Scouts

A Warmer Welcome

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Volunteer Journey
Giving volunteers more control over their personal journey.

Digital Transformation
Giving volunteers the tools to be able to complete training easily and see their progress and records.

Training to Learning
Making learning more accessible and relevant to volunteers.

A Teams-Based Approach
Making volunteering easier by focusing on tasks rather than roles.

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Why are we changing how we welcome volunteers?

- More focus on the teams they are working with.

- Volunteers can track their own journey.

- Prioritising flexibility and utilising skills.

- Easy to access and track learning.

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References

What do we currently do?

- Appointments secretary gets names and emails.

- Referees manually emailed and chased.

- Long document to fill in.

- Appointments committee reviews references.

What's new?

- Volunteer uploads names and emails to system.

- Emails and reminders automatically sent.

- Online form to fill in.

- References reviewed quicker.

- Any issues are handled locally.

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Welcome Conversations

What do we currently do?

- Appointments Advisory Committee
- Panel consisting of 3 people meets with new volunteer
- Committee sends recommendation to DC/CC
- Often multiple meetings in one night
- Committee decides if transferring volunteer needs another panel meeting

What's new?

- Welcome conversation with line manager and one other volunteer
- No decisions to be made
- Happens at the new volunteer's normal meeting time and place
- Very few situations where a volunteer would need to redo a welcome conversation for a different role

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Welcome Conversations

Line Manager

Responsible for the majority of the welcome journey.

Welcome conversation volunteer

- An additional volunteer at the conversation who has been trained.
- Will have a similar role to the new volunteer and represent their own situation e.g. similar family life, work pattern, ages.
- Purpose: to help the new volunteer feel at ease and be able to ask questions.

Welcome volunteer training/accreditation

- Online training to become accredited.
- Can only be accredited for 5 years.
- Must hold an active role in Scouting.

After the conversation

- Line manager records conversation on membership system.
- Volunteer can see what was talked about and can see what to do next.

Welcome Conversations

What will be in a welcome conversation?

- Find out about the volunteer and why they want to help.

- Help them to understand their tasks.

- Ensure they understand what learning they have to do and the optional learning available to them.

- Talk through the Scout values, promise, policies, Yellow Card and volunteering culture.

- Check they can access the membership system and understands how they can see their journey.

- Check they know what still needs doing and where they can go for more support.
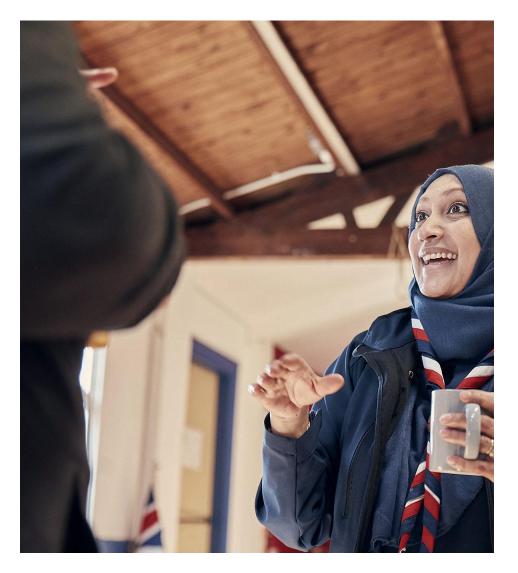
How do we make these changes?

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Preparation – Districts

- Inform the relevant people of the changes
- Identify a lead for Volunteering Development team
- Identify new Welcome Conversation volunteers
- Find roles for those who need one
- Start the training
- Support GSLs with understanding the changes

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Preparation – County

- Meetings with DCs and Appointments Chairs and Secretaries.

- Have a support volunteer for each District to work with new VD team leads.

- Supporting the conversations.

- Support day for new Welcome Conversation Volunteers.

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Go Live

- Change to new process.

- Add accreditations to new online system.

- Support GSLs in holding conversations and updating the system.

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Discussion and Questions

Next Steps

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Next Steps

District Teams

- Volunteering Development Team Lead
- Welcome Conversation Volunteers

Groups

- Welcome Conversation Volunteers