

Good practice in volunteer management is key. Guidance on supporting volunteers is available from Volunteering England* and from other national volunteering development agencies*.

Make sure that the following are in place and are accessible for young disabled people:

1. Induction procedure

An induction procedure should make sure that volunteers are welcomed into the organisation, introduced to staff, other volunteers and clients and given the information they need to start volunteering. Consider offering a buddying system to support new volunteers.

2. A designated person to support volunteers

This person should have a good understanding of disability equality and preferably experience of working with young people.

3. Review meetings

Offer regular one-to-one meetings to review how the placement is going, whether the volunteer is enjoying the role and whether requirements for support and adaptations are being met and to discuss opportunities for personal development.

*see contacts page 69

4. Recognition and thanks

Think about how your organisation recognises volunteer's contributions and thanks volunteers for their input. Ideas can include long service awards, volunteer thank you or social events and sending Birthday and Christmas cards. Volunteers' Week (1st – 7th June), organised by national volunteering development agencies* and Make a Difference Day (October), organised by CSV*, are great opportunities to celebrate volunteering.

5. Training and accreditation

Offer a full program of training to enable the volunteer to carry out their role safely and confidently. Training can help a young person to build up their CV. If possible provide

opportunities for accreditation and make sure you provide certificates for any training undertaken. Guidance is available from Volunteering England* and from other national volunteering development agencies*.

6. Procedures for dealing with concerns

Check that you have a clear procedure for dealing with any concerns, feedback or complaints from the volunteer or any concerns from the organisation's view point about the volunteer's behaviour.

*see contacts page 69