



**VOLUNTEER
ALBERTA**



Onboarding & Welcoming Volunteers

2020 Volunteer Screening Series



What is VSP?

The Volunteer Screening Program


- Provides educational resources and tools designed to help nonprofit organizations improve their volunteer screening processes and procedures
- Offers financial opportunities, including the Vulnerable Sector Check Fee Waiver and Volunteer Screening Development Grants, to aid organizations in their volunteer screening efforts
- Is managed by Volunteer Alberta and funded by The Government of Alberta



Introduction

Onboarding & Welcoming

- **Introduce** the volunteer to an organization.
- Support the volunteer to **learn about their specific role & responsibilities**.
- Help **foster engagement and skillset** of volunteers.
- Are flexible processes that can be tailored to suit the needs of the organization or an individual volunteer.



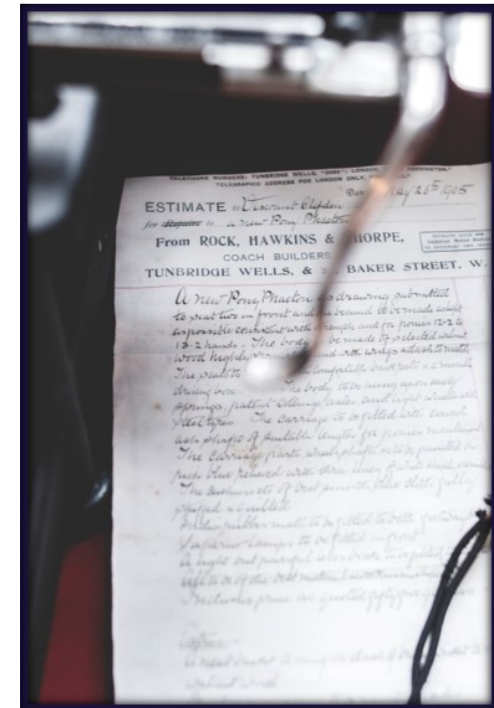
“Volunteer onboarding is the mechanism through which new volunteers acquire the necessary knowledge, skills and behaviors to become effective organizational members and insiders.”

-Wild Apricot, 2015

Onboarding, Screening, and Terminology

Why onboarding should be part of a screening process

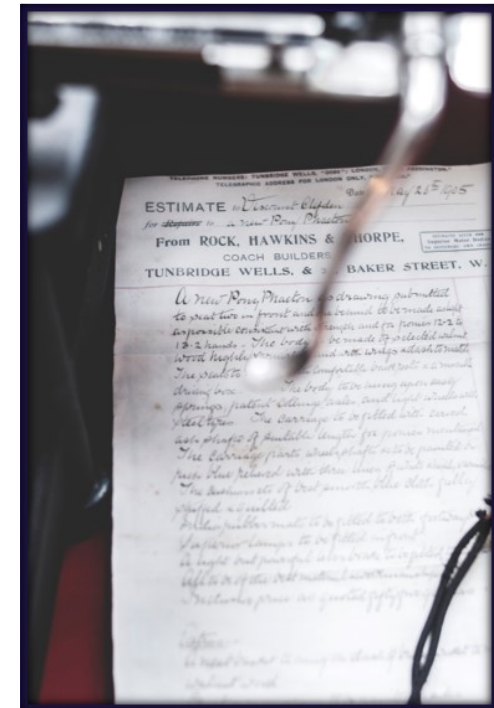
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- Creates engagement from the outset
- Boosts your impact & community awareness
- Builds trust amongst staff & volunteers
- Creates organizational alignment and mission buy-in
- Encourages open communication



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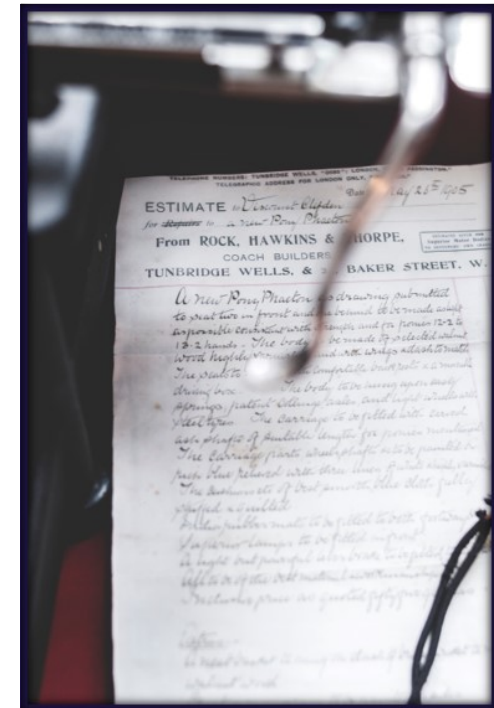
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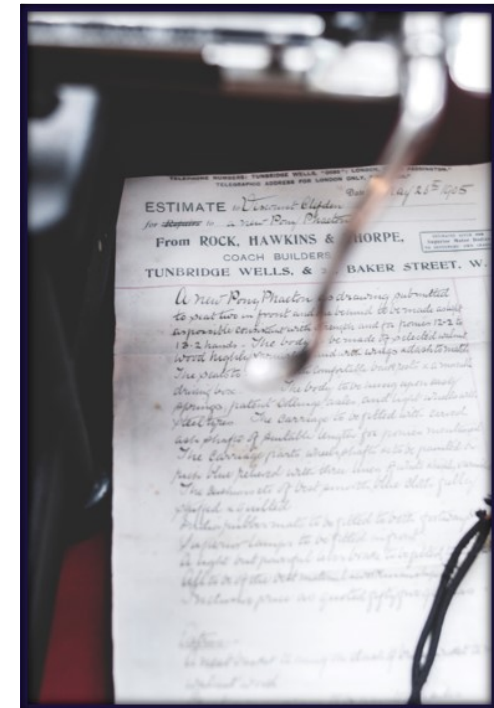
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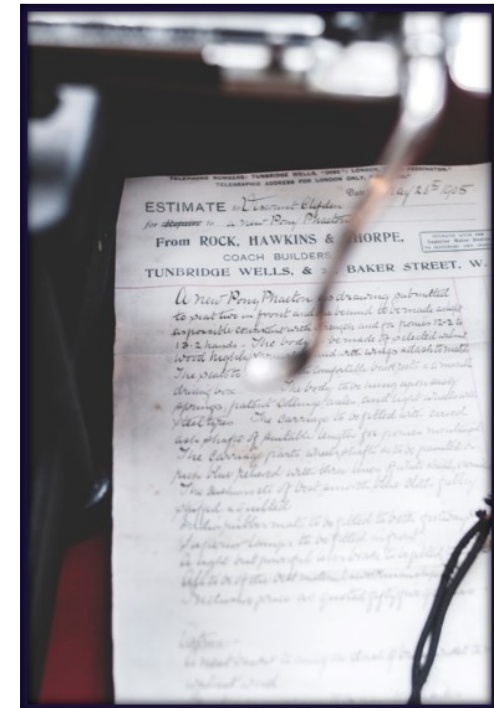
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Onboarding, Screening, and Terminology

“**Training** covers the technicalities or tasks of the job. It discusses procedures on how to complete tasks, how to work the technology and equipment; basically how to do the job. **Onboarding** is about integrating with the other employees, management, and the corporate culture. One cannot exist without the other, but they must complement one another in order to be successful.”

HR Resolutions, “The Difference Between Onboarding and Training,” [blog](#).

Example Training Activities

- Presentations
- Workshops
- Providing process documents/guides
- Mentorship
- On-the-job training
- Quizzes/tests
- Webinars
- Simulations
- Safety info

Example Onboarding Activities

- Facility tours
- Introductions
- Providing food/drink
- Provide policies to review before volunteering
- Providing information about parking/reimbursements
- Explicitly making yourself available for questions

Onboarding, Screening, and Terminology

What do we mean by “welcoming?”

- Not necessarily a defined activity
- A mentality around volunteer engagement
- Creating a space for volunteers to grow



Different types of onboarding/training



Formal

- Can include courses and mandatory training required to perform certain tasks and responsibilities
- Usually paired with more complex volunteer roles (e.g. caregiving)



Informal

- Laidback and approachable. Provides a basic overview of the organization and isn't formalized training
- Usually paired with less complex or project based volunteer roles (e.g. event photographer)



Blended

- Is a combination of the formal and informal training.

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Combination

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Different types of onboarding

Individual Onboarding/Training

- Can provide further information about how a volunteer matches a position
- Can create a closer more personal connection between volunteer and supervisor
- Can answer more specific questions
- Time-consuming



Different types of onboarding

Group Onboarding/Training

- Less personal
- Ensures more consistency
- Allows you to see the volunteer's interpersonal skills and ability to work on a team
- Faster



Onboarding process example

Soup kitchen volunteers

Onboarding Activities

- All volunteers will have an informal introduction during their first shift – meet staff, the volunteer team, and a tour of the space.
- Volunteers will be sent the organization’s volunteer policies and related process documents to read before their shift.
- Volunteers will have unlimited access to coffee and tea during their volunteer shifts.
- Volunteers will be sent instructions on how to access free parking and where the closest public transit access points are by email before their first shift
- Volunteer managers will check-in with the volunteer after their first shift to see how they’re feeling about the role.

Training Activities

- All general soup kitchen volunteers are required to undergo general health and safety training administered by the soup kitchen via webinar or in-person before beginning their volunteer work.
- All general soup kitchen volunteers working with cooking equipment (including stove tops, ovens, kitchen knives, or heavy pots and pans) are required to pass a short kitchen safety test in addition to health and safety training.
- During Covid-19, all general soup kitchen volunteers must attend an introductory session on “Hygiene Practices during Covid-19.”
- The Soup Kitchen Head Chef is required to take a Food Handler Certification Course through the Canadian Institute of Food Safety. Course costs and any missed wages up to \$200 will be paid for by the soup kitchen.

Other Onboarding Concerns

Onboarding and COVID-19



Assessment

- Review current onboarding processes and consider what aspects of training are required or necessary for the volunteer to fulfill their roles and responsibilities
- Can any training or support be postponed until later without creating risk?
- Consider individual onboarding processes



Consider going virtual

- Find ways to take training and mentorship online
- Do other organizations have online training and certification they can provide (e.g. food safety preparation)?
- Connect with your local volunteer centre to see what resources or supports they can provide!

Other Onboarding Concerns

Onboarding Youth Volunteers

- **Be genuine and set intentions** to engage young people
- Encourage youth to **share their perspectives and ideas**
- Provide **comprehensive orientation & training**
- **Foster dialogue**

Upcoming Opportunity:

Youth @ the Table 2020-2021 Info Session & Good Practice Guide Launch

May 14, 2020 & May 20, 2020

11:00-12:00 PM MST

Register on Eventbrite:



Other Onboarding Concerns

Onboarding Skilled Volunteers

- **Be adaptive**
- **Customize** the onboarding process
- **Ask them** what they need



Closing

Onboarding

- Helps further define the relationship between volunteer and organization
- A good onboarding process helps retain volunteers
- Fosters the kind of dialogue that helps volunteer managers determine best fit for a volunteer position
- Helps ensure the volunteer knows what is expected of them.





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Thank you!

Discover more:

www.volunteeralberta.ab.ca