When the volunteer starts their placement

- Offer an inclusive induction programme for the volunteer. This should include:
  - Detailed outline of their roles and responsibilities – providing the volunteers with a point of reference and boundaries highlighting what is and what is not expected of them
  - Training on any necessary pieces of equipment and information on where to find any equipment required for the volunteer to carry out their role
  - Introduction to key members of staff/other volunteers
  - Health and Safety policy and procedures e.g. fire evacuations and first aid
  - Child Protection and Safeguarding policy and details of the safeguarding lead for the club
  - Equality and Diversity policy
  - Risk assessments for the activities/sessions
  - Details of the complaints procedure if there are any grievances

Gain an understanding of the volunteer’s motivation for being involved in the sessions and aim to provide opportunities which align to this

- Include volunteers in team meetings to help integrate them into the organisation
- Organise volunteer group meetings or social events for volunteers as a means of supporting your volunteers and offering team building
- Provide encouragement, supervision and regular appraisals with your volunteers
- If relevant, provide volunteers with details of appropriate training and personal development opportunities
- Recognise and celebrate volunteers’ involvement and contributions – this could be as simple as saying thank you or organising a volunteer recognition, celebration and awards evening

Make a note of the volunteer’s details, such as: full name, age, contact details and emergency contact

Provide the volunteer with a specific point of contact at the activities/sessions who can support them and they can go to with any questions

If possible and appropriate, buddy the volunteer up with another volunteer or member of staff who can support them

“I like to have some background information about the event and a role description before I go to my volunteering event so I know what to expect and can be prepared to do my best” Jack Stokes (Leicester IF)

“I enjoy volunteering as it gives me the chance to meet new people, develop my skills and experience things I wouldn’t normally get the chance to do” Kerri Webley (Birmingham IF)

“Having a buddy during my volunteering roles as a multi sports coach has really helped boost my confidence and develop my skills as a young coach, so now I can plan and deliver sessions on my own” Xavier Georgiou (Manchester IF)

“My best volunteering experiences have been when I have been fully involved and made to feel part of the team where my voice and opinion are heard” Hasna Hakim (Birmingham IF)
TOP TIPS

- Use a wide range of different channels to recruit volunteers; both face to face e.g. community clubs, universities and schools, and electronic e.g. social media, email and websites
- Communicate - use appropriate language when speaking to the volunteers
- Get to know your volunteers; find out what they want to get out of the programme and find opportunities which relate to this
- Match your volunteers to the right role, taking into account their interests, skill set and motivations

"When it comes to volunteering I am happy to give everything a go, but I find it most rewarding when I am able to do a role I enjoy and can apply my personal skill set to."
- Derai O’Brien (Manchester IF)

- Be aware of the volunteer’s personal needs and preferred ways of communicating and working and respect their requirements
- Remember what you can do for your volunteer as well as what they can do for you
- Ensure volunteers are given meaningful and diverse tasks with appropriate instructions and descriptions so they feel comfortable in their role
- If you are not getting the message across successfully verbally then feel free to demonstrate what you are trying to explain
- Be prepared to be flexible with volunteering roles, times and responsibilities

"I was able to get more young people with additional support needs involved in volunteering when I was given the opportunity to bring my friends along and give volunteering a go - and they loved it!"
- Rob Collins (Leicester IF)

FURTHER USEFUL INFORMATION

For some code of conduct examples, please visit the Sport England website:
- www.sportenglandclubmatters.com/club-planning/governance/policies-procedures/code-of-conduct/

Sports Coach UK has some great resources relating to inclusion and diversity:
- www.sportscoachuk.org/coaches/resource-bank/inclusion-and-diversity-coaching

The BHF National Centre for Physical Activity and Health has developed practical resources will help with your inclusive delivery:
- www.bhfactive.org.uk/results/39/all/index.html

Sports coach UK and the National Disability Sports Organisations (NDSOs) have put together some fact sheets and top tips for delivering inclusive activities. These can be downloaded from the English Federation of Disability Sport (EFDS) website:
- www.efds.co.uk/resources/case_studies/883_coaching_disabled_people_with_specific_impairments

Watch this short animated film by EFDS about accessible and inclusive communication. This video is available on the EFDS YouTube channel:
- www.youtube.com/watch?v=XGcoCZa-a50

Volunteer and Setting toolkits are available to download on the YST website and can provide further support:
- www.youthsporttrust.org/volunteering-school-sport