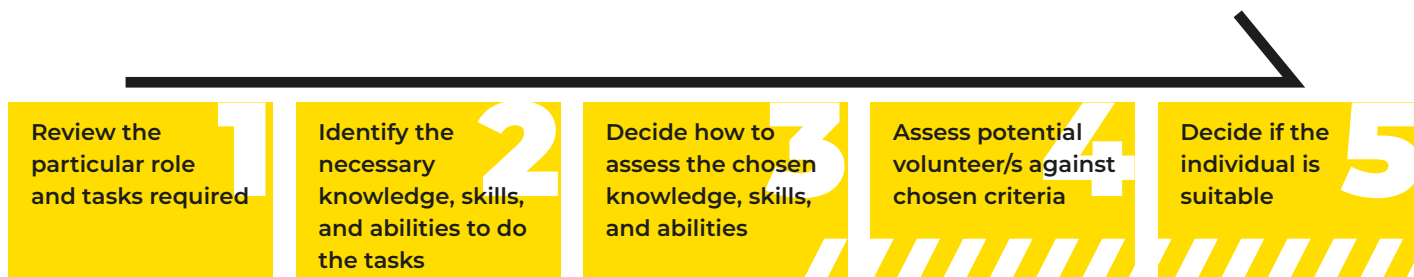




4. TIP SHEET 2: SETTING EXPECTATIONS

People will start forming expectations about volunteering right from their first contact with the emergency services or with your volunteering group. It is important to manage a new volunteer's expectations throughout the whole recruitment process – from promotional activities through to selection.



If people have unrealistic expectations about what volunteering may be like, it can lead to dissatisfaction when their experience is different to (or does not meet) their expectations. The following tips can help you to set clear expectations about volunteering throughout all stages of the recruitment process:

1. USE ACCURATE INFORMATION TO PROMOTE VOLUNTEERING

Not every moment of volunteering is action-packed excitement, so make this clear up front. Make sure that your promotional materials, from role descriptions to flyers, accurately reflect the role potential volunteers are signing up for and that all documents are up to date and aligned.

2. BE HONEST ABOUT THE CHALLENGES

Be honest with your potential volunteers about the challenges your volunteering group faces and the steps you are taking to address these challenges.

For example: If training availability is a challenge, be upfront and honest about this from the start so they won't be disappointed later on, if it takes a while to get them on a particular course.

3. PROVIDE REALISTIC PREVIEWS OF VOLUNTEERING

Potential volunteers may expect to spend most of their time attending call-outs, without realising the ongoing training and important administrative follow-up that is required.

Help them understand how their time is likely to be spent at your volunteering group by inviting them to training nights or social events and encourage current volunteers to share their experiences in a friendly and open way.