

## **Setting Goals, and Recording Achievements Sample Volunteer Plan and Training Record**

This is part of a training handout and proforma. The session explains the importance of starting your volunteer relationship well, and continuing to log goals achieved throughout the relationship. The proforma relates to the following good practice points:

- **Offer good induction and training**

It is important to invest appropriate resources to ensure that volunteers receive adequate training. If not you may find that the volunteers that you have recruited are inefficient, unhappy, or simply leave the project.

Induction is important because it helps to welcome new volunteers into your organisation and make them feel comfortable, part of a valued team, and confident in their work. You can also check that they have correct information about rights and responsibilities, and about the policies of the organisation.

- **Give task descriptions**

Task descriptions are particularly useful as they ensure that volunteers know what their role and tasks are. They can be empowering for volunteers, as they can increase a sense of confidence. They are also useful for managers, as they can create a constant list of things to do.

- **Agree goals together, and keep a note of achievements**

Goals are personal and vary hugely between different volunteers. The volunteer will feel that they have a reason for being with your organisation, and you will have something to go back to in more formal supervision, or when there are difficult situations, or when you feel you'd like to reward and thank volunteers. It will also make references easier to write.

- **Ensure there is a named supervisor/ contact and that a replacement is available to cover annual leave and sickness**

It is essential that volunteers know who to go to with any questions and problems. This information should be included in a volunteer's induction programme, when they should meet in particular their immediate line manager and also any key members of staff and other volunteers with whom the volunteer will be working with.

**I use this handout in the following courses:**

- **One-day Managing Your Volunteer Programme**
- **Modular Session: Supporting and Supervising your Volunteers**

**Hope this is useful!**

**[www.rebeccatully.org.uk](http://www.rebeccatully.org.uk)**

## SAMPLE VOLUNTEER PLAN

Welcome! This plan helps all volunteers focus on what they want to achieve from being here, and make sure that they get the best experience from us. It also helps us make good use of all your skills.

With your supervisor, You can use the task description of your role to decide which aspects you feel confident about, and which parts you would like some support with. Then you can make a note on this form.

When you and your supervisor review your volunteering you can use this record to look back at what you've achieved.

| Name of Volunteer                                                                                                                                                                                                                                                                                                                                     | Start Date | Volunteering Role |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------|
| <b>What skills and experience do you have that you'd really like to use while you're here?<br/>(Recently completed IT training, previous volunteering experience, experience working with an older person etc) [These hints are to give volunteers ideas without putting them off. Try and make them varied and appropriate to your organisation]</b> |            |                   |
| <b>What would you like to learn while you're here; through experience, coaching or training?<br/>(Practice on a particular IT program, telephone experience, communication skills, confidence talking to people etc) [Once again these hints should be varied and appropriate]</b>                                                                    |            |                   |

# SAMPLE VOLUNTEER TRAINING AND EXPERIENCE RECORD

| Name of Volunteer |                                   | Start Date   |            | Volunteering Role                          |  |
|-------------------|-----------------------------------|--------------|------------|--------------------------------------------|--|
| Date              | Training/Activity Completed       | Time         | Supervisor | Comment                                    |  |
|                   | <i>Using access to input data</i> | <i>1 day</i> | <i>RT</i>  | <i>Shown what to do, and worked on own</i> |  |
|                   |                                   |              |            |                                            |  |
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