

## Volunteer Wellbeing and Support

A structured approach to wellbeing is essential for volunteer retention and success.

### Structured Support and Supervision

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- **Regular 1:1 Meetings:** Implement regular 1:1 meetings for effective, role-based supervision.
- **Peer Support:** Hold volunteer team meetings to facilitate peer support, either role-based or as a whole-team gathering.
- **Wellbeing Monitoring:** Consider using monitoring tools like the Who5 scale or WEMWBS (Warwick-Edinburgh Mental Wellbeing Scale) to check in on volunteer mental health.
- **Resources:** Utilise a centralised platform, such as a Connexus Portal, for volunteers to access training and information.

### Policy and Training

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- **Clear Policies:** Ensure policies are in place regarding harassment and bullying, and how to raise complaints or concerns.
- **Mindful Employer:** Referencing Mindful Employer principles shows a commitment to creating a supportive work environment.
- **Essential Training:** Provide training on looking after themselves, manual handling, and safeguarding.
- **Codes of conduct:** Provide boundaries to protect volunteers' mental and physical wellbeing.

### Recognition and Celebration

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- **Regular Recognition:** Use a newsletter to celebrate achievements and host a specific Celebration for Volunteer Week.
- **Personal Touches:** Recognise individuals with gestures such as birthday cards and Christmas cards.

- **Team Building:** Organise team building activities or away days.
- **Nominating For Awards** – e.g. Unsung Heroes

## Things To Consider

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- **Curated Responses:** Providing volunteers with sensitive ways to respond to difficult conversations that can help them when faced with these situations. For example, could be used by a volunteer for a hospice is running a stall at an event and is approached by a person who wants to share their personal experience of hospice care and ask questions about it.
- **Code of Conduct:** Setting a clear Code of Conduct for volunteers to outline what is acceptable in terms of boundaries, sharing their own experiences and supporting others.

This resource is part of the Toolkit created as part of Nova Wakefield District's Stronger Volunteering Project in coproduction with the Volunteer Managers Network in Wakefield District.

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