

# How to introduce & welcome new volunteers

## At interview

by Talking Shop Chair or one of the Volunteer Supporters

Welcome!

INTRODUCE...	Where to find more info...
What Talking Shop is	Handbook – inside front cover & p3-4
The different volunteering teams and roles	Team roles folder
The Volunteer Understanding - what Talking Shop offers and expects from volunteers, including absences	Volunteer understanding Handbook p 27 Volunteer policy Handbook p 11
Talking Shop mission, values and plans	Handbook p 3-4
The basics of the Safer Space Policy	Handbook p 10
The basics of the Confidentiality and Data Protection Policy	Handbook p 15
Relevant training that might be available	Handbook p 14
The <i>Volunteering and Learning Record</i>	Handbook p 14

### IF THE INTERVIEWEE IS GOING TO VOLUNTEER...

Agree the role	
Complete Personnel Record and Equal Opportunities form	Handbook pp 28 & 29
Explain how Talking Shop Safer Space, Health & Safety, Equal Opportunities and Safeguarding policies affect how volunteers must care for others	Handbook pp 10, 16, 21, 23
If wanted, create and name <i>Volunteering and Learning Record</i>	copies in filing cabinet upstairs
Agree date and time of first shift (or say that this will be arranged with the Team Leader and we'll get back to you on [decide date])	
Talk about taking breaks from volunteering	Handbook p 13
Explain who volunteers can talk to	Handbook p 7
Sign up to Talking Shop communications	Paper newsletter, email newsletter, website,
Sign up to Three Rings [and sign up to next shifts]	'How to...' info sheet
Explain role of Volunteer Supporter and who it will be if not interviewer	Volunteer Supporter Role description
<i>Thank you for volunteering. We hope you will enjoy being part of Talking Shop. Gradually, as you are working with us, we will tell you more about Talking Shop and how we work together. We'll aim to go through everything that's relevant to your role in your first few shifts with us. If you have any questions, please just ask.</i>	

# How to introduce & welcome new volunteers

## During the first shift

by Team Leader/Co-ordinator and team members

Welcome!	Where to find more info...
Introduce the people on the team	
For volunteers in the hub: Show where to store belongings and hang up coat	
Show/explain the working area (e.g. kitchen, serving area, store room & clipboards, route for leaflet delivery...)	
Explain more about the role	'Team roles' folder, 'How to...' folder Handbook pp 28-34 for forms
For volunteers in the hub: Agree shift breaks	
Explain relevant parts of health and safety policy, e.g. lone working	Handbook p 16
<i>For volunteers in the hub:</i> Show where first aid kit, accident book, near miss forms, fire exits, fire extinguishers & blanket, are	Handbook p 17
If wanted, help with <i>Volunteering and Learning Record</i>	Handbook p 14 & copies in filing cabinet upstairs
Inform of next team meeting, if relevant	
Note date of next shift	

## Over the next few shifts

by Team Leader/Co-ordinator and team members

	Where to find more info...
<i>For volunteers in the hub:</i> Explain environmental practices, recycling, food waste	Handbook p 19
Talk about assessing and managing risks and recording near misses	Handbook p 17
Remind the new volunteer that they can access folders upstairs: <ul style="list-style-type: none"> <li>• Team roles</li> <li>• How to</li> <li>• This handbook - with policies pp 10-26</li> <li>• Key information</li> </ul>	
Pass on any information about training opportunities	Handbook p 14
Complete forms as relevant	Handbook pp 27-33

## After 3-4 weeks or as agreed

catch-up with your Volunteer Supporter

# Who You Can Talk To

You can talk with other volunteers, your Team Leader and, for those working in the hub, the Duty Manager, Talking Shop customers, and anyone else who comes into Talking Shop. Try to welcome and include everyone, not just the people you know and are friends with.

### If...

- |  |  |
|--|--|
| ... something is affecting the running of your part of the work, for example when to have a break or if the shop has run out of a product  | ➡ talk to your Team Leader or the Duty Manager for the day   |
| ... there is something that is beyond the day-to-day, for example if you need to change a regular shift, are going on holiday and we need to find cover, or if you want to stop volunteering | ➡ contact your Team Leader or your Volunteer Supporter   |
| ... you have any questions (no matter how small) about your role description or about volunteering in general  | ➡ contact your Team Leader or your Volunteer Supporter   |
| ... you have a complaint or a suggestion   | ➡ talk to the Duty Manager for the day, or if you would be more comfortable to, then talk to your Volunteer Supporter. Depending on the nature of the complaint or suggestion, they will then let the relevant Board member or the whole Board know. |

You can always talk to individual Board members about things. See page 8.

NB: If you have any concerns or problems about volunteering or in the unlikely event a complaint is made against you, then help is at hand – please refer to the Problem-Solving Procedure to see how this will be supported and managed.

It's vital to the success of Talking Shop that we all enjoy our involvement and share problems so that we don't feel out of our depth – we're all learning!

### What titles mean

- |                               |  |
|-------------------------------|--|
| Team Leader/Team Co-ordinator | the person leading and co-ordinating your team and its work. They liaise with the Board about your team's work |
| Talking Shop Manager          | the person in overall charge of the hub at any time.   |
| Volunteer Supporter           | a person who makes sure that all volunteers get the support and help they need                                 |

### Saturday market & café roles

- |                         |  |
|-------------------------|--|
| Rota Manager            | co-ordinates the rotas   |
| Duty (or Shift) Manager | the person to go to if there is an accident or complaint or for money issues or any other problems |

# Talking Shop Board

Talking Shop is run overall by a Board with different people, who are all also volunteers, taking different responsibilities. The Board oversees the strategy of the whole project. There are up to eight places on the Board and members are elected at the Annual General Meeting (AGM) held every year in September. The Board always includes the three roles below and adds others depending on Talking Shop's needs at any time.

<b>Chair</b>	contacts.talkingshop@gmail.com or 07989 503657.
<b>Treasurer</b>	finance.talkingshop@gmail.com – for attention of Dawn
<b>Secretary</b>	secretary.talkingshop@gmail.com

At present (June 2016) board members are:

Abi Johnson – Chair, involved from the outset, former civil barrister, co-founder Oxford's first community car club.

Dawn McGinness – Treasurer, Assistant College Accountant at Christ Church. Previously, Management Accountant with financial and management reporting responsibilities.

Clare Oxenbury-Palmer – Board member with particular interest in volunteers (support, recruitment) and communications. Administrator at the Oxford Law Faculty.

Gina Ashburner - Board member since 2011. Previously initiated fund raising to buy the land and build the existing village hall, Parish Councillor and Sandford's youth club leader.

Kurt Moxley – Board member with professional experience in mental health and, as a producer of artisan ales, the local food market.

Al Bell – Newest Board member with extensive professional experience of the third sector, including community development projects, business planning and grant funding.