

Ongoing Support

Consistent support helps volunteers feel valued, confident and able to thrive.



Ongoing support builds confidence and keeps people connected



Essential Actions

- ☐ Provide every volunteer with a named point of contact
- ☐ Schedule regular check-ins rather than waiting for volunteers to ask for support
- ☐ Clearly explain how volunteers can ask for help or raise concerns
- ☐ Keep volunteers informed about changes, events and opportunities
- ☐ Recognise and thank volunteers regularly
- ☐ Provide constructive feedback that builds confidence
- ☐ Ask volunteers for feedback on their experience
- ☐ Be flexible when volunteers' circumstances or availability change
- ☐ Monitor volunteer wellbeing and workload
- ☐ Offer opportunities for learning, development and progression where appropriate



Good Practice

- ☐ Develop buddy or mentoring opportunities
- ☐ Celebrate milestones, achievements and contributions
- ☐ Offer regular volunteer meet-ups or social opportunities
- ☐ Personalise communication and support based on individual preferences
- ☐ Share the impact volunteers are making
- ☐ Involve volunteers in shaping services and improving volunteering
- ☐ Signpost volunteers to additional wellbeing support if needed
- ☐ Review volunteer roles regularly to ensure they remain meaningful and manageable



Reflective Questions

- ☐ Do volunteers feel valued beyond the work they do?
- ☐ Are we checking in before problems arise? Do volunteers know who to contact if they need support?
- ☐ Are we recognising different strengths and contributions?
- ☐ Are we listening to volunteer feedback and acting on it?
- ☐ Are we offering opportunities for growth as confidence develops?
- ☐ Would our volunteers describe our culture as supportive and inclusive?



Small changes make a big difference

Ongoing support helps volunteers feel valued, connected and able to make real impact.



Cup-O-T:
Wellness and Therapy Services.