



## The recruitment series – 4. Welcoming and inducting volunteers

A guide to our welcome and induction and how to support new volunteers to settle in.

Before reading this guide, watch our presentations and read other guides available as part of this series:

1. [Steps to recruiting volunteers](#)
2. [Preparing to meet a volunteer](#)
3. [Agreeing the role](#)



Also see [Group Handbook C1: Volunteering with us](#) for guidance on recruiting, supporting and recognising your volunteers

## Why welcome and induct volunteers?

The welcome a volunteer receives is crucial to building their confidence and forming relationships. A good welcome helps someone feel valued and choose to stay.

Give them time to settle in:

- invite them to get involved as soon as possible, if only just to meet others
- encourage them to do induction activities until they can start e.g. while waiting for a disclosure check
- be available, make sure they know who to ask questions or who to speak to if there's a problem
- create an opportunity for them to say if the role matches their expectations and interests within the first couple of months.

## Our Welcome

We have tools to help you welcome every volunteer.

### Our welcome booklet



Promoted in each checklist, our [welcome booklet](#) is for all new volunteers. It includes information about who we are, our commitments to our volunteers and our expectations, our approach to learning and development, and an explanation of our policies.

You can read it on the volunteer website. Or request a printed copy from the [Support and Service Administration Team](#).

### Our welcome video

A message from our staff and volunteers ([short video](#)).



## Our induction

From your initial conversation, you might suggest activities for your new volunteer(s) to do first to learn about their role.

They can go through the checklist activities on their own or in a group setting. Keep the conversation open and explore with them what else they might need to know, learn or find useful.

Agree a time with each new volunteer to follow up on their induction activities to see if they have any questions. This may be a few months into their role for someone with a lot of responsibilities, or it may be after the first event they have run or attended.

## Our welcome and induction checklists

Our checklists have in one place all the information and tools to cover the essential skills and knowledge of each role description. They highlight relevant legislation volunteers must know about, and vary in length depending on the level of responsibilities the role has.

At the initial conversation and after a few months, use the checklist to discuss with a new volunteer what they need to know. The checklist and role description can be used as tools for regular catch ups about how their volunteering is going.

Each checklist divides into key themes:

- **Sources of support** includes who their key contact is, who else might support them and any supporting guidance
- **Welcome** signposts to our Welcome booklet and video but also our Code of conduct and Expenses policy
- **My mandatory learning**, for relevant roles, outlines the key information needed before they start in their role. These usually relate to legislative requirements
- **Induction to my role**, for relevant roles, suggests activities that will help volunteers settle into their role
- **Learn as you go**, for relevant roles, suggests the resources or tools which may be useful later on.

There may be overlaps if a person is doing more than one role and therefore has more than one checklist.

You can print a copy if you need to. Make sure new volunteers have been given or sent one.



To ensure you have the most up-to-date version, download it from the website every time you need it



Each welcome and induction checklist is available as a PDF in the section [Volunteering with us](#) of our volunteer website

## Little things matter

- Greet them the first time they turn up, show them how to make themselves comfortable, where to put their coat etc.
- Introduce your volunteers to everyone when they are new
- Stay in touch, check how they're getting on and acknowledge when they've completed their induction
- Always say thank you.

Was this useful? We'd love to hear from you either way. Please email your comments at [volunteering@mssociety.org.uk](mailto:volunteering@mssociety.org.uk)

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