

# Setting up a Volunteer Buddying Scheme

**Felicity Dwyer**





# Benefits

- To your organisation
- To you
- To your volunteers

# Process for setting up a buddying scheme

1. Prepare the way
2. Develop a role description
3. Recruit volunteer buddies
4. Train your buddies to deliver a great service
5. Provide on-going support and development
6. Monitor and evaluate your scheme



# Prepare the way

- Your manager
- Board/Trust members
- Staff
- Existing volunteers
- Pilot project

# Develop a role description

- Work alongside a new volunteer:
  - Demonstrate good practice
  - Answer questions
  - Offer guidance / give feedback
- Informal structured meetings to:
  - Welcome and engage
  - Establish boundaries
  - Provide thinking space
  - Review progress

# Develop a role description

- Maintain factual log of meetings:
  - Date / time / duration
  - Topic discussed / concerns
- Liaise with [manager of placement] on practicalities and keep updated
- Refer issues as needed to VSM

# Develop a role description

- Qualities sought
- Time Commitment
- Training
- What's in it for you?



# Recruit buddies

- **In-house**
- **Clear volunteer specification**
- **Selection process:**
  - application
  - discussion
  - workshop/assessment



A close-up photograph of a woman with short, light-colored hair, smiling warmly. She is holding a red ceramic mug with white polka dots. The background is softly blurred, suggesting an indoor setting with natural light. The overall mood is positive and inviting.

# **Train your buddies to provide a great service**

- **Organisation's ethos and standards**
- **Good practice in the volunteering role**
- **Skills for supporting new volunteers**

# Skills Training / Development

A photograph of a man and a woman sitting and talking. The man is on the left, wearing a white shirt, and the woman is on the right, also wearing a white shirt and holding a tablet. They are both smiling and appear to be in a professional or educational setting. The background is slightly blurred, showing a lamp and some furniture.

- **Purpose & boundaries of role**
- **Tasks and activities**
- **Way of enabling development**
- **Skills development:**
  - Listening
  - Questioning
  - Feedback

# Ongoing Support and Development

A woman with long, curly blonde hair, wearing a white blazer, is seated on the left side of a round glass table. She is looking towards a man on the right. The man has short grey hair, is wearing a blue and white striped shirt and a blue patterned tie, and is also looking towards the woman. They appear to be in a professional or office setting. The background is slightly blurred, showing a staircase with white railings on the left and a plain wall on the right.

- Individual review
- Feedback from new volunteers / staff
- Peer groups meetings
- Online network
- Refresher training

# Monitor and evaluate your scheme

What do you want to measure, and why?

## Quantitative

- Number of buddies
- Number of volunteers supported
- Extra hours contributed
- Retention rates

# Monitor and evaluate your scheme

What do you want to measure, and why?

## Qualitative

- from new volunteers
- from staff
- from buddies
- from patients

# Find out more

[www.steppinguptraining.co.uk](http://www.steppinguptraining.co.uk)

[felicity@steppinguptraining.co.uk](mailto:felicity@steppinguptraining.co.uk)