

## Appendix N – Volunteer Induction Plan template

# Volunteer Induction Plan

*Use and adapt this induction plan template to prepare for your induction delivery. Times and activities are indicative only.*

### Day One

Time	Activity	Responsibility	√
8:30am	<b>Welcome and orientation</b> <ul style="list-style-type: none"> <li>• Welcome to organisation</li> <li>• Overview of induction programme</li> <li>• Meet the team: introductions, team roles</li> <li>• Introduce yourself, your background and interests</li> <li>• Building tour and introductions to staff in other teams</li> <li>• Practical details:               <ul style="list-style-type: none"> <li>- where you will sit</li> <li>- toilets, tea rooms, smoking</li> <li>- breaks and lunch times</li> <li>- fire and evacuation exits and assembly points</li> <li>- first aid</li> </ul> </li> </ul>	Greeting by Chief Executive. Manager and Volunteer Co-ordinator.	<input type="checkbox"/>
10:00am	Welcome morning tea		
10.30am	<b>Our organisation</b> <ul style="list-style-type: none"> <li>• Background and history, art form, schedule of events, audiences</li> <li>• Vision, mission and values, brand, objectives, purpose, goals, organisational structures, Board of Trustees, managers, staff, communication lines</li> </ul> <p><i>Give additional information to read</i></p>	Presentation from a volunteer or Volunteer Co-ordinator	<input type="checkbox"/>

11:00am	<p><b>The volunteer role and tasks</b></p> <ul style="list-style-type: none"> <li>● Review of your role, tasks, purpose <ul style="list-style-type: none"> <li>- <i>Volunteer Task Description</i></li> </ul> </li> <li>● Who is responsible for what? <ul style="list-style-type: none"> <li>- who will supervise, co-ordinate, train, assist</li> <li>- point of contact for queries</li> </ul> </li> <li>● Expectations overview: <ul style="list-style-type: none"> <li>- dress code / uniforms</li> <li>- behaviour, Code of Conduct</li> <li>- how training will be delivered</li> <li>- working as a team</li> <li>- if you have concerns</li> </ul> </li> <li>● Privacy; confidentiality <ul style="list-style-type: none"> <li>- limits on media contact</li> </ul> </li> <li>● Rosters and schedules <ul style="list-style-type: none"> <li>- what to do if you are ill or cannot attend</li> </ul> </li> <li>● Expense reimbursement: <ul style="list-style-type: none"> <li>- expense claims; receipts; prior approval; limits; payment schedule</li> </ul> </li> <li>● Complete documentation: <ul style="list-style-type: none"> <li>- sign Volunteer Agreement</li> <li>- sign Code of Conduct</li> </ul> </li> <li>● Collect additional information <ul style="list-style-type: none"> <li>- emergency contact details</li> <li>- statistics</li> <li>- health issues</li> <li>- consent to share contact information</li> <li>- consent for police checks</li> </ul> </li> </ul>		<input type="checkbox"/>
12:00pm	Lunch break (30 minutes)		
12:30pm	<p><b>What to expect and role satisfaction</b></p> <ul style="list-style-type: none"> <li>● Feedback and reviews</li> <li>● Rewards and recognition <ul style="list-style-type: none"> <li>- what benefits we can offer you</li> <li>- view rehearsals, exhibitions, opening nights; friend and family events</li> </ul> </li> <li>● Hear from other volunteers</li> <li>● Discuss what you want to get from your involvement</li> <li>● Questions and discussion</li> </ul>		<input type="checkbox"/>
1.30pm	<p><b>General health, safety and security</b></p> <ul style="list-style-type: none"> <li>● Your responsibilities</li> <li>● Health and safety policies</li> <li>● Reporting hazards, accidents, near-misses</li> <li>● Emergency procedures and drills</li> <li>● Health and safety information</li> <li>● Risk management</li> <li>● Hazards and risks specific to your role/tasks will be covered on Day 2</li> <li>● Security and keys</li> </ul>		<input type="checkbox"/>

## Day Two

Time	Activity	Responsibility	√
8:30am	<b>Review of day one</b> <ul style="list-style-type: none"> <li>• Questions, discussion, more information</li> <li>• Other policies or systems</li> </ul>		<input type="checkbox"/>
9:00am	<b>Introducing the role/ tasks</b> <ul style="list-style-type: none"> <li>• General expectations and tasks</li> <li>• How we do this</li> <li>• Who will show you</li> <li>• What you already know</li> <li>• Introducing instructions, scripts or processes</li> <li>• Communication</li> </ul>	You and your co-ordinator, manager or supervisor for the tasks	<input type="checkbox"/>
11:00am	Morning tea		
11.15 am	<b>Role/task specific health and safety</b> <ul style="list-style-type: none"> <li>• Hazards and risks; keeping safe and managing risks</li> <li>• Key health and safety information               <ul style="list-style-type: none"> <li>- protective clothing</li> <li>- safety equipment</li> <li>- your responsibilities</li> <li>- emergency procedures</li> <li>- evacuation</li> </ul> </li> <li>• How we manage the risks and keep safe</li> </ul>		<input type="checkbox"/>
12:00pm	Lunch break		
12:30pm	<b>Getting started in the role</b> <ul style="list-style-type: none"> <li>• Equipment (e.g. computers: username and password; internet; email; calendar; MS Word)</li> <li>• Filing systems, security</li> <li>• Forms and templates</li> <li>• Printers</li> <li>• Telephone answering and greetings</li> <li>• Ticket or computer booking systems</li> <li>• Greetings for visitors</li> </ul>		<input type="checkbox"/>
Ongoing	<b>Learning the role/tasks</b> <ul style="list-style-type: none"> <li>• How will you be supervised and supported</li> <li>• How you will be trained to do the tasks</li> <li>• May be a demonstration or example; may be working alongside a more experienced volunteer, a paid employee or the supervisor</li> </ul>		<input type="checkbox"/>
End of the day	<b>Review</b> <ul style="list-style-type: none"> <li>• Discuss: things you've found out during induction that are interesting, and things you want to know more about</li> <li>• Discuss next steps</li> </ul>		<input type="checkbox"/>

### Day Three and ongoing

Time	Activity	Responsibility	√
Morning	Continue to review and discuss policies or other information that you have read Questions?		<input type="checkbox"/>
Ongoing	Ongoing practical learning about your role/tasks: • •		<input type="checkbox"/>
	Schedule activities as needed		<input type="checkbox"/>
	Schedule activities as needed		<input type="checkbox"/>
	Schedule activities as needed		<input type="checkbox"/>

### At the end of Induction

<p><b>Induction Review</b></p> <ul style="list-style-type: none"> <li>• Discuss: what you've learnt, things you found interesting, things you want to know more about.</li> <li>• Discuss: what you've discovered so far about the match between your skills, knowledge and experience – and the skills, knowledge and experience required in your role.</li> <li>• Consider support and training that you might benefit from in the remainder of your first month, and the next three months/ during this event/project.</li> <li>• Clarify performance or tasks expectations for the next three months/ duration of an event or project.</li> <li>• Book a day and time with your co-ordinator/ manager for a three/six month review of progress.</li> <li>• Sign-off your Induction Programme (below)</li> </ul>	You and your co-ordinator /manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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#### Induction Programme Sign-Off

The induction programme above commenced on \_\_\_\_\_ and was completed on \_\_\_\_\_

\_\_\_\_\_

Volunteer

Manager

Date