

Good management is essential for keeping your volunteers feeling motivated and valued.

## Training

Volunteers should be provided with all the training they need to carry out their role. This could include sitting in with an experienced volunteer to learn the work, or formal training. This may include accredited training, such as National Vocational Qualifications, which will give added value to the volunteer and an incentive in your recruitment campaign. You will also need to consider any ongoing training needs.

## Support and Supervision

All volunteers should be supported in carrying out their work. Without adequate support volunteers may not feel valued and may decide to leave. Practical support for volunteers may include:

- **Reimbursement of expenses**, such as travel, childcare, dependent care and lunch expenses.
- **Suitable insurance cover** against volunteers being injured and to cover claims arising from the actions of volunteers.
- **Protective clothing** to minimize risk to volunteers where necessary.
- **Equipment** to do the job.
- **Improving the accessibility** of your facilities.
- **Working flexible hours**
- **Personal support and supervision**, for the volunteer to discuss how they feel about their work with a line manager, buddy or mentor, with an opportunity for feedback. Setting time aside for this is vital if they are to feel valued and stay motivated.
- **Good communication** will help to retain your volunteers. Involving them in the decision making and planning processes of your organisation can help boost their commitment.
- **Birthday cards** or thank you cards to show your appreciation, or just remembering to say thank you for their day's work.

### Further help and support:

#### **SUSTAIN Volunteer Brokerage**

The Priory, Church Hill Road, Solihull B91 3LF

0121 711 3148

[www.solihull-sustain.org.uk](http://www.solihull-sustain.org.uk)

**Volunteer Management Forum** Monthly meetings open to all individuals and organisations that rely on volunteers and want to do the best to support them.  
C/o SUSTAIN (as above)

**Volunteering England** [www.volunteering.org.uk](http://www.volunteering.org.uk)