

This document has been prepared as a reference document/tool for managers of volunteers in light touch roles. The answers below should be used as a guide to inform questions that may arise

**Q: What is a light touch role or quick way to volunteer for the RNLI?**

**A:** Quick ways to volunteer or light touch roles are made up of small tasks which are carried out independently. The task might be carried out once and never repeated or they might be repeated over time. The task might be online at the click of a button e.g. sharing social media posts or sharing RNLI messaging via posters and/or via social media to a variety of other types of tasks such as physically writing messages in the sand!

People can sign up for these roles via ['Quick ways to volunteer for the RNLI'](#)

**Q: Does a light touch role have a Role Description?**

**A:** No, light touch roles don't have a Role Description.

**Q: Does the volunteer always have to meet an RNLI staff member to carry out a light touch role?**

**A:** No, the person carrying out the task may never meet an RNLI staff member, nor need to. However, this is solely dependent upon the task as, in some cases, there will be a need for face to face contact with the person who is responsible for the activity. If face to face contact is required, this will be evident from the type of light touch role.

**Q: Who can undertake a light touch role?**

**A:** A light touch role can be undertaken by an individual or a business.

**Q: At what point does a business who has signed up for a light touch role, become a partner to the RNLI?**

**A:** The limited task involved in a light touch role would not create a partnership between the business and the RNLI.

A business should not refer to themselves as a partner and managers' responsible for light touch roles should remind the business of this fact when required.

**Q: When does the role become regular volunteering with a related Role Description as opposed to light touch?**

**A:** If somebody carrying out a light touch role wants to get more involved, they can sign up for a role via [www.rnli.org.uk/volunteering](http://www.rnli.org.uk/volunteering).

## What is regular volunteering?

**Q:** Regular volunteering is when a person signs up for one of the RNLI's regular volunteer roles. People can sign up for these roles via [www.rnli.org.uk/volunteering](http://www.rnli.org.uk/volunteering). Anybody successfully signing up for a regular

**A:** volunteering role will be issued with a Role Description and will meet with their Volunteer Manager who might be a volunteer or staff member.

**Q: What kind of induction is given to somebody who signs up for a regular volunteer role?**

A: The volunteer will receive both a full generic RNLI induction alongside a role specific induction.

**Q: My volunteer is carrying out the light touch role they signed up for on the website, do I need to deliver the RNLI Mini-Induction?**

A: If there is no face to face contact and no further involvement other than the initial ask, there is no requirement to deliver the RNLI Mini-Induction.

**Q: The light touch role involves face to face contact from the outset i.e. Beach Signage role; do I need to deliver the RNLI Mini-Induction?**

A: Yes, if face to face contact is required, for example, to provide materials or to provide guidance to carry out the role, an RNLI Mini-Induction should be provided. The reason for this is that, as face to face has been necessary to enable the volunteer to carry out the task, it is an opportunity to provide the volunteer with this information and ensure a positive experience.

**Q: A volunteer carrying out a light touch role i.e. RNLI Local Ambassador, has identified they wish to get more involved in relation to the specific task they have signed up for; what are the next steps in terms of induction?**

A: The relevant manager should speak with the Volunteering Adviser to consider the nature of that involvement and what is required.

If the volunteer will carry out the same role i.e. RNLI Local Ambassador, but they wish to undertake more bespoke training to be able to offer better guidance locally; the manager may wish to deliver the RNLI Mini Induction alongside the bespoke role specific training.

**Q: The volunteer is carrying out more than one light touch role; does this mean I need to deliver the RNLI Mini Induction?**

A: If you become aware that more than one light touch role is being carried out by a volunteer it might be worth flagging with your Volunteering Adviser to discuss whether any actions are required such as induction.

**Q: The light touch volunteer, i.e. RNLI Local Ambassador, has requested some RNLI promotional materials for their workplace/beaver group/school/club etc**

A: You can find lots of educational resources on the RNLI website. Follow this link to download materials, request trips, visits and educational packs.

[http://rnli.org/safetyandeducation/teachersandyouthleaders/Pages/teachers-and-youth-leaders.aspxutm\\_source=website-globalnav&utm\\_medium=vanity-url&utm\\_campaign=schools](http://rnli.org/safetyandeducation/teachersandyouthleaders/Pages/teachers-and-youth-leaders.aspxutm_source=website-globalnav&utm_medium=vanity-url&utm_campaign=schools)

**Q: The local ambassador would like some RNLI charity pots for their business, who should they contact?**

A: Please contact the Community Manager who supports the relevant area, to organise this.