

## How to use this document

This document is provided as a template that outlines the sections you may wish to include in a role profile for your volunteers.

Suggestions are made for the possible content, which is based on best practice examples from across England, but we are unable to cover every possible scenario.

Please adjust and personalise this template for your needs as required. Only include things if they actually happen!

Anything in red should be replaced with the relevant content.

We have a sample role profile available that is a working example of how this template could be used.

TOP  
TIP



Before writing your role description, take a moment to look up basic guidance on how volunteers differ from workers or employees in UK law. This quick bit of research will help you keep the role genuinely voluntary, avoid unintended obligations and understand the potential risks when volunteer and worker roles become blurred. A great place to start is the [NCVO webpage 'Involving Volunteers - volunteers & the law'](#).

## [Role title] / [Organisation]

### What is the purpose of a [role title] volunteer?

This role supports [organisation] by contributing voluntary help to [brief purpose - may be info on project or organisation].



Focus on purpose, not responsibility - avoid 'responsible for', 'must', 'will be expected to'

### What might this role involve?

Volunteers may choose to support with activities such as:

- Activity 1
- Activity 2
- Activity 3 etc

Activities will always be agreed with you in advance.



Avoid using 'examples include' to stop it becoming a list of duties

### Skills, interests or qualities that might be helpful

You do not need formal qualifications. Volunteers often find it helpful to have:

- Skill such as 'an interest in working with people' or 'patience'
- Any non-technical, non-professional skills

We welcome volunteers with a range of backgrounds and strengths.



Avoid anything that looks like essential criteria from a job description

### Training and information we provide

To help volunteers feel confident, we offer:

- An induction
- Optional or recommended learning opportunities - relevant to the role
- Information on our policies, including safeguarding and health and safety
- Anything else - volunteer handbook etc

Some training may be important for keeping everyone safe (like safeguarding). We will discuss training needs with you so that the process is supportive.



Safeguarding training is a legal duty, so requiring this training is okay

## Support during volunteering / What volunteers can expect from us

While volunteering with us, your main contact will be **[role title]**. You are also welcome to speak with any member of staff if you have questions or concerns.

We can provide, in agreement with you:

- Regular check ins, if helpful
- Opportunities to give feedback
- A friendly point of contact whenever needed
- Reimbursement for agreed expenses, in line with our expenses policy
- Include any other support that you as an organisation provide

TOP  
TIP



Saying “we aim to” and “if helpful” emphasises you’re there to support the volunteer

## Safeguarding and suitability checks

Because the role may involve working with **[vulnerable people / young people / etc]**, we ask volunteers to complete:

- An application form
- Two character references
- A DBS check suitable for the areas of work you may be doing
- Anything else relevant to your volunteer recruitment process

## Any other sections relevant to your volunteers that hasn’t been included elsewhere

We know we won’t have included everything that might be included in your role profile for volunteers, so feel free to add information that we have missed. If you’ve got a great example to show others, why not share it on the Volunteers chat on ShareSpace?