



Future of Work Institute – Curtin Business School
FACULTY OF BUSINESS AND LAW

Curtin University
FUTURE OF WORK INSTITUTE

Supporting New Volunteers

A resource on how to onboard your volunteers in their first year

Hawa Muhammad Farid
Future of Work Institute
October 9, 2020

Make Tomorrow Better

Western Australia | Dubai | Malaysia | Mauritius | Singapore

1

Content

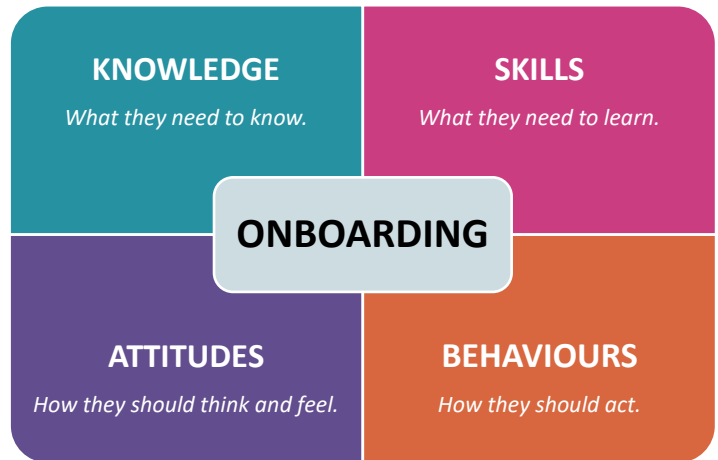
1. What is onboarding?
2. Benefits of Onboarding
3. Research Approach
4. Key Insights
5. The Onboarding Process
6. Walk-through: The Onboarding Resources
7. Benefits of Using the Resources

2

What is onboarding?

Onboarding is the *process* where a *new volunteer learns everything they need to know* when they first enter a Brigade, Group, or Unit (BGU).

Through proper onboarding, new volunteers will gain:



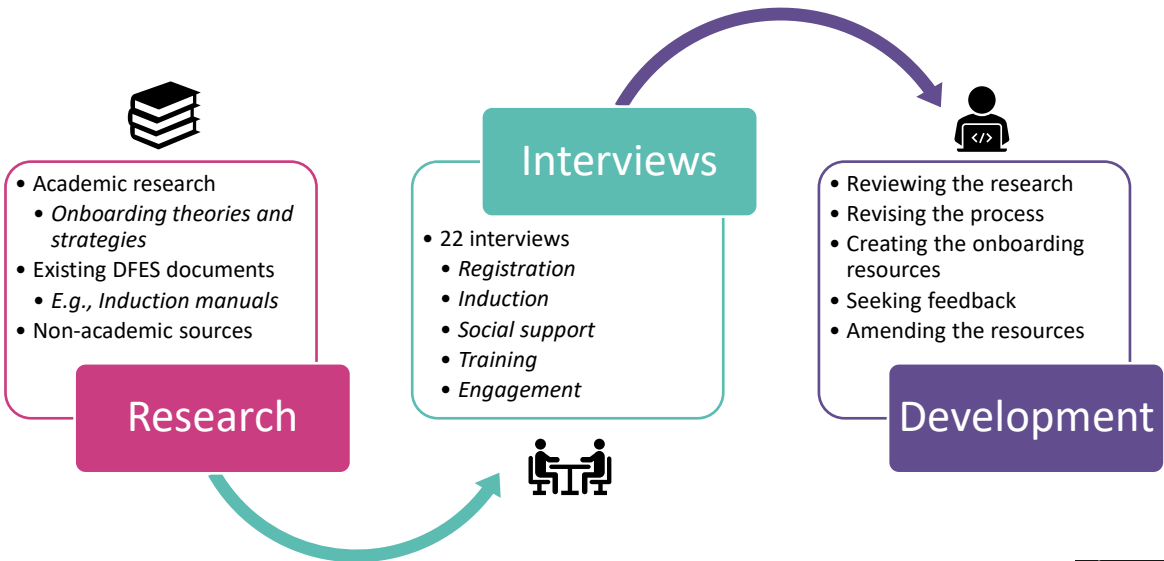
3

Benefits of onboarding

- It helps new volunteers to understand what they will be doing
- It helps new volunteers to feel satisfied with their role
- It improves new volunteers' ability to perform tasks
- It helps new volunteers to fit in with the group
- It helps new volunteers to feel valued by the group
- It increases the chances of new volunteers staying long-term

4

Research Approach to Resource Development



5

Key Insights from Interviews

No consistent practices in place for onboarding new volunteers

New volunteers reported a need for more information and clarity

Need for more social and training support

Need for recognition and acknowledgment of contribution and efforts

"There is no consistent process, some BGUs have info nights, and some don't."

"It's important to manage expectations, and provide volunteers with a clear definition of their role, and what they will be doing."

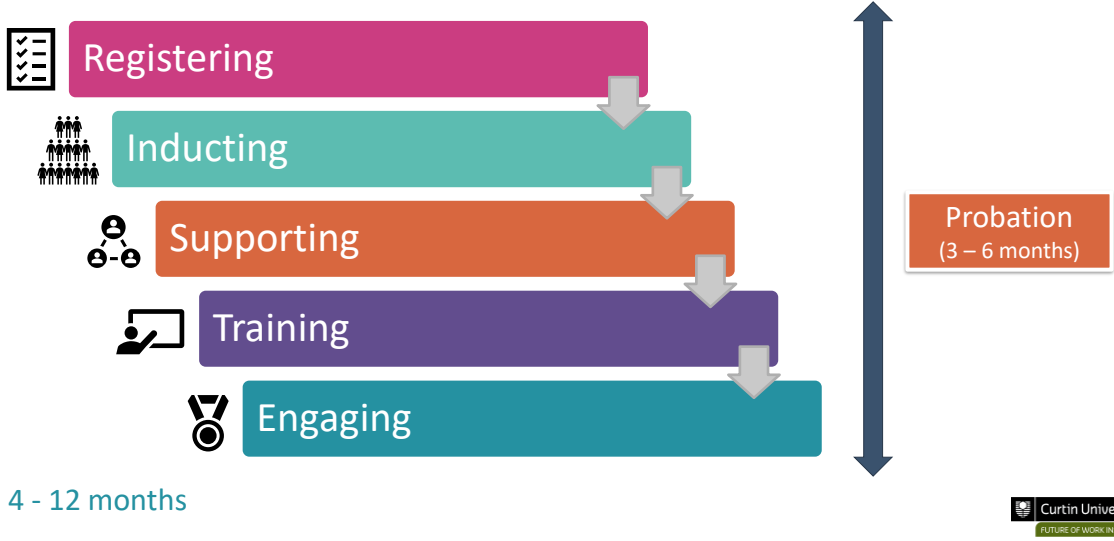
"Some people leave due to lack of support."

"Getting my name badge and uniform was a memorable time for me. It was a material thing, but it meant a lot to me."

6

The Onboarding Process

You can onboard new volunteers using the five-step process shown below:



7

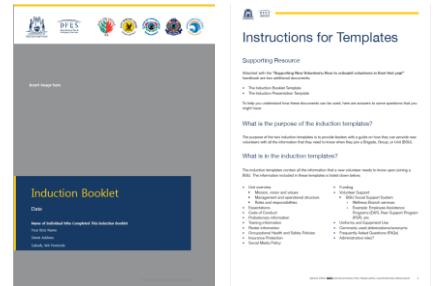
The Onboarding Resources

Handbook

- How-to tips and evidence-based recommendations
- Onboarding checklist

Templates

- Two induction templates
- Instructions on how to use the templates



8

Let's go through one of the onboarding steps!

STEP 2: INDUCTING YOUR NEW VOLUNTEERS

Step 2: Inducting your New Volunteers

An induction describes the practices that will help a volunteer adjust and perform in a new environment.

Why is a formal induction beneficial to new volunteers?

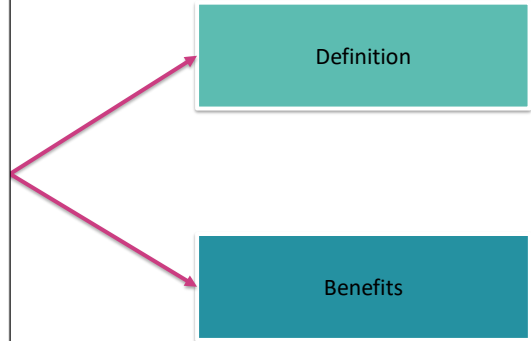
It can help new volunteers gain more information and knowledge about the BGU.

It allows new volunteers to address any concerns they might have.

It helps new volunteers to clarify their role.

It helps new volunteers to engage with their role.

It gives new volunteers the chance to bond with other volunteers.



How-to tips and recommendations

STEP 2: INDUCTING YOUR NEW VOLUNTEERS

How to: Induct new volunteers



Give new volunteers a formal induction

- Show new volunteers around the BGU.
- Introduce new volunteers to the senior volunteers to help the new volunteers feel supported and welcomed by others in the BGU.



Provide new volunteers with all the information they need to know

- Using the **templates included with this handbook**, give new volunteers all the information they need to know either through;
- A presentation, and/or
- An induction booklet.

STEP 2: INDUCTING YOUR NEW VOLUNTEERS

Recommendations: Information to include

All the information shown in the box on the right is built into the induction templates (both in presentation form and in an induction booklet form).

- Unit overview:
 - ▶ Mission, vision and values
 - ▶ Management and operational structure
 - ▶ Roles and responsibilities
- Expectations
- Code of Conduct
- Probationary information
- Training information
- Roster information
- Occupational Health and Safety Policies
- Insurance Protection
- Social Media Policy
- Funding
- Volunteer Support:
 - ▶ BGU Social Support System
 - ▶ Wellness Branch services:
 - Example: Employee Assistance Programs (EAP), Peer Support Program (PSP), etc.
- Uniforms and Equipment Use
- Commonly used abbreviations/acronyms
- Frequently Asked Questions (FAQs)

Special acknowledgement goes to Fremantle VMI that inspired the idea and content of the induction information booklet.

How-to tips

Recommendations and strategies

Real-world case studies

Here are some examples of how BGUs have inducted new volunteers:

Fremantle VMR	Wanneroo-Joondalup SES	Pingelly VFRS
Gives their volunteers an induction booklet with all the information they need to know. Afterwards, volunteers are invited to a meeting to discuss all the information that was included in the booklet.	Holds an Information Night where volunteers are shown realistic scenarios. These scenarios are intended to represent the types of tasks the volunteers will be doing when they become an active volunteer.	Practices one-on-one inductions to ensure that each volunteer gets all the information and support that they need from the start.

Real-world volunteer examples

Variation of BGU locations and services



Editable templates: Induction

TABLE OF CONTENTS	VOLUNTEER SUPPORT	EXPECTATIONS																																
<h2>Table of Contents</h2> <table border="0"> <tr><td>Brigade/Group/Unit Overview</td><td>4</td></tr> <tr><td>Expectations</td><td>5</td></tr> <tr><td>Code of Conduct</td><td>6</td></tr> <tr><td>Probationary Information</td><td>7</td></tr> <tr><td>Training Information</td><td>8</td></tr> <tr><td>Roster Information</td><td>9</td></tr> <tr><td>Occupational Health and Safety Policies</td><td>10</td></tr> <tr><td>Insurance Protection</td><td>11</td></tr> <tr><td>Social Media Policy</td><td>12</td></tr> <tr><td>Funding</td><td>13</td></tr> <tr><td>Volunteer Support</td><td>14</td></tr> <tr><td>Uniforms and Equipment Use</td><td>15</td></tr> <tr><td>Commonly used Abbreviations/Acronyms</td><td>16</td></tr> <tr><td>Frequently Asked Questions (FAQs)</td><td>17</td></tr> <tr><td>Extra Information</td><td>18</td></tr> <tr><td>Notes</td><td>19</td></tr> </table> <p>©2018 DFPI THE VOLUNTEER INDUCTION BOOKLET 3</p>	Brigade/Group/Unit Overview	4	Expectations	5	Code of Conduct	6	Probationary Information	7	Training Information	8	Roster Information	9	Occupational Health and Safety Policies	10	Insurance Protection	11	Social Media Policy	12	Funding	13	Volunteer Support	14	Uniforms and Equipment Use	15	Commonly used Abbreviations/Acronyms	16	Frequently Asked Questions (FAQs)	17	Extra Information	18	Notes	19	<h2>Volunteer Support</h2> <p>Include information on:</p> <ul style="list-style-type: none"> What social support system does the BGU have in place <ul style="list-style-type: none"> What is it? Mentoring? Buddy System? Volunteer Coordinator? What can they expect from it? How often will they meet with their support individual (e.g., Mentor/buddy/volunteer Coordinator)? What is their support individual there for? (E.g., Giving emotional support, discussing new volunteers' training progress) What Wellness services are available to volunteers and their families <ul style="list-style-type: none"> E.g., Free counselling through the Employee Assistance Program (EAP), Peer Support Program (PSP). <p>14 ©2018 DFPI THE VOLUNTEER INDUCTION BOOKLET</p>	<h2>Expectations</h2> <p>Use this section to lay out the expectations that the BGU has for their volunteers. This includes (and is not limited to):</p> <ul style="list-style-type: none"> Expected number of hours to commit for training Expected number of call-outs to respond to, etc. <hr/> <h2>Social Media Policy</h2> <p>Any rules or expectations on the use of social media should be highlighted under this section (e.g., Not taking photographs of a car crash/not sharing them on social media platforms).</p> <hr/> <h2>Funding</h2> <p>Include information on what funding the BGU receives, how it is used and what can the volunteers be financially reimbursed for.</p>
Brigade/Group/Unit Overview	4																																	
Expectations	5																																	
Code of Conduct	6																																	
Probationary Information	7																																	
Training Information	8																																	
Roster Information	9																																	
Occupational Health and Safety Policies	10																																	
Insurance Protection	11																																	
Social Media Policy	12																																	
Funding	13																																	
Volunteer Support	14																																	
Uniforms and Equipment Use	15																																	
Commonly used Abbreviations/Acronyms	16																																	
Frequently Asked Questions (FAQs)	17																																	
Extra Information	18																																	
Notes	19																																	



Onboarding Checklist

APPENDIX A: CHECKING CHECKLIST

Appendix A: Onboarding Checklist

This checklist can be used by leaders as a guide for what processes should be in place to help volunteers within their unit and:

Registering your New Volunteers

- The BSA registration forms for the new volunteers were processed.
- The BSA registration forms for the new volunteers were processed.
- New volunteers completed a National Police Clearance (if applicable).
- New volunteers were introduced to the unit or positions, what it involves and how long the process will take.
- A Confirmation of Registration (COR) was given to the new volunteers (as email and/or a hard copy).

Inducting your New Volunteers

- A formal induction session was held for the new volunteers.
- Information on the training pathways was given.
- Information on the Wellness support services available was given.
- New volunteers were shown around the unit.
- New volunteers were introduced to senior volunteers.
- New volunteers were given the opportunity to voice their concerns and questions, and they received clarification.
- New volunteers have been asked if they have any prior skills they could contribute to the unit.

Supporting your New Volunteers

- The social support system in place within the BSA has been discussed.
- New volunteers have self-selected their own buddy and/or
- New volunteers have self-selected their own buddy and/or
- New volunteers have self-selected their own buddy and/or
- Guidelines have been set for the social support system (e.g. Number of meetings, what to expect, etc.)

Inducting your New Volunteers

- A formal induction session was held for the new volunteers:**** (Either as a presentation and/or with a booklet)**
 - Information on the training pathways was given.
 - Information on the Wellness support services available was given.
- New volunteers were shown around the unit.
- New volunteers were introduced to senior volunteers.
- New volunteers were given the opportunity to voice their concerns and questions, and they received clarification.
- New volunteers have been asked if they have any prior skills they could contribute to the unit.

13

Benefits of Using the Resources

“The template increased the usefulness of the induction booklet, and we handed it out to recruits 12 months ago, and we received positive feedback on it. We put pictures of the leadership team, and put personal bios of what they do outside of volunteering, and just really personalised them.”

14

Thank you!

