



# Investing in Volunteers 2021

## Quality area 1: Vision for volunteering

**Volunteering is embedded within the overall vision, values, culture and aims of the organisation and its impact is recognised and communicated. Organisations understand why they involve volunteers**

- 1.1 Volunteering is planned and reviewed in line with the organisation's vision, strategy, and values
- 1.2 Volunteering is valued as part of the culture of the organisation and the benefits of volunteering are understood and communicated
- 1.3 The impact of volunteering in contributing to organisation aims is understood and communicated
- 1.4 Volunteer involvement is reflected in management, financial and resource planning

## Quality area 2. Planning for volunteers

**People, policies and procedures have been put in place to ensure volunteering is well-managed**

- 2.1 There are specific and proportionate systems and processes for volunteer involvement that are regularly reviewed
- 2.2 Relevant people in the organisation are aware of systems and processes relating to volunteering and why they are important
- 2.3 There are designated people responsible for volunteers and volunteering that have experiences, competencies and attributes for the role
- 2.4 Systems are in place to ensure the management of risk, safeguarding, health and wellbeing and protection of volunteers, the organisation, and others
- 2.5 There are problem solving procedures to deal with issues raised by or about volunteers
- 2.6 Records of volunteer involvement are maintained in line with data protection

## Quality area 3. Volunteer inclusion

**There is a positive approach to inclusion, equity and diversity and a proactive approach to making volunteering accessible**

- 3.1 The organisation is inclusive and managed in a way that encourages the involvement of and is welcoming to a wide range of people
- 3.2 There is a proactive approach to increasing volunteer diversity, addressing under-representation, and including targeted groups as part of the organisation's inclusion, equity and diversity aims
- 3.3 Information about volunteering opportunities is made as widely available as possible using a range of methods and there is active engagement with a diverse range of people
- 3.4 Where possible there is a wide range of accessible opportunities that can be adapted throughout the volunteer's journey

#### **Quality area 4. Recruiting and welcoming volunteers**

**It is easy for people to find out about opportunities, explore whether they are right for them, and get involved**

- 4.1 People are clear about the opportunities available and the process to become involved
- 4.2 Recruitment processes and checks are timely, fair, consistent, straightforward and appropriate
- 4.3 Recruitment is a two-way process for volunteers to find out more and that considers how individual and organisational needs can be met
- 4.4 Volunteers are provided with any necessary information, introductions and training for their role

#### **Quality area 5. Supporting volunteers**

**Volunteers feel supported at all times, that they are a part of the organisation and that their contribution makes a difference**

- 5.1 Volunteers feel appropriately supported in their role and able to discuss all aspects of their volunteering
- 5.2 Volunteers and everyone in the organisation who comes into contact with volunteers are clear about the scope of volunteer roles and what volunteers can expect from the organisation
- 5.3 Volunteers have the opportunity to discuss how they are doing
- 5.4 Volunteers have opportunities to express their views and ideas and to be involved in relevant decision making
- 5.5 Volunteers feel there is good communication between themselves and the organisation
- 5.6 There are systems for volunteers to have a positive and managed exit

#### **Quality area 6: Valuing and developing volunteers**

**Volunteers are valued and there are opportunities for volunteers to develop and grow through their experience**

- 6.1 Volunteers feel their contribution is meaningful and rewarding
- 6.2 Volunteers feel valued by and a part of the organisation
- 6.3 The experiences, attributes and competencies that volunteers bring are recognised and they have opportunities to develop them
- 6.4 Volunteers have the opportunity for connecting with and learning from other volunteers where appropriate
- 6.5 Volunteers' future aspirations are supported where appropriate