

TOGETHER WE CAN

A GUIDE TO FAMILY SUPPORT VOLUNTEERING

CHECKLIST OF THINGS TO CONSIDER WHEN MAINTAINING AND MONITORING YOUR FAMILY SUPPORT VOLUNTEERING SERVICE

Together We Can is a collection of resources for organisations developing a service where volunteers support families of a child with a life-limiting or life-threatening condition. The resources were developed and tested specifically for this purpose with volunteers working in the homes of a child with a life-limiting condition, but might be useful for any organisation developing volunteer services.

CHECKLIST OF THINGS TO CONSIDER WHEN MAINTAINING AND MONITORING YOUR FAMILY SUPPORT VOLUNTEERING SERVICE

This checklist will help you identify your strengths and weaknesses when running a Family Support Volunteering service. Simply tick whether your organisation currently does each thing so you can see any areas to work on. You can use the comments / evidence column to insert notes about what documents, resources and evidence you have available. Links to Together We Can resources are included so you can go straight to sections most relevant to you.

Recruiting and training volunteers is just the start of the process. Providing ongoing support and supervision, dealing with enquiries from volunteers and families and keeping good records about what you are doing and the benefits are all part of running a volunteering support service.

Things to think about	Yes	Partly	No	Comments / evidence available	For more help click on the links below
Supervising Family Support Volunteers					
Do you have a process in place for supervising volunteers regularly so they feel supported?					Top tips for supervising Family Support Volunteers
Do you have appropriate forms to record the outcome from volunteer supervision sessions?					Example volunteer supervision form
In addition to formal one-to-one supervision, do you have any opportunities for social events where volunteers get together? This can help volunteers feel motivated and ensure they stay longer.					
Do you have regular refresher training for volunteers, such as a Saturday or evening workshop every quarter or six months? Volunteers themselves might be able to run a short session about a topic that interests them.					Template volunteer certificates
Supporting Family Support Volunteers					
Do you have relevant policies and procedures in place to support volunteers and keep them safe? This may include lone worker policies, policies for driving others, health and safety policies, policies about the use of equipment offsite and so on.					List of suggested policies and documents Example lone working policy Example health and safety policy Volunteer drivers handbook
Do you need to adapt your organisation's policies to include volunteers?					Example risk assessment tools Risk assessment checklist
Does your employee liability insurance cover volunteers?					
Do you have an expense claim policy? It is important not to set up volunteering programmes in a way that volunteers could confuse with employment.					Example expenses claim form Volunteer drivers handbook Expenses policy
Do you have a rapid system for reimbursing volunteers for any expenses?					

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Keeping good records					
Do you have a robust system for keeping records about volunteers and families and support visits?					Example record keeping spreadsheet
Are volunteers asked to complete a form after each visit? Asking for a quick summary of what happened after each visit can help Volunteer Coordinators stay connected and sort out any issues. Some volunteers also like to report back about what they did, however this should not be onerous.					Example family visit record sheet
Are you collecting feedback from families and volunteers about the benefits of support and ways to improve?					Top tips and templates for monitoring progress Example data entry spreadsheet
Are you using all the feedback you collect to keep improving the programme?					
Do you have plans to compile the impact of your service to help secure ongoing funding or to promote your work to others?					
Have you written up a case study, short newsletter article or blog post about your service to promote it internally and externally so others learn from you?					