



Transforming the volunteer journey

Our transitional welcome process

Everyone who wants to volunteer with the scouts needs to complete our welcome process which has four easy stages, these are:



1. **Welcome and induction:** welcome buddy is identified and introduced to the new adult who shows them the ropes and helps them get stuck in
2. **Application:** the new volunteer completes their paperwork – that's our Adult Information Form and the Disclosure and Barring Service (DBS) record check
3. **Approval:** the new adult's completed Disclosure and Barring Service (DBS) record check and two references have been received
4. **Appointment:** the new adult takes part in the welcome conversations and completes the relevant parts of our 'getting started' learning.



The transitional welcome process...

Process Step	What needs to happen	Step owner
1. New volunteer starts to help in a section	A welcome buddy is assigned to the new adult	Lead volunteer for the group
2. Show them 'the ropes'	Help the new adult settle into their new role, talked them through the things they need to know, and explain what's going on during the section meeting	Welcome buddy
3. Explain the welcome process	Walk the new adult through our welcome to scouting process, making sure to explain what each step involves	Welcome buddy
4. Complete the paperwork	The new adult... <ol style="list-style-type: none"> 1. Is given a welcome pack 2. Fills in the Adult Information Form 	Welcome buddy
5. Add them to Compass	The new adult is added to Compass using the details provided on the Adult Information Form	Lead volunteer for the group or Group Supporter or District Appointments Secretary
6. Welcome conversation 1*	Conversation 1 takes place	Lead volunteer for the group
7. Check I.D.*	The new adults I.D. is checked, and the details collected and added to Atlantic Data	Member of the group / Lead volunteer for the group
8. DBS & References 1*	DBS and references are requested	Member of the group / unit or the District Appointments Secretary

Process Step	What needs to happen	Step owner
9. New volunteer completes getting started learning*	The new adult starts (and completes), getting started learning	New adult
10. Welcome conversation 2*	Conversation 2 takes place	Member of the district volunteer development team conversation pool (Not connected to the group)
11. Supporters' discussion	The lead volunteer for the group, the member of the district volunteer development team conversation pool and the welcome buddy have a conversation to agree the new person suitability to become a volunteer in scouting.	Lead volunteer for the group
12. Getting started learning is validated	The new adult provides screenshots of their completion certificates for each of the learning modules and they are validated on Compass	New adult / Lead volunteer for the group
13. Conversation notification	Inform the District Appointments Secretary of the outcome of the three supporters discussion	Lead volunteer for the group
14. DBS & References 2	Satisfactory DBS clearance and both references have been received	District Appointments Secretary
15. Appointment approved	All the steps in the appointment process are marked as complete on Compass and the role is made a 'full appointment'	District Appointments Secretary
16. Appointment notification	Notification is sent to the 'new adult' (CC to the lead volunteer for the group, or equivalent), to let them know that they have completed the welcome and joining process and their role is now full	District Appointments Secretary

*** These steps can happen simultaneously**