



Transforming the volunteer journey

Conversation one: Welcome to scouting

With the lead volunteer for the group (currently the Group Scout Leader or the district 14 to 18 team, team leader (currently the District Explorer Scout Commissioner) or their nominee but not a member of the person's immediate team

The purpose of this conversation is to warmly welcome your new volunteer and ensure they understand their new role and where it fits into local scouting and that they have all the information and support they need to get started.

Welcome and thank you!

- Welcome the new volunteer to the meeting and thank them for choosing to volunteer some of their spare time with the scouts
- Explain that this is an informal chat, it's not an interview and is a chance for them to ask any questions they might have about scouting
- Reassure them they don't need to know everything from the very start – all new volunteers are given opportunities to learn in their new role and their responsibilities as a member of scouts.
- Mention that there's a role or tasks for everyone at scouts
- Let them know how long the conversation might last

The purpose of our conversation

- Explain that the purpose of the chat is to:
 - Welcome them to the scouts
 - Meet the requirements of our screening appointment process
 - Explain a little more about where their role fits within the structure of our organisation
 - Ensure that they are clear about the role and/or tasks they will be doing
 - Get to know them a little bit and understand why they are volunteering and what they are hoping to get out of the opportunity.

Areas to cover during your conversation

- Welcome the new volunteer to the meeting and thank them for choosing to volunteer with the Scouts
- Ask them what their needs for volunteering are - time they can commit, how flexible does the role need to be, confirm their availability
- Confirm any given information around inclusion/access needs and follow up/ask questions on how we can support them
- Share information about how scouting is organised and supported in the Group/Unit/District/County and briefly explain how the volunteers' role fits into this structure
- Talk to them about their new role and the tasks they will be doing
- Check they know where to go for support and who to ask, if they have a question or just need some help
- Answer any questions they have
- Explain further learning and development will be provided to ensure they get the required support for their role.

- Check they have been offered/taken up the offer of support (from a buddy, line manager, other group members) and know where to go if they have a question or just need some help.
- Confirm any access needs or specific ways in which scouting are able to make their journey as smooth as possible
- Have they been receiving the welcome e-mails?
- Do they know where and what support is available and who to ask if they need help?

To close...

- Check they understand what will happen after this conversation and what else they need to do, to complete the appointment process.
- Make sure they know they won't be thrown in the deep end.
- Thank them for their time and everything they have done so far to get started as a Scouts volunteer!