



# Volunteer Friendly Standard

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## Involving Volunteers

Understanding why your group/organisation involves volunteers.

2

## Making Volunteering Happen

Money, management, resources and keeping volunteers safe.

3

## Volunteer Inclusion

Equal access to opportunities and fair recruitment.

4

## Welcoming Volunteers

Developing roles, induction, training and support needs for volunteers.

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## Valuing Volunteers

Recognition for volunteers' time, contribution, feedback and creating positive endings.

## 1. Involving Volunteers

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Understanding why your group/organisation involves volunteers

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- ▶ All people involved in the group/organisation understand why they involve volunteers.
- ▶ The group/organisation has a written document setting out how volunteers will be involved, supported and protected.
- ▶ The group/organisation has or includes volunteers in policies that relate to management and involvement of people.
- ▶ The group/organisation is committed to developing a Volunteer Culture.

## 2. Making Volunteering Happen

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Money, management, resources and keeping volunteers safe.

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- ▶ The group/organisation has a named person or team who has responsibility for recruiting and managing volunteers.
- ▶ The group/organisation plans for volunteering involvement, where volunteers can be part of planning and setting objectives.
- ▶ The group/organisation seeks to secure enough funds to provide volunteers with appropriate resources to undertake their volunteering and cover out-of-pocket expenses.
- ▶ The group/organisation is committed to keeping volunteers safe from risk, complying with data protection and is covered by appropriate insurance.

### 3. Volunteer Inclusion

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Equal access to opportunities and fair recruitment.

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- ▶ The group/organisation creates an environment that is inclusive; open to involving volunteers from all backgrounds and abilities.
- ▶ The group/organisation is consistent and fair in carrying out recruitment, reference checks, disclosures and selection of volunteers.
- ▶ The group/organisation is committed to supporting everyone into volunteering, providing a range of opportunities, flexible roles and aims to meet additional support needs.

### 4. Welcoming Volunteers

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Developing roles, induction, training and support needs for volunteers.

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- ▶ The group/organisation develops a range of volunteer opportunities that are fair and a choice to volunteers, benefit both volunteers and service user.
- ▶ The group/organisation provides all volunteers with an induction to their role, including all policies, procedures and training required for the role.
- ▶ The group/organisation offers ongoing support to volunteers throughout their volunteer journey and aims to offer additional support when required to meet the needs of the volunteer.
- ▶ The group/organisation provides volunteers with ongoing relevant updates, where volunteers can provide feedback on their involvement.

### 5. Valuing Volunteers

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Recognition for volunteers' time, contribution, feedback and creating positive endings

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- ▶ All people involved in the group/organisation are aware of the need to give volunteers recognition for their time and contribution.
- ▶ The group/organisation can demonstrate how they report on and celebrate volunteering.
- ▶ The group/organisation supports their volunteers' development, providing opportunities to develop and offers references.

