

Developing a New Volunteer Role:

Questions to consider

Below are a list of questions to consider when developing a new volunteer role. They're designed as a **starting point** to make you think about the practicalities of the role and best practice. These questions are by no means exhaustive and certain questions may not apply to all setups of volunteer involving organisations. Feel free to download this document and amend it to fit your organisation best. Do check in on [our resources page](#) now and again as we may occasionally update this document or add new ones.

Consider the questions on the left and write notes on the right.

The role	
What tasks do you want volunteers to help with?	
Responsibility: What happens if volunteers aren't able to attend? Should this be a staff responsibility?	
What information will volunteers need to have access to? This can be used to prompt thoughts on confidentiality and whether you need to review your privacy notice	

<p>Workload:</p> <p>How much work is there to do?</p> <p>How many hours might this take?</p>	
<p>Quantity:</p> <p>How many volunteers do you think you will need?</p>	
<p>Frequency:</p> <p>How often will volunteers attend?</p>	
<p>Time scale:</p> <p>When are volunteers needed?</p> <p>When do you need people in the role and is it just for a task, seasonal or ongoing?</p> <p>Are there specific days volunteers would need to be in?</p>	
<p>Recruitment</p>	
<p>Who:</p> <p>What skills and experiences are needed?</p>	

<p>Inclusion & Accessibility:</p> <p>How can we make this role as open to everyone?</p> <p>Have a think about access to facilities, physicality of the role, what tasks or aspects of the role would certain people struggle with? Would people from certain demographics, communities or socio-economic groups be less able to volunteer? How can those things be changed?</p>	
<p>How:</p> <p>How are you going to reach these people?</p>	<p>Promote the roll on YorkCVS.org.uk/add-a-volunteering-opportunity?</p>
<p>Interview?</p>	
<p>Is a DBS needed?</p>	
<p>Is a Driving License needed?</p>	
<p>Do you want references?</p>	
<p>Supervision & Support</p>	
<p>Who will supervise the volunteers?</p>	

Will volunteers be required to lone-work or work outside normal hours? If so who is their contact? How do they check-in so you know they're there and safe? etc.	
Expenses e.g. travel, lunch, phone calls, purchases, etc.	
Estimates (<i>based on numbers, frequency and their tasks</i>)	
DBS Costs (Standard: £_ Enhanced: £_)	
Any necessary equipment? £_	
IDs? £_	
T-shirts £_	
Recognition	
Certificates? £_ Perhaps annual and/or on exit?	
Xmas Card? £_	
Anniversary? £_	

Birthday?	
£__	
Recognition or social events?	
£__	
One-to-ones/Check-ins?:	
How often?	
Training Requirements	
Organisational:	
Background knowledge of your organisation?	
Representing the organisation? E.g. behaviour expectations, etc.	
Professional Boundaries?	
Legally required:	
Health & Safety	
Confidentiality & Data Protection	
Safeguarding (<i>if applicable</i>)	

Role Specific Training?	
The tasks Volunteers will be doing	
Lone Working?	
Cash Handling?	
Ongoing training?	
Refresher training?	
How often?	
Impact Measurement & Reporting	
Hours?	These could be logged through York Volunteers' free online Volunteering Platform.
By activity? <i>E.g.: clients supported? Events attended? Miles travelled? Amount Fundraised? Etc.</i>	

Other considerations		