## Inductions

Carrying out an informal induction with a volunteer helps familiarise them with their role and responsibilities. A well-planned welcome process, or induction, can help a new volunteer feel supported, informed, valued and enable them to make a contribution straight away. It can allow you to cover:

* The Mission, Vision and Values of the club and the LTA
* An explanation of the role and the support and/or training on offer
* Further exploration of their motivations – checking that the role is still suitable for them
* Housekeeping and health & safety
* Any policies and procedures that relate to them, e.g.: Safeguarding, GDPR
* Familiarisation with the club premises (if relevant)

Some clubs provide a ‘club information leaflet’ which provides basic information about the running of the club and also a list of up-to-date contacts. This can be a real help for new volunteers to familiarise themselves with the club. The Induction Checklist (appendix) can help you to cover the relevant areas and make sure you don't miss anything out.

### Buddying and Handovers

For new volunteers, a buddy or mentor can make it easier to begin. You could even partner the new volunteer with a similar role in another venue.

Encourage volunteers leaving roles to have a handover period and provide checklists/notes on how to undertake specific tasks.

### Training

It’s important to allow volunteers to develop in their role and training is a great way to support this. The level of training that a volunteer receives depends upon their role. Courses such as the Competition Organiser, First Aid and Safeguarding workshops that take place regularly across the UK are useful for many roles such as junior and senior captains/contacts, competition organisers and match secretaries.

Training courses provided by the LTA can be found on the LTA website.

Volunteers should be encouraged to sign up to whichever sessions they feel will be relevant to them – either in their role or for their own personal development. Development needs will vary between volunteers and it’s important to discuss these needs with your volunteers.

### Leadership, mentoring and coaching

Whatever role a volunteer takes on, chances are they will be supporting and working alongside others. They will be developing leadership skills, such as prioritisation, time-management, delegation, trustworthiness, self-motivation and soft skills like problem-solving and adaptability.

Take the time to discuss with your volunteers what they are looking for from a role; for example, if there are particular skills they would like to develop or improve upon. Check-in with them regularly to see if they’re happy with how they’re developing. This way you can help create a meaningful, valuable experience for your volunteers.

## Volunteer Induction Checklist

Giving a new volunteer an induction to the venue can be highly valuable in terms of their short and long-term engagement. It will allow you to ensure that the volunteer understands how the venue works, how their role “fits in”, and that they have a full understanding of their role and responsibilities. Below are several ideas which can be used and adapted to most situations.

**Overview**

* Why volunteers are a vital part of the venue
* What benefits they will gain from volunteering at the venue
* Volunteer support available

**The Club**

* Club and LTA vision, values and development plan
* Club size, age-groups, opening times, playing programme (sessions, competitions etc.)
* Club background, history and people
* Personal introductions (other volunteers, members)
* Dates of upcoming meetings or competition/social events
* List of key contacts within the club and externally, if relevant
* Club financial procedures, if relevant
* **T**our: toilets, parking, equipment, buildings and facilities

**Club Policies and Procedures**

* Governing documents and venue rules
* Codes of Conduct / Volunteer Agreement
* Health and Safety (including fire evacuation and emergency procedures)
* Insurance
* Safeguarding and Welfare (including DBS check if applicable)
* Diversity and Inclusion
* Confidentiality
* Expenses

**Their Role**

* What do they hope to gain from their volunteering experience, i.e. what are their motivations?
* What will their volunteer role involve and what are their responsibilities?
* Time commitments and expectations
* What skills, experiences or qualifications do they have?
* Would they be interested in additional training, development opportunities?
* Who is their main point of contact and who can they turn to for assistance and advise?
* What should they do if they have any questions or problems?

*This is an example checklist – please adapt to suit your club’s needs.*