

# Major Events Workforce and Volunteers

## Managing Volunteers Checklist



### 1 Recruitment & Resources

<b>A</b>	Identify your volunteer selection criteria and provide clear position descriptions and titles.	<input type="checkbox"/>
<b>B</b>	Decide how your recruitment process will be managed	<input type="checkbox"/>
<b>C</b>	Acknowledge all applications.	<input type="checkbox"/>
<b>D</b>	Interview each volunteer by phone or in person where possible.	<input type="checkbox"/>
<b>E</b>	Request two referees from all volunteers and conduct the appropriate security clearances. In some cases this will include police checks.	<input type="checkbox"/>
<b>F</b>	Volunteers complete and sign a Volunteer Application to record important information about them. This is stored confidentially.	<input type="checkbox"/>
<b>G</b>	Both parties sign a formal Volunteer Agreement to confirm the volunteer's role, starting and finishing dates and hours.	<input type="checkbox"/>
<b>H</b>	Obtain consent for use of photos in the volunteer agreement	<input type="checkbox"/>
<b>I</b>	Select a uniform for volunteers or if your organisation does not provide a uniform advise volunteers of what they should wear. Remember, uniforms or advice about what to wear should encompass different shapes, sizes and gender.	<input type="checkbox"/>

### 2 Management

<b>A</b>	Provide volunteers with a clear line of management and their direct report.	<input type="checkbox"/>
<b>B</b>	Communicate regularly with your volunteers about their role.	<input type="checkbox"/>
<b>C</b>	Develop role descriptions for the all the different volunteer roles.	<input type="checkbox"/>
<b>D</b>	Have a full understanding of the nature of the event and the rights' holder expectations and organisation requirements.	<input type="checkbox"/>
<b>E</b>	Assess the number of volunteer roles you require and are able to budget for. All expenses must be covered that relate to the activities volunteers carry out.	<input type="checkbox"/>
<b>F</b>	Provide volunteers with a roster of the dates, hours and times they are required.	<input type="checkbox"/>
<b>G</b>	Provide volunteers with any additional information that is unique to your event/organisation.	<input type="checkbox"/>
<b>H</b>	Provide a map of the location of the event and a detailed map of where volunteers are required onsite.	<input type="checkbox"/>
<b>I</b>	Coordinate regular updates and meetings to encourage volunteers to become a part of the Event Team.	<input type="checkbox"/>
<b>J</b>	Provide advice about your organisation's dispute resolution process.	<input type="checkbox"/>
<b>K</b>	Hold exit interviews with volunteers when they have completed their role to ensure sustainable volunteering activities for your organisation	<input type="checkbox"/>

### 3 Training & Development

<b>A</b>	Provide all volunteers with orientation and induction training that outlines the aims and objectives of the event and of your organisation. Arrange a group induction where possible.	<input type="checkbox"/>
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<b>B</b>	Identify what training will be provided to volunteers.	<input type="checkbox"/>
<b>C</b>	Provide specialist training where required.	<input type="checkbox"/>
<b>D</b>	Offer a variety of training days to provide plenty of opportunity for volunteers to attend.	<input type="checkbox"/>
<b>E</b>	Provide written training materials in advance of the event.	<input type="checkbox"/>
<b>F</b>	Ensure volunteers get to meet all of your Event Team and attend team meetings.	<input type="checkbox"/>
<b>G</b>	Provide ongoing development advice to volunteers.	<input type="checkbox"/>
<b>H</b>	Provide volunteers with your official handbook with all relevant information about the event and contact details.	<input type="checkbox"/>
<b>I</b>	Provide volunteers with regular updates about training event progress.	<input type="checkbox"/>

#### **4 Work & Workplace**

<b>A</b>	Ensure volunteers are aware of health and safety issues in training.	<input type="checkbox"/>
<b>B</b>	Provide a safe working environment.	<input type="checkbox"/>
<b>C</b>	Ensure volunteers know where the first aid equipment is stored.	<input type="checkbox"/>
<b>D</b>	Provide appropriate and adequate insurance coverage for volunteers.	<input type="checkbox"/>
<b>E</b>	Determine the reporting and communication channels you will use to keep volunteers updated, including mainstream and social media options.	<input type="checkbox"/>

#### **5 Environmental effects on people**

<b>A</b>	Ensure all information about volunteers is secure and confidential, including contact details, referees and security checks.	<input type="checkbox"/>
<b>B</b>	Record volunteer hours/contribution for your post event summary.	<input type="checkbox"/>

#### **6 Policies & Procedures**

<b>A</b>	Provide clearly defined policies about the procedures used by your organisation.	<input type="checkbox"/>
<b>B</b>	Provide or inform volunteers of any other policies pertaining to them, for example, insurance, training, reimbursement, dispute resolution, supervision and support, and equal opportunity	<input type="checkbox"/>

#### **7 Service delivery**

<b>A</b>	Ensure volunteers have a clear idea of how their role fits within the organisation framework.	<input type="checkbox"/>
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#### **8 Continuous improvement and support for volunteers**

<b>A</b>	Acknowledge the work of volunteers in all forms of communication, including Annual Reports, newsletters and other organisation documents.	<input type="checkbox"/>
<b>B</b>	Acknowledge volunteers directly - say thank you and get to know their names.	<input type="checkbox"/>
<b>C</b>	Reward volunteers with a certificate for their work, a gift or tickets to the event.	<input type="checkbox"/>
<b>D</b>	Thank volunteers before, during and after the event.	<input type="checkbox"/>
<b>E</b>	Hold a post event function for all the Event Team.	<input type="checkbox"/>