

**Useful links: Volunteer Management Training**

**Sites with comprehensive set of documents and policies to support volunteering:**

<https://www.ncvo.org.uk/ncvo-volunteering>

<https://knowhownonprofit.org/people/volunteers>

Scotland and Wales national volunteering/ voluntary sector support organisations also have a range of useful resources: <http://www.volunteerscotland.net/>

<http://www.wcva.org.uk/>

and in particular <http://www.wcva.org.uk/advice-guidance/volunteers> and a useful introduction to terms and definitions <http://www.wcva-ids.org.uk/wcva/2532>

<http://ivo.org/resources/#/> This has useful blogs, groups to join, and plenty of other info, but particularly these ‘Why, How and What Guides’ short guides:

* <http://ivo.org/resource/why-should-you-involve-volunteers-54882f79ca12673c711c80fc>
* <http://ivo.org/resource/recruitment-selection-and-induction-of-volunteers-free-download-guide-54b528c6f34b6b3b135251bd>
* <http://ivo.org/resource/managing-and-supporting-volunteers-a-free-download-guide-54ca1433bd227fbe6e7dcbda>
* <http://ivo.org/resource/motivating-volunteers-a-free-download-guide-55717d081ab402141951aeb2>

**And some specific tools or resources:**

**Quality standard for good practice in volunteer management**

<http://iiv.investinginvolunteers.org.uk/>

**Volunteer recruitment/ matching**

<https://do-it.org/>

<https://reachskills.org.uk/>

**Example of online tool for managing volunteers**

<https://www.volgistics.com/>

<https://www.volunteerspot.com/> - online scheduling tool

**Volunteer Role Description checklist**

<https://knowhownonprofit.org/people/volunteers/recruiting/writing>

<http://www.volunteerscotland.net/media/242005/Creating%20Volunteer%20Role%20Descriptions.pdf>

**Promoting positive volunteer and staff relations**

<http://www.volunteerscotland.net/media/242053/Promoting%20Positive%20Volunteer%20and%20Staff%20Relations.pdf>

**Volunteer Induction checklist**

<http://www.volunteernow.co.uk/fs/doc/publications/volunteer-induction-checklist-nl.pdf>

<https://knowhownonprofit.org/people/volunteers/training/induction>

<http://www.volunteerscotland.net/media/241981/Creating%20a%20Positive%20Volunteer%20Induction.pdf>

**Volunteer support and supervision guidance**

[www.vai.org.uk/wp-content/uploads/.../Standard-**Volunteer**-**Supervision**-form.doc](http://www.vai.org.uk/wp-content/uploads/.../Standard-Volunteer-Supervision-form.doc)

<http://www.volunteerscotland.net/media/242069/Supporting%20Your%20Volunteers.pdf>

**Volunteers and the Law (including insurance)**

<http://www.volunteernow.co.uk/fs/doc/publications/volunteering-and-the-law-information-sheet-nl.pdf>

<http://www.wcva-ids.org.uk/wcva/1081>

<http://www.volunteerscotland.net/media/242101/Volunteering%20and%20the%20Law.pdf>

<https://knowhownonprofit.org/people/volunteers/keeping/treating>

<http://www.volunteerscotland.net/media/242029/Insurance%20for%20Volunteers.pdf>

**Volunteering while getting benefits**

https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/264508/dwp1023.pdf

**DBS – Disclosure and Barring Service (Criminal record checks)**

<https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance>

**Volunteer Health and Safety**

<http://www.volunteerscotland.net/media/242085/Volunteer%20Health%20and%20Safety.pdf>

**Involving young volunteers and volunteers with additional support needs**

<http://www.wcva-ids.org.uk/wcva/1543>

Learning from ‘Harder to place’ volunteer project: <http://www.wcva-ids.org.uk/wcva/1049>

Understanding mental health and volunteering: <http://www.wcva-ids.org.uk/wcva/2517>

Creating an inclusive volunteering environment: <http://www.volunteerscotland.net/media/241997/Creating%20an%20Inclusive%20Volunteer%20Environment.pdf>

**Safeguarding and good management practices**

<http://www.wcva-ids.org.uk/wcva/1070>

**Volunteer Policies and Volunteer Agreements**

<http://www.volunteerscotland.net/media/242013/Developing%20a%20Volunteer%20Policy.pdf>

<http://www.volunteerscotland.net/media/241989/Creating%20a%20Volunteer%20Agreement.pdf>

<https://knowhownonprofit.org/people/volunteers/keeping/policy>

**Dealing with difficult volunteers/managing challenging situations**

<http://www.volunteerhub.com/blog/difficult-volunteers/>

A range of useful links from this page on dealing with difficult volunteers/behaviour in a variety of roles.

<http://www.volunteerscotland.net/media/242037/Managing%20Challenging%20Volunteer%20Situations.pdf>

**Managing Volunteer Exits**

<http://www.bavo.org.uk/user_resources/images/files/4_22%20managing%20volunteer%20exits.pdf>

<https://www.serviceleader.org/leaders/firing>

**Measuring the impact of volunteering**

<https://www.ncvo.org.uk/component/redshop/1-publications/P78-volunteering-impact-assessment-toolkit> (NB this is not a free resource – cost is £42 for NCVO members, £60 non-members)

Five ways to wellbeing – New Economics Foundation ‘wellbeing framework’ <http://www.neweconomics.org/projects/entry/five-ways-to-well-being>

<http://www.volunteerscotland.net/media/159023/good_practice_guide_-_measuring_the_impact_of_volunteering.pdf>

**Participatory activities**

And here’s the source of some of the non- hierarchical participatory activities used in the training… by Robert Chambers. For description of Margolis Wheel, Frame-it and Just a minute…

<https://www.amazon.co.uk/Participatory-Workshops-Sourcebook-Ideas-Activities/dp/1853838632>

And we can add more – send Talk Action any that you find particularly useful and we’ll add them in! email to [training@talkaction.org](mailto:training@talkaction.org)