



For the Voluntary and Community Sector

## Retaining Volunteers

### ➤ A Good Start

- **Give a proper welcome and introduce them** quickly to a few other volunteers or people they will work with. Don't rush the welcome
- **Induction** - take time to talk through the organisation's aims and procedures but try to not make it too formal
- **Ask the volunteer what they want** out of volunteering, it may be to gain new skills or to meet new people. Whatever the reason, try to incorporate this into their work.

### ➤ Keeping Interest

- **Meet individual needs** - some volunteers may need extra support such as large button telephones, screen magnifiers etc
- **Support and supervise** - make sure this is a two way process and that the volunteer knows that they can bring any concerns to the manager whenever they need to. Find time for this!
- **Integrate** - make the volunteer part of the organisation, not just someone who comes in for a couple of hours a week to complete their task then leaves
- **Recognition** - Say thank you. Have a social event
- **Provide learning opportunities** - this can be a skill share, e.g. can one volunteer show another how to use Word, an internal or external course or support with a qualification
- **Include in discussions about future plans**
- **Have an equal opportunities policy**, but more importantly implement it!

### ➤ What People Want

Recent research has produced a "wish list" for what people want from volunteering:

- **Flexibility** - the most important factor in terms of time and commitment
- **Legitimacy** - they need a favourable image
- **Ease of access** - make it easy for people to ask how to volunteer
- **Experience** - a chance to learn new skills or use skills when no longer employed

- **Incentives** - what's in it for the volunteer
- **Variety** - in terms of the type of work and the level of commitment
- **Organisation** - volunteering needs to be efficient but informal
- **Laughs** - volunteering must be **FUN**.

This information sheet is part of a series of sheets produced by Norfolk Information, a partnership of second tier organisations supporting the voluntary and community sector in Norfolk.

We have taken all reasonable steps to ensure that this information is current and accurate. We cannot, however, guarantee its accuracy or completeness and therefore cannot accept liability for your acting, or failing to act, upon the information given.

For resources, books, ideas and useful information please contact Norwich and Norfolk Voluntary Services on 01603 614474 or email [reception@nvs.org.uk](mailto:reception@nvs.org.uk)