Sample Induction Checklist for Volunteers

Induction for Volunteers

Induction is a time to ensure that you know just how valued and important you are to our organisation. It is an opportunity to make sure that you are welcomed and your experience is a planned and supported from the very outset. It is also an opportunity to learn about the expectations of the organisation as well as embrace your enthusiasm, motivation and fresh ideas which you will undoubtedly bring. We understand that people already volunteering can seem to inhabit a space easily and you can feel a bit overwhelmed, but we will seek to be as friendly and supportive as possible and guide you through the role so that you can enjoy it from the start.

**Local Induction Checklist**

This checklist is to help you settle into our organisation, to find out who’s who, what’s what and where things are. You’ll learn a lot in the first few weeks but we will not expect you to remember everything immediately! We hope your induction will help you to feel at home and more familiar with our ways and wishes. Your Senior Steward(s) / members of staff will support and advise but it is your responsibility to complete, sign and return this checklist as soon as possible and it must be completed within the *first six months* of starting your volunteering with us.

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| **General information** | **Completed (please tick)** |
| Locations within the building and environs, including the Cathedral Shop, Café or Restaurant, Education Centre, Cathedral Office, Vergers’ Vestry, Works Department, Security/Floor Managers, Choristers School, Deanery,Awareness of toilets, café and shop. Service times |  |
| Health and Safety: emergency procedures, fire exits, muster points, fire marshals, fire extinguishers, First Aid boxes and First Aiders, defibrillators, accident / incident reporting, protocols on working alone. |  |
| Introduction to key staff such as Visitor Desk Attendants, Vergers, Senior Stewards, stewards etc. |  |
| Signing in / out procedure. |  |
| Understanding of the importance of attending the briefings at the start of each shift. |  |
| The rota. Responsibilities for each rota position. Letting us know if you can’t come and arrangements for cover.Breaks and coffee / lunch vouchers. |  |
| Dress code and uniform / ID badge as required. Where shared uniform is kept and safety of personal possessions. |  |
| Security and the need for vigilance. How to report anything suspicious. |  |
| Safeguarding. Keeping yourself and others safe.  |  |

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| **Welcome and Visitor Care** | **Completed** |
| * Our ambassadorial role. How we should be perceived by members of the public.
* Confidentiality, not speaking on behalf of the Cathedral but referring issues to the correct person when necessary.
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| Dealing with visitor complaints and compliments.Support available for difficult times e.g. Listeners, Chaplains, Chaplain to the Community, staff etc. (for you as well as visitors). |  |
| How you can give feedback, good and bad, to help improve the volunteer experience. |  |
| Answering visitor’s questions – how to find the information / who to ask if you don’t know. Offering factual information or making clear when an unproven story / theory. |  |
| The policies for visitors on Children, photography, dogs, eating and drinking, smoking and mobile phones, including how to advise visitors of these policies appropriately. |  |
| Disabled access routes. |  |

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| **Knowledge and understanding of the Cathedral** | **Completed** |
| Self-guide tour / audio tour around the Cathedral. |  |
| Attend at least xxx public tours led by our Cathedral Guides. |  |
| Shadow an existing steward at least three times or until you and your Senior feel appropriate. |  |
| Knowledge of the role of the Vergers |  |
| How to address members of the clergy. |  |
| Introduction to the function of the Visitor Desk, the role of the Visitor Desk Attendants and the importance of team work between staff and volunteers. |  |
| Introduction to the Tower. The responsibilities and assessment of visitors necessary when on the Tower Desk and how to politely advise visitors on footwear, age restrictions etc. |  |
| The options available to visitors in terms of services, events, tours and tickets and donations. The importance of and reasons why the Cathedral encourages donations. |  |
| The timetable of services, where to find them and how the Cathedral functions for services and events. |  |
| Understanding parking provisions |  |

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| **Final checklist****Please tick box to show you understand and feel confident with the following statements.** | **Please** **tick** **box.** |
| I understand the purpose and responsibilities of my volunteer role and how it fits into the team and organisation. |  |
| I understand how the rota works, my responsibilities in each position and the importance of timing.  |  |
| I know who my key contacts are and reporting structures. I know where I can find support if I need it. |  |
| I am confident that I know my way around the Cathedral site. |  |
| I know my health and safety legal obligations, where to find equipment, how and who to inform if an issue arises. |  |
| I understand what to do if the fire alarm sounds / lights flash or the Cathedral requires an evacuation / invacuation. |  |
| I have read the Volunteer Handbook.  |  |
| I have read,signed and attached my Volunteer Agreement.  |  |
| I understand the need for awareness and vigilance in my role regarding safeguarding and security. |  |

Please let us know if there are areas where you need more information or would benefit from training:

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| Do you have any comments / queries on your induction process or any other aspect of volunteering with us |
| Your name (BLOCK CAPITALS) |  | Your Senior Steward’s name(s) |  |
| Your signature |  | Senior Steward’s signature |  |
| Date |  | Date |  |

**Please return this completed form with your Volunteer Agreement to:**