



Doncaster CVS

Quality Systems



Investing in Volunteers

Overview:

Investing in Volunteers is the United Kingdoms quality standard for all organisations' which involves volunteers in their work. The Standard enables organisations' to comprehensively review their volunteer management, and also publicly demonstrates their commitment to volunteering. Investing in Volunteers appeals to third sector organisations' because it is a nationally recognised quality standard that focuses on volunteer management.

Benefits:

- To improve the effectiveness of your work with volunteers in a structured way (and hence maintain or improve the service to your users and/or supporters)
- To compare your volunteer practices against a recognised standard
- To increase support from people within the organisation for the volunteer programme
- To encourage more people to volunteer - people will feel more encouraged to volunteer for an organisation that strives towards managing volunteers well
- To sustain your existing volunteers' motivation and enhance their experience of volunteering
- To enhance your organisations' reputation in the local community
- To reassure funders that the organisation is professional and that their money is being well spent
- To draw to the attention of the organisations' decision makers the need for more effective volunteer management
- To minimise any potential risks arising from the involvement of volunteers - either to volunteers themselves, and/or to the organisation and its users/supporters
- To achieve the Investing in Volunteers Standard which allows an organisation to publicly demonstrate its commitment to volunteering.



Key Criteria:

Investing in Volunteers has been designed to be an effective and rigorous process to ensure that volunteers receive the best possible management support and an organisation receives maximum benefit from a volunteer's contribution.

The Standard is based on the four areas of volunteer management:

- planning for volunteer involvement
- recruiting volunteers
- selecting and matching volunteers
- supporting and retaining volunteers.

These four areas have been divided into ten Indicators and fifty five practices which have been designed to cover all aspects of volunteer management from there being 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, to management in the organisation taking into account the varying support needs of volunteers.

The process of achieving the Investing in Volunteers quality standard involves a ten step process:

- Step 1 – Register Interest
- Step 2 – Commence assessing against Indicators
- Step 3 – Establish a development plan
- Step 4 – Work through development plan
- Step 5 – Submit evidence to assessor
- Step 6 – Receive assessors report and recommendations
- Step 7 – If standard met, report to UK Quality Assurance Panel (QAP)
- Step 8 – QAP makes recommendation to UK Volunteering Forum Awarding Panel
- Step 9 – Awarded the Investing in Volunteers Award, use logo
- Step 10 – Maintain standards ready for reassessment in 3 years.
(Appeal available at Step 7)

Time Frames:

Various factors will affect how long it will take you to achieve the award: the level of good practice you already have in place; how much staff time is allocated to completing the work and how supportive your whole organisation is to working towards the standard.

Reviewing and developing good practice within your organisation is vital to the success of achieving the standard. It is recommended that the standard should be completed within 12 months of commencing the process.

Costs:

The price for Investing in Volunteers will vary according to the size and complexity of your organisation. Up to date information can be obtained from iiv.investinginvolunteers.org.uk

Support:

Support for implementing any quality system your group or organisation chooses is available by contacting Janet Gillott on Tel: 01302 343300 Ext 217

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