

# SUPPORTING NEW VOLUNTEERS

Onboarding is the process where a new volunteer learns everything they need to know when they first enter a volunteer brigade, group, or unit. Onboarding involves more than just training new volunteers. It also includes engaging with them and helping them bond with experienced volunteers. Through proper onboarding, new volunteers will gain the following:

## KNOWLEDGE

What they need to know.

## SKILLS

What they need to learn.

## ATTITUDES

How they should think and feel.

## BEHAVIOURS

How they should act.

## THE ONBOARDING PROCESS

The onboarding process includes five steps. Outlined below is the five recommended steps to supporting new volunteers, accompanied with key recommended strategies for each step:



### REGISTERING YOUR NEW VOLUNTEERS

- » Be helpful and informative to newcomers.
- » Process registration forms within 30 days.
- » Confirm that new volunteers are registered.
- » Provide new volunteers with a uniform.



### INDUCTING YOUR NEW VOLUNTEERS

- » Give new volunteers a formal induction.
- » Provide new volunteers with all the information they need to know.
- » Communicate effectively with new volunteers.



### SUPPORTING YOUR NEW VOLUNTEERS

- » Create a formal social support system.
- » Allow new volunteers to have autonomy.
- » Promote a positive help-seeking culture.
- » Support diversity and inclusion.



### TRAINING YOUR NEW VOLUNTEERS

- » Communicate training requirements early.
- » Create learning opportunities.
- » Ensure training is realistic and relevant.
- » Be flexible and provide constructive feedback.



### ENGAGING YOUR NEW VOLUNTEERS

- » Acknowledge and recognise the status of new volunteers as active volunteers.
- » Communicate clearly what comes next and provide further information.

We understand that every volunteering group may have different processes in place. This module was created to help complement (not replace!) those processes. **Happy onboarding!**