



Transforming the volunteer journey

Important next steps for the welcome conversation lead (that's the person who carried out conversation one)

It's great practice to send a follow up email. This should be friendly and positive and doesn't have to be super formal. Summarise some of the key points that were discussed in both conversations and share any plans they may need to be aware of as their journey goes on from here.

Arrange a chat, as soon as possible after both conversations have taken place, with

- the person that carried out conversation two
- the new volunteer's welcome buddy

This conversation is to make sure that you are all happy and have a consensus that you are satisfied that they:

- are aware of, and by personal example prepared to uphold and promote the values and policies of The Scout Association – including making the Scout Promise if appropriate
- have a good motivation and reason why they want to be an adult volunteer in scouting

And understands and accepts:

- our welcome process
- the purpose of The Scout Association
- our safeguarding and safety policies
- the learning requirements for their role

Once you have established that all three of you are satisfied (or otherwise), the next thing to do is to inform the district appointments secretary about the outcome of the conversations.

This is done using the notification form, which you can find access via

<https://tinyurl.com/wcnotification>

If you feel that the new volunteer does not understand the requirements of their new role and/or the basic level of learning required, this is not a reason to recommend that they are not appointed. Instead suggest that they speak to their welcome buddy or a training adviser to discuss this further; you may need to remind them of who those people are and how to contact them. Flag this with the appointment secretary, when you make the recommendation, so they can also ask the appropriate lead volunteer (currently GSL/DESC/DC) to contact the new volunteer for a further discussion about the role.