



Event volunteer managers' toolkit

Working with volunteers for the first time?

You may be thinking of involving volunteers in your event or project for the first time. Here are some questions to help you to get started, and some links to useful sources of information.

Why?

It might seem obvious to you, but it is worth thinking about why you are involving volunteers. What is in it for you? What is in it for them? Is this a beneficial opportunity, or is it exploitation? Is it simply about cost-cutting? The information sheet [Developing a Volunteer Strategy](#) raises some of the questions that are worth thinking about from the outset.

What?

Whether you are planning a one-off event or a sustained programme, if possible draw up a range of clearly defined roles that will suit a variety of people: some which could be done with no experience or training and others that involve more skill or responsibility.

The information sheet [Recruiting, Selecting and Inducting Volunteers](#) considers where and how to communicate a message that will attract the right volunteers.

An example [role description](#) can be found here. Before you go public in advertising your volunteer roles, carry out [a risk assessment](#) to identify what could go wrong and what you can do to minimise or manage risks. Sometimes small adjustments to what you are asking a volunteer to do, or how they are to do it, can significantly reduce the risks to volunteers themselves or to others.

The [Code of Practice](#) for organisations involving volunteers sets out the principles of good practice in volunteer involvement. If you also have a substantial paid workforce then the [WCVA/Wales TUC Charter to strengthen relationships between paid and unpaid staff](#) is worth checking out.

How?

For more information about good practice in volunteer management, see the [Investing in Volunteers](#) Standard, which can be downloaded free of charge.

Good volunteer management is helped by having some appropriate policies and procedures in place. Exactly what and how detailed, depends on the nature of your organisation and the nature of the volunteer activity. The more complex, large scale or formal your volunteer programme, or the more risk associated with the volunteering activity, the more safeguards and policies you will need to have in place.

As a minimum you are advised to have a suitable [volunteer policy](#) and [insurance](#) for volunteers. Your volunteer policy will cover all pertinent areas such as recruitment, health and safety, training and supervision, expenses, and what happens when things go wrong. Be sure to review it regularly and keep it up to date. For example, if you involve volunteers on a regular basis and then begin recruiting volunteers to help at one off events, does your policy embrace this?

If you are working with young people or vulnerable adults you will need to think about [safeguarding](#), including a safeguarding policy. If volunteers work in isolation, or with clients then a 'lone working policy, or confidentiality policy might be helpful.

A suite of [WCVA/CVC information sheets](#) cover a range of topics including [volunteer drivers](#), working with different target groups, [paying expenses](#), and [legal considerations](#). If you do not find what you need here, then contact WCVA Helpline 0800 2888 329 or email volunteering@wcva.org.uk.

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