

**Best practice healthcheck for organisations which involve volunteers**

The aim of this printable healthcheck worksheet is to give you a quick method for identifying whether you are following best practice when you involve volunteers in in your organisation, and to give you some pointers to consider when you do involve volunteers. The 9 headings are taken from the current Investing in Volunteers (IiV) standard. In the IiV standard there are 46 best practices – this healthcheck uses a sample of 27. If you would like to learn more about Investing in Volunteers, and how you can become accredited, visit <https://iiv.investinginvolunteers.org.uk/>

It is designed to help you identify areas in which you can develop your volunteer involvement – do get in touch with samantha@ehcvs.org.uk if you feel we can offer you any help or support!

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| **Indicator 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*** |
| **Practice** | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **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. |  |
| **2** | 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. |  |
| **3** | The organisation adopts appropriate procedures for regularly reviewing volunteer involvement in the organisation, including policy and procedure. |  |

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| **Indicator 2** |
| ***The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials*** |
| Practice | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **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. |  |
| **2** | Time is given during staff meetings to discuss volunteer issues. |  |
| **3** | 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. |  |

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| **Indicator 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.*** |
| Practice | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **1** | The organisation is open to involving volunteers from a wide range of backgrounds and abilities, and commits the necessary resources. |  |
| **2** | Images and/or descriptions of the organisation reflect the diversity of the community, and are appropriate to the objectives of the organisation. |  |
| **3** | The organisation monitors the diversity of the volunteer team, and implements procedures that aim to increase diversity and representation from the local community. |  |

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| **Indicator 4** |
| ***The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers*** |
| Practice | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **1** | A ‘description’ is drawn up for each volunteer role. |  |
| **2** | The organisation sets out the necessary skills, attitude, experience and availability needed to carry out the role. |  |
| **3** | Where possible, tasks are adapted to suit the needs, abilities and interests of individual volunteers. |  |

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| **Indicator 5** |
| ***The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering*** |
| Practice | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **1** | An assessment of potential risk to volunteers is conducted when designing volunteer roles. |  |
| **2** | Volunteers are covered by appropriate insurance. |  |
| **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. |  |

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| **Indicator 6** |
| ***The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers*** |
| **Practice** | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **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. |  |
| **2** | At some point in the recruitment procedure time is given to explore the individual’s reasons for volunteering. |  |
| **3** | Volunteers are informed if their application is unsuccessful and are offered feedback and are signposted to other organisations as appropriate. |  |

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| **Indicator 7** |
| ***Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel*** |
| Practice | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **1** | All new volunteers are introduced to the relevant paid staff and other volunteers with whom they will come into contact. |  |
| **2** | Volunteers are provided with the necessary information and/or training to carry out their role, including any policies as appropriate. |  |
| **3** | 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. |  |

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| **Indicator 8** |
| ***The organisation takes account of the varying support and supervision needs of volunteers*** |
| **Practice** | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **1** | All volunteers know what forms of support/supervision the organisation offers them and who to contact regarding their role. |  |
| **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. |  |
| **3** | Volunteers are asked for feedback about their role and their involvement with the organisation. |  |

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| **Indicator 9** |
| ***The whole organisation is aware of the need to give volunteers recognition*** |
| Practice | **How does your organisation meet this area of best practice? If you are not achieving this, what could you change to achieve this goal?** |
| **1** | Management Committee/Trustees and paid staff recognise the value of volunteers’ contributions and communicate effectively their appreciation to volunteers, both formally and informally. |  |
| **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. |  |
| **3** | Volunteers leaving the organisation, who have made a regular commitment to it, are offered a reference and/or other statement of their achievements. |  |