

CROHN'S & COLITIS UK

VOLUNTEER INFORMATION

How to recruit volunteers

New volunteers can bring fresh ideas to the team and provide support in organising local activities. This will raise the profile of the Network, engage others with the charity, as well as promoting greater awareness so more people understand Crohn's and Colitis.

Remember to always let your Volunteer Development Officer (VDO) know if you are in need of more volunteers and direct anyone interested to the [Volunteering Team](#).

Support from the Volunteering Team

- Promote our volunteering opportunities and our volunteers on our [website](#) and social media accounts
- Advertising our opportunities on volunteer recruitment websites like Do-it.org and Local Volunteer Centres
- Support you and provide the resources to host local volunteering information events to interested people. Contact your VDO if your network would benefit from one of these.
- Provide recruitment posters to put up used locally. [Contact us](#) to get your own personalised poster
- All new members are made aware of Local Networks when they join the Charity

To further the recruitment efforts here are some ideas, which may help you find volunteers locally to support the Network's activities.

Looking for openings or opportunities

- Keep an eye out for people who regularly attend Network events and discuss the possibility of them becoming involved in the running of such events. Feel free to mention particular gaps in the team if appropriate i.e. someone with medical links or social media skills. If they are interested, please pass on the details of your Volunteer Development Officer and we will get them up and running for you. Put an advert in your newsletter and promote the roles on the Network website or social media - The volunteering team can provide support in writing your advert.
- You can advertise via your local volunteer centre which will provide recruitment support and expertise within the local community, to potential volunteers, existing volunteers and organisations that involve volunteers - The Volunteering Team can put you in touch with them.
- Put up recruitment posters in your local area such as community boards in supermarkets, Parish notices, and on your noticeboard at local hospitals - contact the [Volunteering Team](#) for information.
- Inform people who attend Network activities or events of the volunteering opportunities within the Network and how they can join the team.
- Ensure that recruitment posters are displayed at your events and have application forms on hand in case anybody is interested.
- Host an awareness stand at volunteering recruitment fairs or university freshers' weeks. Community fairs can also be organised by volunteer centres and health service providers. Speak to the Volunteering Team if you see an event that you would like to attend.
- Post on social media directing people to contact the [Volunteering Team](#) or fill the [enquiry form](#) in. Supporters can also learn more about volunteering on our [website](#) or by making them aware of an upcoming local event

A more considered approach

- Spend a bit of time thinking about the role that you need a volunteer to do. Use the role descriptions found on the [VR section](#) and add specific areas where the Network requires additional support
- Ask your Network team members to identify people they think may be able to help, even if the person may seem too busy or otherwise engaged - You don't know until you ask!
- When approaching someone about joining, explain that you are asking because they have the appropriate skills
- Manage their expectations by being clear on how much time it will take, when they will be required and how long they have to undertake the role for
- Give them time to make a decision, asking them to contact your Volunteer Development Officer within 2 weeks and letting your officer know to expect the call

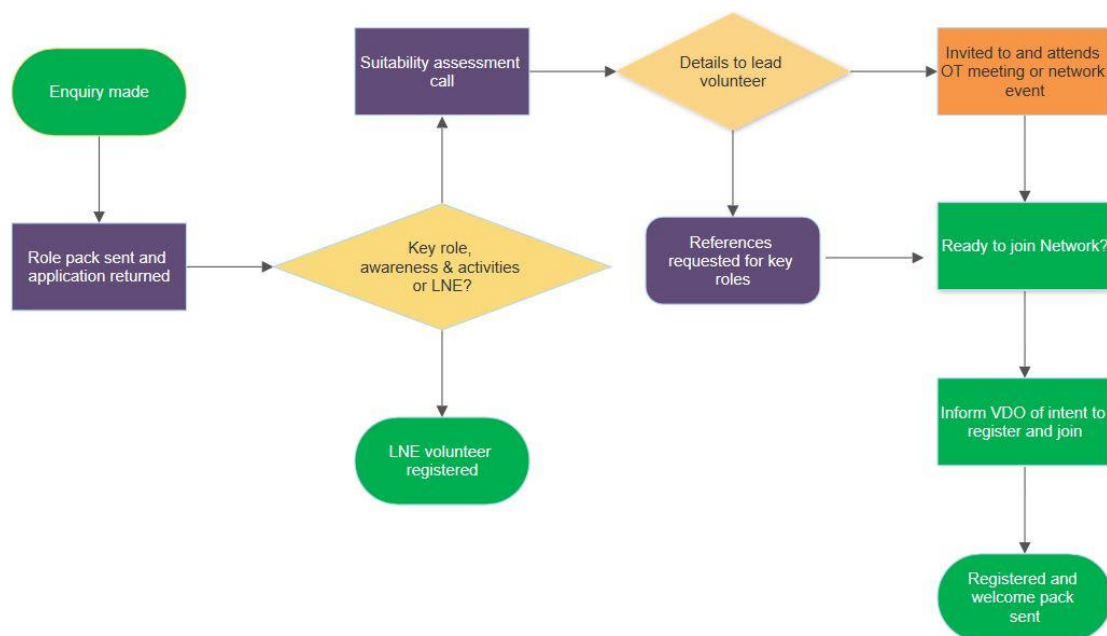
What happens next

When potential volunteers get in touch it is important to have a standard procedure and to deal with enquiries promptly. This ensures we have committed and enthusiastic people involved and that they have a full understanding of Crohn's and Colitis UK and the role of the local network.

When we have contact details from an interested volunteer, we will proceed with the following process:-

- If they have given details without an application form, we will send them the relevant role description with the form for them to complete and return to volunteering@crohnsandcolitis.org.uk for a member of the volunteering team to review.
- If suitable, the VDO will arrange a call with the potential volunteer to go through their application form and provide further information about Crohn's & Colitis UK and your local network.
- After a successful phone call with a member of the volunteering team, the Network's lead volunteer will receive the contact details of the new volunteer so that they can get in touch and invite along to an OT meeting or event.
- This allows them to meet the team, find out about upcoming events and get an idea of how they might be involved. The sooner they can meet with the team, the more likely they are to become engaged.

After their first event or meeting, the new volunteer must contact the volunteering team so that they can be formally registered with your network and receive their Welcome pack.



Mentoring

- A specific person on the team could mentor the new person and train them before they take over a specific role.
- This way any problems can be ironed out and the person taking over can feel confident that they know what to do (See the 'How to be a Mentor' sheet)
- With a mentor, the new volunteer can make sure that the role is right for them before taking it on in an official capacity
Explain that the mentor will demonstrate the basics of the role but we encourage volunteers to find their own style of carrying out the necessary tasks

Be a Welcoming Team

- The team should accept and embrace that a new person will bring new ways of working and ideas to the team
- The team should ensure that they make a new person feel part of the team, getting them up to speed with the Network's planned activities and events for the year
- The Lead may arrange to meet the new team member before the team meeting so that they have someone to walk into the meeting with.
- Spend time getting to know each other, perhaps by arranging for a social following the meeting
- If the person has not said a lot then encourage them to join in by asking their opinion
- Be sure to explain terminology and context that a newcomer may not understand
- If you don't have an organising team meeting or event coming up make sure to keep in contact with the new volunteer to keep them engaged.

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