**New Volunteer Onboarding Process**

**Step 2 – Initial discussion**

Initial phone call / chat

The best way to match a new volunteer to a role in Girlguiding is to have an informal chat to find out how they want to volunteer and consider what is available in our local area.

Use the information they have already provided in their enquiry as a starting point. Consider asking them:

* Are you already involved in a unit? Have you already been in touch with someone in guiding who has asked you to register online?
* Would you like to volunteer with girls and young women? Or prefer an administrative or supportive role?
* Is there a particular age range you’re interested in volunteering with?
* How often/regularly would you like to volunteer? (you can change your mind later!)
* What day are you available to volunteer?
* How far are you willing to travel? (have they considered volunteering near to their work, rather than home?)
* Have you been a member of Girlguiding in the past? If yes, where was this and do you know your membership number?
* How did you hear about volunteering with Girlguiding?
* What got you interested in volunteering with us?
* Once we have found you a suitable role, we expect you to go through our recruitment check process. This requires reference checks and potentially a criminal record check, are you happy to complete these?
* Do you have any questions for me?

Let them know what will happen next and when they can expect to hear from someone.

It may be useful to follow up with some further info including links to the Girlguiding website new volunteer pages.

Useful Links

[Welcome to Girlguiding - You Tube Video](https://youtu.be/bcdf98csSPM)

[getting started as a volunteer.](https://www.girlguiding.org.uk/get-involved/become-a-volunteer/getting-started-as-a-volunteer/)

[recruitment and vetting procedures.](https://www.girlguiding.org.uk/making-guiding-happen/policies/girlguiding-policies/recruitment-and-vetting-policy/recruitment-procedures/)

[Roles working with girls](https://www.girlguiding.org.uk/making-guiding-happen/volunteer-roles-in-guiding/roles-working-with-girls/)

[Support Roles](https://www.girlguiding.org.uk/making-guiding-happen/volunteer-roles-in-guiding/admin-support-roles/)

[Leadership Qualification](https://www.girlguiding.org.uk/making-guiding-happen/learning-and-development/leadership-skills/leadership-qualification/)

[Become a Girlguiding leader page](https://www.girlguiding.org.uk/making-guiding-happen/learning-and-development/leadership-skills/become-a-girlguiding-leader/)