

Reviewing work with volunteers

Below are some questions that might be used to review how volunteers are involved in your organisation or project. You will be best placed to pick the questions that are most helpful for you to consider.

This could be done any number of ways with varying levels of time commitment, e.g. a trustee discussion, an activity attached to your organisation's annual meeting, a conversation among activity leaders or a recurring agenda item.

To make this more active you could give people post-it notes and challenge them to write 1 role per note in 30 seconds and then see how many roles people have come up with. They may be surprised.

You can then use large sheets of paper or sections of wall and ask people to place the different roles according to some of the questions below, e.g. Which roles are well supported? Which have a strong voice? Which help people to grow and develop? This can be a good discussion starter.

- What are the roles done by volunteers in the organisation?
- How do people become volunteers?
- How are volunteers supported?
- Which groups of volunteers have a strong voice?
- How easy is it for volunteers to rotate between roles?
- How can people grow and develop personally through their different roles?
- How can we draw people in and enable them to use their skills, talents and experiences?
- Which roles that volunteers are involved with support the internal work of the organisation or project and which are outward facing?

There are flexible, free downloadable resources available at <https://cuf.org.uk/resources> to help you address many of the issues that might arise from the questions above. If you have any questions, please contact Amy Page of Church Urban Fund on amy.page@cuf.org.uk