

WELCOMING VOLUNTEERS TO THEIR ROLES.

The induction process



scouts.org.uk/induction

01 THE PURPOSE

After spending time finding the right role for a new or existing volunteer, the first few months are crucial. Making sure that they are supported and can become effective in their role as quickly as possible is key to keeping them motivated and involved. If adults feel out of their depth, don't know where to go for support and don't know what is expected of them, they are more likely to leave.

A shared responsibility

Ensuring that an induction takes place for volunteers taking on new roles is the responsibility of their line manager. However, line managers may delegate the responsibility for planning the induction to someone else, and ultimately everyone around the adult will have to play a part in making them feel welcomed, part of a team and supported.

Inductions should involve:

- providing information
- meeting people
- having a go.

02

INDUCTION PLANNING

Every induction will be unique. Knowledge and experience of Scouting will differ from one person to the next, as will the existing set of skills, knowledge and experiences that they bring with them. Inductions therefore need to be tailored to the individual and to the role and/or tasks that they have agreed to take on.

Think back to when you started your role. What was it like to be new? What support did you need? The key to an effective induction is planning for it. Start by asking yourself the following questions:

1. **Who will they have most contact with?**
2. **Who do they need to build effective relationships with?**
3. **Who is doing a similar role to them?**

4. **What local facilities (buildings and equipment) will they be using?**
5. **What social (or other) events are coming up in the calendar?**
6. **What meetings do they need to attend?**
7. **Are they aware of the training they need to do and how they will do it?**
8. **What should they be aiming to achieve in the first 3–6 months. Do they have the skills and knowledge to achieve this?**

Asking yourself these questions should help you to identify what they need to be told and who they need to be introduced to in the first few weeks and months of taking on their role.

03 THE PLAN ITSELF

An induction plan will take all of the things that you have just identified and define who will organise and support each of these induction activities, as when and where. This requires agreement between the person putting the plan together, the adult who is being inducted and anyone else involved in the activities.

The length of time covered by an induction plan will vary from person to person, but 3–6 months is a good rough guide

You can find an induction plan template at www.scouts.org.uk/induction

Regular support

Alongside the activities detailed in the induction plan, regular contact between the adult and their line manager is key during the first few months. Agree on how often meetings to check the progress of the induction will occur and highlight any issues that may arise. Also make sure that they know who they can contact, and how to contact them if they have any questions.

04 TEAM WORK

Induction is as much about making someone feel part of the team as it is about making sure they have the knowledge and skills to be effective in their role.

You might need to consider team dynamics as part of the induction process, asking yourself whether everyone in the team understands the new adult's role and how it fits into what is already happening.

Buddies

Consider buddying new adults up with existing members of the team as an additional line of support. A buddy can do simple things like bringing them to their first meeting so that they already know someone there, or supporting them in 'having a go' in their role. These things help new adults to feel comfortable and supported, and therefore more confident.

05 INDUCTION PACKS

If they are new to Scouting, adults will receive a welcome pack when they are issued with their provisional appointment. This pack is a basic introduction to Scouting in the UK. Depending on their role, they may also receive an induction checklist. The checklists summarise the things that they should be expecting to find out or do during the first few months of being in their role. To see the content of the welcome pack and induction checklists, visit

www.scouts.org.uk/induction

You may decide to supplement this with a local welcome pack providing the person with local, tailored information to inform them about their role and about Scouting in the local area.

Information could include:

- a map of the District
- the District structure
- the contact details of any volunteers they may need to get hold of
- dates, times and venues of meetings they need to attend
- the training diary and contact details of their Training Adviser (if relevant)
- role description (if agreed)
- the induction plan that has been agreed

An induction pack template that can be used for Group and District roles can be found at www.scouts.org.uk/induction

06 AGREEING GOALS

When someone starts in a new role, they'll want to know what is expected of them in the short, medium and long term.

Agreeing goals will help someone new to focus on the most important tasks and will help to ensure that their time spent volunteering for Scouting makes the most positive impact possible.

Goals will also form the basis for informal and formal reviews, during which successes can be recognised, difficulties raised and support needs identified. More information about the review process can be found at www.scouts.org.uk/reviews

Agreeing priorities

When setting goals, the following should be taken into account:

- **The Scout Association's Vision to 2018**
- **the relevant local development plans**
- **the creation of a development plan if relevant to the role and if one doesn't already exist**
- **their motivations for volunteering**

When agreeing goals, remember to:

- **brainstorm together** all of the things that you would like to see happen and then prioritise them in terms of importance and urgency.
- **be realistic** about what can be achieved, agreeing only three or four goals to start with – you can always agree more if they are achieved early.
- **be specific** about what needs to be achieved and about how you will know when it has been.
- **agree the goals together**, making sure that the adult feels some ownership of them – they will be more likely to complete them.

A template for recording goals can be found at www.scouts.org.uk/induction

07

TRAINING

Remember that the Adult Training Scheme is also there to support the induction process. Depending on the role that is being taken on, adults will probably need to complete a certain amount of training. You might find it useful to give them the leaflet, Training, Skills and Support for You as part of the induction process, which gives an overview of training within The Scout Association. The leaflet can be ordered for free from www.scouts.org.uk/shop

If a Wood Badge is required, an induction plan might also feature introductions and meetings with their Training Adviser. If elements of the Personal Learning Plan have already been agreed with a Training Adviser, then it might include any dates that have been agreed to attend training, complete learning or complete validations.

More information about the Adult Training Scheme can be found at www.scouts.org.uk/training

Further support

Templates to help you plan and carry out inductions can be found at www.scouts.org.uk/induction

‘ A good induction makes a real difference in ensuring that volunteers are able to contribute quickly and feel like a real part of local Scouting. ’

Sarah, District Commissioner



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