

Volunteer Induction Checklist

The **Volunteering Together 4 Health** service is delivered by a partnership team of volunteering experts across the 5 boroughs of North Central London. Whether looking for volunteering advice and guidance at a system wider or local level, you will find dedicated and expert support.

1. Welcome Volunteers

- **The big picture:** Chat about why your organisation exists (its mission statement, history and values) and the impact this specific volunteer role will have (e.g. may help improve health outcomes personally and in the local community).
- **Meet the team:** Introduce the volunteer to the people they'll be working with, so they feel part of the organisation.
- **Personal touch:** Ask how they like to be addressed and how to pronounce their name correctly.
- **Being inclusive:** Introduce yourself with your own pronouns (e.g. 'I'm [Name] and I use they/them pronouns') to create a safe space for them to share theirs if they wish.

2. Practicalities

- **Staying safe:** Walk through health and safety, policies and procedures (including safeguarding) and any other information the volunteer should be aware of.
- **Removing barriers:** Clearly explain how to claim out-of-pocket expenses. This is vital to ensure volunteering is accessible to everyone, including those in the Core20PLUS5 (most deprived) communities.
- **Keeping in touch:** Make sure they know who to call if they're running late or can't make it and share any dates when they won't be able to volunteer.
- **Small details:** Show them where everything is including where to make refreshments etc. and let them know when they can take breaks so they're comfortable whilst volunteering.

3. Support and Access

- **Individual needs:** Ask what support or adjustments would help them thrive in their role.
- **A proactive approach:** Don't wait for them to ask; briefly mention the different ways you can support various access needs and where to go if they have any questions or problems, so they know help is there if they need it.
- **Flexible volunteering:** Discuss if the role can be adapted to fit around health conditions or caring responsibilities, to cater especially to Core20PLUS5 communities and harder to reach applicants.

4. Add Meaning

- **Their 'Why':** Find out what motivated them to join you so you can help them reach their personal goals.
- **Role clarity:** Be clear about what they'll be doing now, but also how the role might grow as they get more comfortable.
- **The social side:** Invite them to any upcoming volunteer get-togethers or socials to make sure they feel included.

5. Accessibility & Inclusion

If a volunteer finds the induction process difficult or needs more time, discuss what might be holding them back and how you can support them. Check whether the role is the right fit or if something else might suit them better. Consider ongoing opportunities to keep them engaged.

You could even offer a '**phased induction**' to make sure volunteers are not overwhelmed and understand their role gradually.

Top Equality, Diversity and Inclusion TIPS

- To support a diverse Core20PLUS5 population, ensure your induction is culturally sensitive and proactively offers adjustments before a volunteer asks for them.
- Always model inclusive behaviour, such as sharing pronouns or asking for name pronunciations, to build an environment where everyone feels they belong.

For further support contact your local volunteering experts:

Bridge Renewal Trust (Haringey)

CBPlus (Barnet)

Enfield Voluntary Action

Haringey Community Collaborative (Public Voice)

London Plus (Lead Partner)

Voluntary Action Islington

Volunteer Centre Camden (Operational Lead)

Volunteering Barnet (Groundwork London)

