

Support and supervision

Every volunteer needs support and supervision. How much and how often will vary according to the role and the individual volunteer.

Give and receive feedback

It's a good idea to emphasise that support and supervision meetings are not about criticism or fault-finding. Give clear feedback, praise and reassurance. Volunteers need to know that it's a chance for them to talk about:

- What's gone well?
- What hasn't gone well?
- Other tasks they'd like to do
- Any support or training needed

Make sure that your volunteers know:

- Who to take any problems to
- Who to talk to about their role and current tasks
- Who to talk to about their skills and understanding

There are different ways to organise support and supervision

- Regular one to one meetings
- Volunteers meet with a supervisor as a group
- A peer support system where established volunteers act as a 'buddy' to newer volunteers
- Via email or other online tools

You might hold supervision sessions more frequently for newer volunteers. As a minimum it's a good idea for volunteers to receive formal support and supervision twice a year.

It is important to understand the individual's motivation to volunteer. This could be to gain training and experience to eventually get a paid job, to meet new people or just to help others. This will help you understand the sorts of things the volunteer would like to get out of the role and you can adapt your approach to make sure we keep the volunteer on board.

It could be that after a certain amount of time the volunteer may want to volunteer in a different role to expand on their experience so please bear this in mind and refer them to any other roles that would suit them on the www.volunteertelford.co.uk website.

Useful links

[Template - Volunteer Contact Record](#)
[Template - Group Supervision Guidelines](#)
www.ncvo.org.uk/ncvo-volunteering