

Age Scotland

Top Tips for Supporting Volunteers

Age Scotland is the national charity representing older people and their rights and interests in Scotland. We work to improve the lives of everyone over the age of 50 so that they can love later life.

Here are our top tips for supporting volunteers

These Top Tips were produced by Age Scotland

By reflecting on the following we would hope that these points would help you make your volunteering offer more inclusive:

- Review recruitment and training processes to ensure they are easy to access and open to all. Some volunteers may be online and have access to emails and Zoom, others may prefer to send in a hard copy of their application and receive supported training materials in the post.
- Identify any opportunities to offer flexibility in volunteer roles with regards to location, hours and responsibilities. Consider any support, equipment and adjustments and provide examples of how a volunteer can be supported in their role.
- Have open conversations to get to know your volunteers along with current skills and experiences. Volunteers in the later stages of life have a wealth of knowledge, experience and transferable skills. Identifying these could allow their skills to be adapted and utilised in other areas of your organisation you may not have previously considered.
- While recognising existing skills and experiences, it's important to offer continued learning. For example, as we move further into a digital era more volunteers may welcome the opportunity to master technology skills.
- Many volunteering opportunities are suitable for people living with dementia. Consider Dementia Awareness training for staff responsible for recruiting and training volunteers to enable them to communicate more effectively with people with dementia and support them during their volunteering.
- Consider Age Inclusive Training and Unconscious Bias Training to increase knowledge and awareness of age bias in the workplace. Young people volunteer for many other reasons other than building their CV, older adults volunteer for many other reasons than just having some time on their hands. We all have unique reasons and aspirations for volunteering.
- Should an individual wish to end their volunteering due to many of life's challenges, it's important to celebrate their achievements and the impact they have made rather than focussing on original aims and goals.

For more information please see:

- [National Inclusive Group page](#)
- [Age Scotland](#)