

# INDUCTING VOLUNTEERS WITH LIVED EXPERIENCE

Having a well thought out and structured induction programme is both beneficial to your new starter and team members.

For individuals with lived experience that may have limited work experience, a comprehensive induction should enable them to both learn about your organisation and have dedicated time to learn workplace skills over a period of time. Setting clear goals and expectations that allow for development can be both reassuring and increase confidence.

## **Top Tip!**

*Be flexible with your induction plan. It can be helpful to talk through the induction contents and identify areas that the new starter may already feel confident about and which they may need more support with to aid effective induction plans.*

While induction content will vary according to the role it should cover core elements anyone new coming into an organisation needs to learn such as:

- An introduction to the organisation, its vision, strategic aims and infrastructure
- An overview of the role objectives and expectations- Top tips to do the role well
- An introduction to working with the client group
- An introduction to the wider team
- An introduction to working practices, policies and procedures such as HR practices and policies, claiming expenses, and IT systems
- Where to find information, they need such as Health & Safety information, first aid, fire procedures, policies, training materials and a tour of the workplace

## **WHAT DOES A GOOD INDUCTION LOOK LIKE?**

A good induction enables flexible target dates bespoke to individuals and will include:

- **A comprehensive induction plan**  
A detailed plan with clear targets and objectives that includes activities that develop over time. The induction should cover all expectations and standards that are required to pass probation and outline what the probation process is.
- **Scheduled review points**  
Dedicated periods to review progress throughout the probationary period. Designing dedicated review points creates an open and supportive environment and enables progress to be monitored and additional support needs to be identified.
- **Provides opportunity to learn**  
Detailed Training Checklists can provide a summary of any required mandatory training for the role that includes a mixture of structured training modules (such as E-Learning) and on the job shadowing and learning activities.