

Organisation Guidance

We have put this guide together to support you in attracting student volunteers to your roles and opportunities, as well as best practice once you have recruited City students into volunteering roles.

Recruiting Volunteers

Think about the title of the role; is there anything you could add to make the role stand out? Think about what the student's initial thoughts will be when they read it.

Although it's not essential, we'd recommend adding a preview to the role, this can just be a sentence or two to give an overview of the role and will help gain students' interest in the posting.

We've split the role description into four parts:

What you'll do, Why you'll love it, What you'll learn and Why you'll love it

Try to add as much detail as possible about the roles here, this allows students to gain as much insight into the role and what they might be doing. Taking the time to write a clear role description here will pay off. Making the role description too vague will put people off applying. Our 'what you'll do', 'what you'll love', and 'what you'll learn' prompts will help in ensuring you add plenty of detail.

Here are some questions to ask yourself when you're completing the role descriptions:

- What will the typical tasks of the volunteer be?
- What skills would you like the volunteer to have?
- Where will the student be volunteering? In person or remotely?
- Why would a student choose to volunteer with you over another organisation?
- What can you offer to students? Not financial but thinking about personal development opportunities and skills development.
- Does the volunteer need specific experience? Is any training for the role provided?

Try to highlight the impact that the volunteers will be having, and the difference they will make.

If you need a student to have a DBS check, make it clear whether you will be providing this for the students. It could be beneficial to add to a note in to say that international students are able to get a DBS check, we can support with guidance on international students if required.

Supporting Volunteers

Share your volunteer policy with them to allow for a mutual understanding between you and the organisation of what to expect from one another.

Give the volunteer a thorough induction, giving them good insight into the work that the organisation does, any key stakeholders that they'll be liaising with and key tasks that they will be undertaking as part of their role. This will contribute to the volunteer knowing how their work fits within the wider work of the organisation. As part of this you can also tell them about any health and safety, fire safety procedures, any training required, claiming expenses, risk assessments etc.

If the role requires them to have specific knowledge or skills, ensure that you have appropriate/develop training in place/develop to teach these skills. If the volunteers are working with young people or vulnerable adults, you have a duty of care to protect both parties; the vulnerable people and the volunteers.

Have a key contact for the volunteer once they've started their role. Whether they want to discuss something regarding the role specifically or more of a pastoral matter, they should know exactly who they can speak to about this.

To ensure that volunteering is accessible we recommend that reasonable expenses are reimbursed (e.g. travel, lunch).

Take the time to give the volunteers thorough feedback, whether this is a formal time to sit down with the volunteers or informally giving feedback whilst in conversation with the volunteer.

Volunteering gives students a great opportunity for personal development, giving them feedback allows them with the opportunity to reflect on their volunteering.