

Indicators	Practice
1 There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation	<ol style="list-style-type: none"> <li>1 The organisation has a written policy on volunteer involvement that sets out the organisation's values for volunteer involvement and highlights the need for procedures for managing volunteers, based on principles of equality and diversity.</li> <li>2 Where the organisation has policies that relate to the involvement of human resources, volunteers should have their own equivalent policy and should only be included in general policies if appropriate.</li> <li>3 People at all levels of the organisation have been informed of, and can articulate the organisation's reasons for involving volunteers and the benefits to volunteers.</li> <li>4 The organisation adopts appropriate procedures for regularly reviewing volunteer involvement in the organisation, including policy and procedure.</li> </ol>
2 The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials	<ol style="list-style-type: none"> <li>1 The organisation designates responsibility for recruiting, selecting, supporting and protecting volunteers, to a key person or group of people within the organisation; and these responsibilities are clearly outlined in job or role descriptions and regularly reviewed.</li> <li>2 The organisation takes steps to ensure that those who supervise volunteers have the relevant knowledge and experience.</li> <li>3 Time is given during staff meetings to discuss volunteer issues.</li> <li>4 The organisation's annual plan includes objectives for volunteer involvement which are reviewed regularly.</li> <li>5 The organisation seeks to secure adequate financial resources to cover the running of the volunteer programme and ensure that all volunteers have the necessary resources and materials to carry out their role.</li> </ol>
3 The organisation is open to involving volunteers who reflect the diversity of the local community and actively seeks to do this in accordance with its stated aims.	<ol style="list-style-type: none"> <li>1 The organisation is open to involving volunteers from a wide range of backgrounds and abilities, and commits the necessary resources.</li> <li>2 Staff and volunteers are encouraged to embrace diversity among co-workers.</li> <li>3 Images and/or descriptions of the organisation reflect the diversity of the community, and are appropriate to the objectives of the organisation.</li> <li>4 Information about the organisation and ways in which volunteers can be involved is made as widely available as possible.</li> <li>5 The organisation monitors the diversity of the volunteer team, and implements procedures that aim to increase diversity and representation from the local community.</li> </ol>
4 The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers	<ol style="list-style-type: none"> <li>1 A 'description' is drawn up for each volunteer role.</li> <li>2 The organisation sets out the necessary skills, attitude, experience and availability needed to carry out the role.</li> <li>3 If feasible, a variety of tasks is made available which will attract a range of people, while still meeting the needs and aims of the organisation.</li> <li>4 Where possible, tasks are adapted to suit the needs, abilities and interests of individual volunteers.</li> </ol>



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5 The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering	<ol style="list-style-type: none"> <li>1 An assessment of potential risk to volunteers is conducted when designing volunteer roles.</li> <li>2 Volunteers are covered by appropriate insurance.</li> <li>3 There is a clear policy on the reimbursement of volunteers' out of pocket expenses which is rooted in the organisational ethos, and which takes account of the organisation's financial situation.</li> <li>4 Volunteers' personal details are protected in line with Data Protection principles.</li> </ol>
6 The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers	<ol style="list-style-type: none"> <li>1 People interested in volunteering are provided with clear information about the opportunities, the recruitment and selection procedure, what volunteers can expect from the organisation, and what the organisation's expectations are.</li> <li>2 Recruitment or matching procedures are appropriate to the volunteer role(s) and individual's needs and applied consistently.</li> <li>3 The organisation asks only for information needed in order to make a placement and this is recorded in a consistent manner.</li> <li>4 At some point in the recruitment procedure time is given to explore the individual's reasons for volunteering.</li> <li>5 Volunteers are informed if their application is unsuccessful and are offered feedback and are signposted to other organisations as appropriate.</li> <li>6 Where appropriate, potential volunteers are given further opportunities to find out more about the volunteering opportunities before committing themselves.</li> <li>7 The organisation takes a considered approach to taking up references which is consistent and equitable for all volunteers, bearing in mind the nature of the organisation's work and the volunteering role.</li> <li>8 The organisation's approach to the use of official checks takes into account the relevant Government guidelines, and the roles in which volunteers will be placed.</li> <li>9 The organisation has considered which types of convictions/disciplinary actions may or may not be relevant to the volunteering being undertaken.</li> </ol>
7 Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel	<ol style="list-style-type: none"> <li>1 All new volunteers are introduced to the relevant paid staff and other volunteers with whom they will come into contact.</li> <li>2 Volunteers are provided with the necessary information and/or training to carry out their role, including any policies as appropriate.</li> <li>3 There is clarity between the volunteer and the organisation about the boundaries of the volunteers' roles.</li> <li>4 Volunteers are advised how the organisation will address situations where the volunteer has behaved inappropriately.</li> <li>5 Volunteers are advised of the procedure to use if they wish to complain about their treatment by paid staff, users, committee members or other volunteers.</li> </ol>



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8 The organisation takes account of the varying support and supervision needs of volunteers	<ol style="list-style-type: none"> <li>1 All volunteers know what forms of support/supervision the organisation offers them, and who to contact regarding their role.</li> <li>2 Either one-to-one and/or group support/supervision sessions are offered, as appropriate which are relevant to the level of responsibility and emotional demand of the role.</li> <li>3 Volunteers are aware that they can refuse demands they consider unrealistic, beyond the scope of the role or that they do not have the skills to carry out.</li> <li>4 Volunteers are asked for feedback about their role and their involvement with the organisation.</li> <li>5 Volunteers are informed of all relevant changes in the organisation which affect their role.</li> </ol>
9 The whole organisation is aware of the need to give volunteers recognition	<ol style="list-style-type: none"> <li>1 Management Committee/Trustees and paid staff recognise the value of volunteers' contributions and communicate effectively their appreciation to volunteers, both formally and informally.</li> <li>2 Volunteers have an opportunity to make known their views about the organisation's work, including its policies and procedures, and to participate in decision making.</li> <li>3 The organisation provides volunteers with the opportunity to continue developing their skills and talents within the roles on offer if appropriate.</li> <li>4 Volunteers leaving the organisation, who have made a regular commitment to it, are offered a reference and/or other statement of their achievements.</li> <li>5 The organisation endeavours to obtain feedback from volunteers leaving the organisation.</li> </ol>



**INVESTING IN VOLUNTEERS**  
**UK QUALITY STANDARD for**  
**organisations that involve volunteers**

