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