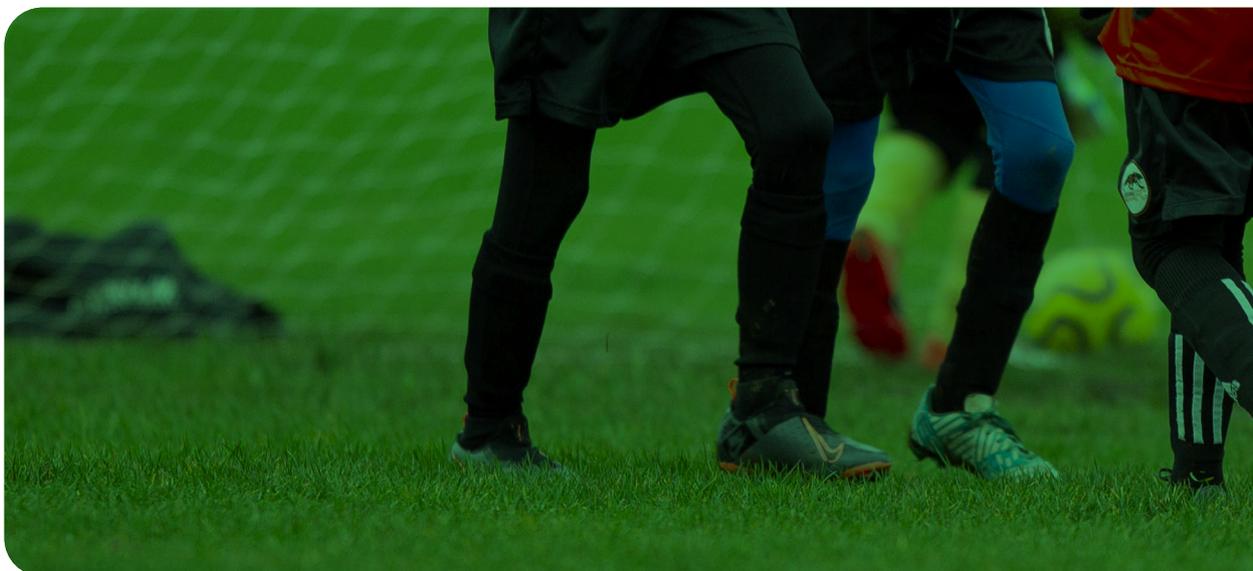
- Training that is available to them
- When you will check in with them to discuss how it's going
- The support systems that are in place for their role – [see mentoring guidance](#)



At their induction, you should also make sure they are added to any relevant WhatsApp groups / email chains (do a quick check that they are happy to be added first).

Give them a copy of your Club handbook (see below) and set another date and time to talk through any further detail.

Finally, don't forget to tell them about the fun stuff! Let them know about events and socials that are coming up, and make sure you remind them/ specifically invite them nearer the time.





MAKE A

GOOD

FIRST IMPRESSION



CREATING A CLUB HANDBOOK

You will also need to let new volunteers know about key policies they need to adhere to or be aware of. It's a good idea to create a simple handbook which outlines this key information so that volunteers can refer to it in their own time. If you don't have a handbook, don't be intimidated – start small and it can grow over time.

You may also want to set up a separate session to take the volunteer through some of the elements below, otherwise your induction session could be information overload!

Things to include in the handbook/ set up a separate session to cover:

- DBS checks and safeguarding responsibilities

- Key club policies (e.g. health & safety, fire safety)

- Contact details of key people inside the club – e.g. safeguarding officer, first aiders, facility manager

- Contact details of key people outside the club, such as FAW Trust, leagues, local clubs, and area associations

- Key processes (e.g. how to lock up the facilities)

- Log in details for any online systems they might need to use as part of their role/ if they have an official club email address

- Any expense procedures

- Outline that their involvement is covered by club insurance

- What to do if they have a complaint or concern (e.g. grievance process)

- Any links to online resources that could help them with their role (e.g. Clwb Cymru)

