



**LGBT+ FUTURES**  
skills development

# **VOLUNTEERS**

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## **VOLUNTEERS**

### **Volunteer programme planning**

- Organisation approval
- Diversity
- Budget
- Volunteer policy

### **Recruitment**

### **Induction**

### **Retention**

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## Volunteer programme planning

### Organisation Approval:

Get the support of your managers, board, staff and service-users  
Make sure that they understand the importance of setting aside time, resources and money, and what your volunteers will get back in return.

### Diversity:

Just because we work in the LGBT+ sector doesn't mean we automatically address diversity.

Make sure that equality and diversity are included in all the stages of your volunteer programme.

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## Volunteer programme planning

### Budget:

Volunteering is not free!

Consider the costs and make sure you have a budget for it: travel and other out of pocket expenses, training, equipment / uniforms as well as calculating management time.

Also consider the insurance implications – Speak to your insurance company and ask what the implications are of involving volunteers.

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## Volunteer programme planning

### Volunteer Policy

Our Volunteer ToolKit contains a template policy document which you can adapt to suit your individual needs

The policy should include information around:

- Organisational values
- Recruitment
- Volunteer agreements
- Out of pocket expenses
- Induction and Training
- Support
- Insurance
- Confidentiality
- Health & Safety
- Equal Opportunities
- Complaints and Grievances

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## Recruitment

### Identifying your organisation's needs

Think about the needs of your organisation and how volunteers may be able to help.

Depending on the nature of the role: You may wish to develop a formal role description or it may be an informal invitation to help.

Think about any relevant skills, experience or qualifications you may require.

And think about whether there are specific days / times etc that volunteers would be of most help.

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## Recruitment

### Finding the right people

#### Activity:

In groups consider ways to reach potential new volunteers...

Who can you target to attract trans volunteers as well as trans allies?



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## Recruitment

### Finding the right people

- Parents of trans children
- Partners of members
- 'Recommended' network links / friends of members / group
- Link up with other trans groups – volunteer pool?
- Link up with LGBT+ organisations targeting trans individuals and trans allies
- Students



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## Recruitment

### Finding the right people

It can be helpful to use a basic application form, especially if you are looking for particular skills, experience or qualifications.

It's important to meet prospective volunteers, but try to keep meetings informal - remember it is not a 'job interview'.

You may want to offer a trial day, but do be very clear regarding the purpose and potential outcome of this.

Carry out all relevant checks such as taking up references and a DBS check if they will be working with children or vulnerable adults

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## Recruitment

### Finding the right people

#### **DBS checks**

DBS have a 'sensitive applications' route for trans applicants which takes account of ID being in different names and genders

<https://www.gov.uk/guidance/transgender-applications>

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## Induction

### Role and task expectations

An induction doesn't have to be complicated or too time consuming, but it is essential.

Different volunteers need different levels of training, depending on the role they are carrying out and their existing skills and experience.

Be very clear during the induction exactly what is expected in terms of role and tasks and don't forget practical details like what days and times the person will be volunteering – is this flexible or is there a rota etc.

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## Induction

### Volunteer agreement

Our Volunteer ToolKit contains a template volunteer agreement which you can adapt to suit your individual needs

Agreements should ideally include:

- Volunteer's name
- Role
- Location
- Days and times if applicable
- Name of their supervisor and contact details
- Summary of your organisations commitment to the volunteer
- Summary of the volunteers commitment to your organisation

The agreement should be signed and dated and kept on file.  
Volunteers may also like to keep their own copy

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## Retention

### Keeping volunteers engaged

Volunteers are a great asset to your organisation so you will want to keep them engaged and happy!

Schedule time to check in and see how they are getting on. Whilst it is important that volunteers feel supported in their roles, this does not have to involve endless appraisals, one-to-ones or forms to complete, just regularly check in for a catch up.

Our toolkit contains a really simple, short template to use if you require a written record. This can be helpful to refer back to at subsequent catch ups.

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## Retention

### Keeping volunteers engaged

*'Constant communication is key. We try to build deep personal relationships with our volunteers so that they feel valued and supported. We also ensure we have a clear idea of each volunteer's motivation and goals allowing us to tailor their experience in line with these. Developing new opportunities that can help our volunteers' meet their aims for their own personal growth ensures continued engagement.'*

- Gendered Intelligence Volunteer Coordinator-

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## Retention

### Conflict management

Sometimes issues arise or a volunteer may not be right for the role and it's important to address any such issues as soon as they become apparent.

Talk things through with the volunteer with sensitivity and an approach focused on finding solutions.

Often it may be a mis-communication that can be easily rectified. If there is a conflict between your organisation's needs and the volunteer's expectations, try to explore compromises.

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## Retention

### Conflict management

If the issue is too significant or can not be resolved, consider if there are other volunteer roles within your organisation that they would be better suited to.

Ultimately, you may need to let the volunteer go from their role which requires sensitivity.

Thank them for all the time they have given and if possible and appropriate direct them to other more suitable volunteer opportunities in the area, such as helping to arrange an appointment with their local Volunteer Centre.

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## Retention

### Wellbeing

It is important to ensure your volunteers are well and that the role is not impacting on their wellbeing.

Supporting service-users who are experiencing difficulties, may be triggering for volunteers and bring up their own issues

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## Retention

### Wellbeing

Group discussion:  
How best to support volunteers to maintain positive emotional wellbeing?

- Session debriefs
- Regular check-ins
- Group peer support sessions



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