



# Welcoming new volunteers

Girlguiding Scotland's role in welcoming new adult members



# Warm Welcome

## From Girlguiding Scotland

### Aim:

Introduce Girlguiding Scotland as a source of support for new enquirers

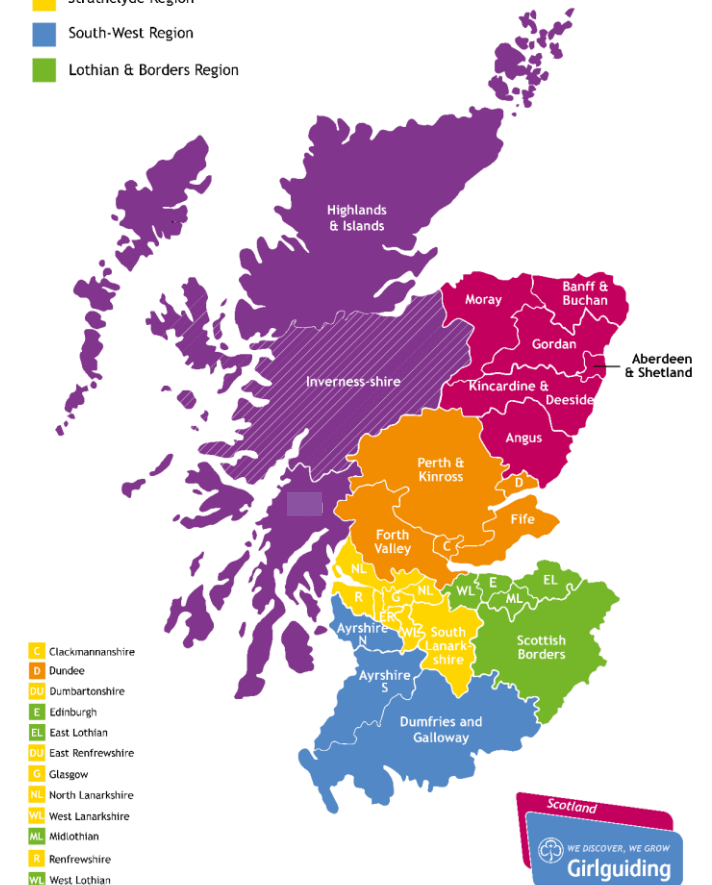
Ensure new enquirers receive a consistent warm welcome, wherever they are in Scotland

### Important:

Adds to but does not replace local warm welcome!

## Girlguiding Scotland Counties

- Highlands & Islands Region
- Grampian Region
- Central Region
- Strathclyde Region
- South-West Region
- Lothian & Borders Region



# Warm Welcome

## What's new?

From September 2021 all new volunteer enquirers receive...

1. Welcome email from GGS team
2. A PDF Scottish welcome booklet
3. Invite to a welcome zoom

**WE DISCOVER, WE GROW**  
Girlguiding  
Scotland

**Welcome to volunteering**  
With Girlguiding Scotland

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**Skills you can gain from volunteering**

- Organisation
- Co-operation
- Leadership
- Administration
- Flexibility

**WE DISCOVER, WE GROW**  
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**Welcome to Girlguiding Scotland**

Here in Girlguiding Scotland we know just how lucky we are to have some of the best and most enthusiastic leaders possible. We provide a superb support network with the intention of helping everyone develop existing skills, learn new skills and gain qualifications.

Our Scottish team, along with our team of commissioners and trainers, are here to help give our girls and volunteers the best opportunities for personal and team development but most importantly of all... **to have fun!**

**Gail Fox and Carol Morwood**  
Deputy Chief Commissioners

**Our volunteers aren't paid because they are priceless.**

**WE DISCOVER, WE GROW**  
Girlguiding  
Scotland

If you spend your money in our Edinburgh shop or on online with us, your money stays in Scotland, supporting more girls and young women to join in the fun of guiding.

Find us at:  
shop.girlguidingscotland.org.uk  
or  
16 Coates Crescent  
Edinburgh  
E13 7AH

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# Warm Welcome

## 1. Welcome email

How it works...

- Girlguiding provides Girlguiding Scotland with list of every new volunteer enquirer added to go in last 7 days (whatever stage of the joining process they are at)
- Girlguiding Scotland's Membership Development & Growth Administrator sends a welcome email which includes a pdf version of our Scottish welcome booklet and a link to register for a welcome zoom session
- The welcome email is a first 'hello' from the Scottish team and ensures every new enquirer can get in touch with Scottish HQ if they don't receive a local response to their enquiry

# Warm Welcome

## 2. Welcome booklet

PDF containing...

- GGS HQ contacts
- Intro to guiding in Scotland
- Induction checklist
- Communications info
- Roles available
- Support available

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Deputy Chief Commissioners

Our volunteers aren't paid because they are priceless.

**Chief Commissioner**  
Moira McKenna  
SCCMCK@girlguiding-scot.org.uk

**Deputy Chief Commissioners**  
Carol Marwood  
DSCCMB@girlguiding-scot.org.uk  
Gail Fox  
DSCCGF@girlguiding-scot.org.uk

You can also access lots of support from Girlguiding Scotland staff team on everything from membership systems to PR and finance to events and training.  
0131 226 4511  
reception@girlguiding-scot.org.uk

### Getting to know Girlguiding in Scotland

We are lucky in Girlguiding Scotland that our leaders have a great support network. This is offered through county, division and district commissioners, section advisers, training opportunities and membership support.

### Induction checklist

Use this page to check you have everything you need to get stuck in!

Name	Date
<input type="checkbox"/>	I've attended a 1-2-1 meeting/welcome event/received a phone call
<input type="checkbox"/>	I've been introduced to the opportunities available and chosen the role most suitable for me
<input type="checkbox"/>	I've watched the Welcome to Girlguiding video (search welcome to Girlguiding on YouTube)
<input type="checkbox"/>	I've completed my PVG (if required)
<input type="checkbox"/>	I've submitted details of two referees
<input type="checkbox"/>	I know who to contact and how if I have a problem
<input type="checkbox"/>	I've been introduced to local volunteers in my unit/area
<input type="checkbox"/>	I've been made aware of important dates, meetings and learning and development opportunities available to me
<input type="checkbox"/>	I've met with my buddy
<input type="checkbox"/>	I've been shown websites, social media pages and online groups that I may find useful, including girlguiding.org.uk/making-guiding-happen
<input type="checkbox"/>	I know where to find guiding resources
<input type="checkbox"/>	I understand where I fit in the structure of guiding
<input type="checkbox"/>	My contact details and best way to contact me are up to date
<input type="checkbox"/>	I've been given a tour of the building my unit uses*
<input type="checkbox"/>	I've been made aware of any upcoming training and development opportunities
<input type="checkbox"/>	I've been told how to submit an expenses claim
<input type="checkbox"/>	I've talked to my commissioner about what I need to wear
<input type="checkbox"/>	I've completed A Safe Space training Level 1
<input type="checkbox"/>	I've visited a unit*

\*If you're volunteering for a unit

### Keeping in touch

There's always so much going on in guiding. That's why we like to keep you in the loop and up to speed, online and in print.

**Got a question about guiding?** Chances are the answer is on the Girlguiding or Girlguiding Scotland websites. Events, trainings and more are all available at: [girlguiding.org.uk](http://girlguiding.org.uk) [GirlguidingScotland.org.uk](http://GirlguidingScotland.org.uk)

**Landing in your inbox every two weeks is your Girlguiding Scotland newsletter** rounding up all the important news and updates (Make sure you opt in on GO). You'll also receive Discover Grow, Girlguiding's newsletter.

**Each term we'll send you guiding magazine** (make sure you opt in on GO to receive it!). You'll find it packed full of activity ideas, great guiding conversations and insightful interviews.

**Keeping in touch works both ways.** Share your photos, views and stories with Girlguiding Scotland on Facebook, Twitter and Instagram. You'll also find all our latest news and updates there. @GirlguidingScot

### Key information

If you're joining a unit, here's what you need to know.

- My unit**
- When and where**
- Contacts**

### So what could you turn your hand to?

There are so many ways you can get involved with guiding. You might want to have adventures with girls. You might want to support other volunteers. You might want to go to every weekly meeting or you might want to just help out when you can. Whatever you're looking for, we've got a role for you.

- Leader in training**  
Leaders enjoy all kinds of adventures with girls and you'll get lots of support while you train.
- Young leader** (if you're aged 14 to 18)  
A chance to develop your leadership skills, which always looks good on applications for jobs or higher education.
- Unit helper**  
Join the fun in a unit or on residential trips without committing to weekly meetings; use your skills to work with girls or help keep essential admin on track.
- District/division administrator**  
Be a vital part of the local team, helping with everything from running events to updating GO (the membership database).
- Unit administrator**  
Manage unit records, balance the books and get involved in fundraising initiatives, opening up more opportunities for girls.
- What else can you do?**  
Do you have specific skills and experience that you'd like to share with girls or use to help other volunteers? Event planning expert? You could run a fun day for Rainbows and Brownies. PR pro? You could help get Girlguiding in the news. Juggler, programmer or Rubik's cube whizz? You could run a workshop for girls. Speak to your commissioner and get involved.

### Buddies

Helping you settle in.

**What is a buddy?**  
A buddy is someone who volunteers in the same section as you or in a similar role (for example Rainbows/Brownies/Guides/Bangers or a supporting role such as treasurer). They are there to answer any questions you may have relating to your role or guiding in general.

**When, where and how often will we meet?**  
This is totally up to you and your buddy. It could be a weekly call, text or an email in the beginning so you can check how things are going and you can ask any questions you may have. If you live close enough to meet up, you may fancy getting together for a cup of tea and a chat or maybe arranging to go to a meeting that is appropriate to your role. It is up to you and your buddy to decide how this works best for you.

**What other support will I have?**  
The district commissioner or leader in charge of your unit will typically be your first point of contact, and they are there to answer any questions you may have too. If you're volunteering with a unit then the girls and other volunteers will welcome and support you as well as others in the district and division who you will meet if you attend wider guiding events.

If you are doing your leadership qualification (LQ) then you will be assigned a mentor to support you through this. There are also lots of ways to find support online - from visiting our websites to joining Facebook groups.

# Warm Welcome

## 3. Welcome zoom info session

- Light-touch friendly welcome aimed at those just starting out.
- Registration is via Eventbrite link shared in welcome email
- Zoom sessions cover...
  - Sharing skills you can gain from volunteering
  - Examples of roles available - supporting and in-unit
  - Discussion of motivations for volunteering
  - Explaining our structure - local and national
  - Introducing sections (briefly!) and our key messages
  - What's next - expect to provide references, PVG, A Safe Space, First Response and optional e-learnings

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## After the welcome trainings...

- Enquirers are encouraged to look out for local contact/invites to local welcome or induction sessions
- County commissioners are notified if anyone from their county attends the session

## Following county membership network feedback...

- From January 2022, we'll add a note to the GO record to show...
- When a welcome email is sent by GGS
- When an enquirer attends a GGS welcome session

# Warm Welcome

## Important things to note...

- Girlguiding Scotland's admin will not move enquirers on GO so you'll still find them as 'new enquiries' even if a welcome email has been sent.
- These Girlguiding Scotland warm welcome activities won't replace a warm local welcome
- Welcome zoom sessions have been scheduled for every other month in 2022 but if demand increases, they'll happen more often
- Counties may want to run their own welcome sessions or focus on induction instead
- If leaders or commissioners are struggling to keep up with enquiries they should contact the Scottish team for support ([membershipadmin@girlguiding-scot.org.uk](mailto:membershipadmin@girlguiding-scot.org.uk))