

volunteer re-engagement plan



The Volunteer Re-engagement Plan will help organisations gain an understanding of a volunteer's expectations about their role and future volunteering capacity.



The plan is designed to be completed and agreed on by both parties.

It is a flexible document that provides a guide on how a volunteer can re-engage with their volunteering role post-COVID-19.

It is not intended to be used as a contract or binding agreement.

The plan will provide a shared understanding about:

- what role/s the volunteer would like to perform on returning
- the impacts and adaptations needed for volunteer re-engagement
- the experience of the volunteer during COVID-19 and future recommendations

The information obtained will provide valuable knowledge and insights for organisations with regards to volunteer management, roles, training and development, and program delivery.

An effective way to engage a volunteer with the plan is a 'conversational' interview.



This can help you to understand the volunteer and how they're feeling about re-engaging and creates a sense of trust and rapport.

Use the template provided...

to enable the conversation to flow effortlessly. The questions are designed to explore the volunteer's experiences and aspirations and allows them to contribute to the conversation in a relaxed and flexible manner.

It's important that the purpose of the plan is explained, and how the information collected will be used. The plan should be revisited with the volunteer every 4–6 weeks. This should be discussed with the volunteer.

Confidentiality

Inform the volunteer that the conversation and information recorded in this document is confidential and will be stored appropriately. If requested, provide the volunteer with information about your confidentiality policies how personal information is stored. Give the volunteer a copy of the agreed plan for their information.



volunteer re-engagement plan

Volunteer name

Phone

Email

Person completing the form

1. How has it been for you not being able to volunteer or having limited capacity to volunteer during COVID-19?
2. How do you feel about returning to volunteering (concerned/stressed/excited/happy/not fussed)? Are you ready to return?
3. What would make it easier/safer/comfortable for you to return to volunteering?
4. Would you like to return in the same capacity or in a different role/capacity (distance volunteering, minimal contact, shorter hours, etc)?

volunteer re-engagement plan (cont'd)

5. Are there any changes or adaptation to the role that you'd like to suggest?

6. When would you like to review your plan? (Make a date for 4 to 6 weeks' time)

7. Between now and the review of your plan what are some things you would like to see happen/change within the organisation? What would you like to achieve?

8. If we experienced something similar in future and volunteers were stood down, what recommendations would you make?

9. Outcome – What has been the agreed process to return to volunteering?