

THE VOLUNTEER JOURNEY...



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| Stage | How | Challenges | Resources and things to think about |
|--------------------------------------|---|--|---|
| 1 Initial enquiry | <ul style="list-style-type: none"> Parents' meeting Recruitment day Website enquiry Telephone enquiry | Asking the right questions to be able to identify the best role for the person. Ensuring timely process between initial enquiry and appointment process completion | Questions to ask a potential new volunteer |
| 2 Discussion about role | <ul style="list-style-type: none"> Meeting Telephone discussion | Right role for skill set, interests and availability of person enquiring – not just where a gap needs filling | Role description, publications and information relevant to the role |
| 3 Mentor assigned | <ul style="list-style-type: none"> Identify an existing volunteer to become a mentor. This person doesn't necessarily have to be the section leader, if a section based role | Identifying existing volunteers with the skills, ability, willingness to mentor new volunteers. Open and welcoming | Making use of the relevant information and publications available to help support new adult volunteers to understand and feel comfortable in their role |
| 4 Appointment process | <ul style="list-style-type: none"> Disclosure and Barring Service Appointments Advisory Committee | People may feel uncomfortable completing DBS, it is important to reassure and offer support with completion of forms and data etc. Speak positively about the process. | Guide to the AAC details questions that a new volunteer is likely to be asked. Adult Information Form, At a Glance Appointment Card, Being a Trustee Card, Yellow Card. Mentor could attend with new volunteer for support although not be present in the actual meeting. |
| 5 Welcome and induction start | <ul style="list-style-type: none"> Further information Visit to other sections Introduction to other volunteers | Friendly, positive and welcoming approach from all volunteers | Welcome information/ Induction checklists |
| 6 Training Adviser allocated | <ul style="list-style-type: none"> Training Adviser allocated by Local Training Manager following appointments committee appointment meeting | Identifying a Training Adviser to allocate. Ensuring there is a consistent approach from all training advisers to the validation of training | Adult training file and personal learning plan, training modules for Training Advisers |

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| 7 Adult training | <ul style="list-style-type: none"> Courses E-learning Workbooks Peer support | Taking prior knowledge into account, ensuring different learning methods are offered and avoidance of local rules | Adult Training Scheme publications |
| 8 Introduced to wider Scouting community | <ul style="list-style-type: none"> Meeting wider Scouting colleagues, e.g. invited to attend District sectional meeting to meet other adult volunteers volunteering with the same age group | Ensuring a positive experience and volunteers are welcome, friendly and supportive. Volunteers receive communication relevant to their role from the wider Scouting community informing them of opportunities and other relevant information | Mail distribution lists appropriate to role locally and nationally, receipt of Scouting magazine |
| 9 Scouting activities/ fulfilment of role requirements | <ul style="list-style-type: none"> Mentor or buddy support new volunteer to settle into the role | Ensuring new adult volunteers know where to find information relevant to their role and that the mentor/buddy knows where and what information is available in order to be able to provide effective support | Scout website, Scout Print Centre, Scouting publications from Scout Shops |
| 10 Establishing involvement - weekly/ monthly | <ul style="list-style-type: none"> Active involvement and shaping their volunteering | Taking advantage of new volunteers, e.g. demanding weekly attendance if this was not agreed, expectations of high levels of commitment from the very beginning and not making use of the volunteers or allowing them to fully contribute. | Clear role descriptions, define involvement and regularly review |
| 11 Valuing people | <ul style="list-style-type: none"> Saying thank you and valuing their contribution | Saying thank you in a meaningful way to the individual | Thank you items from Scout Shops, thinking about the many ways to show appreciation and say thank you |
| 12 Review meeting | <ul style="list-style-type: none"> Reviewing/ensuring they are happy with role and time. | Keeping track of when this is due (ideally six months after appointment) and being able to offer alternative roles/further induction support if things are not working out | Review resources |