

## VALUING VOLUNTEER MANAGEMENT 6 POINT PROMISE

YES	IN PART	NO
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### 1 PLANNING FOR VOLUNTEER INVOLVEMENT

We have a volunteer policy which is understood & accepted by paid staff, volunteers and committee members			
There is clarity about why we involve volunteers			
Volunteer tasks are thought out thoroughly before we advertise for help			
Role descriptions are produced which use language appropriate to volunteering			
We think imaginatively about the tasks volunteers can do – with short term and ongoing opportunities			
Volunteering is open to everyone and we treat people fairly			
Volunteers' expenses are included in budgets for funding bids so that we can support their activities			

### 2 RECRUITMENT

Offers of help from potential volunteers are followed up promptly by phone, email or in writing			
We meet potential volunteers and check that their skills, interests and availability fits our needs			
Providing volunteers have the skills / experience we need, we welcome people of all ages and backgrounds			
Where a volunteer is not suitable for our organisation we explain why and offer alternatives			
We use an application form or some means of recording basic details of our volunteers			
Appropriate references are taken up, with referees being told the nature of the voluntary work			
All volunteers who will be working with vulnerable clients are interviewed by an experienced person			
We have a clear policy on whether volunteers are required to undertake CRB checks			

### 3 INDUCTION

New volunteers are briefed on their tasks and responsibilities			
Volunteers have a named contact for ongoing support			
New volunteers are familiarised with health and safety, and accident and emergency procedures			
Training / induction is carried out so that volunteers feel able to do the tasks they are asked to do			
Tasks given to volunteers are appropriate to their interests and skills			
We look at volunteers abilities and find tasks to suit			
Volunteers have easy access to any information necessary to do their voluntary work			

### 4 SUPPORT AND SAFETY

We regularly check that volunteers are happy working with us and offer regular opportunities for feedback			
Volunteers' out of pocket expenses are reimbursed with appropriate record keeping			
There is a Health and Safety policy that includes volunteers			
We have policies relating to Safeguarding (protection of children and/or vulnerable adults) (if applicable)			
Volunteering activities are fully covered by insurance			
There is a policy and/or procedure for resolving volunteers' concerns and complaints			
All volunteering environments conform to Health and Safety at Work requirements			

### 5 TRAINING AND PERSONAL DEVELOPMENT

Volunteer's motivations are identified during the selection process and tasks are found which match			
We recognise that motivations may change as time goes by and adapt tasks accordingly			
Where possible we provide extra support for volunteers with additional needs e.g. physical or learning disabilities, sensory impairment, mental health difficulties, ex-offending volunteers etc.			
Training is open to volunteers and paid staff			
Volunteers have opportunities to give and receive feedback through informal (or formal) supervision			
If volunteers are looking for paid work we offer them a reference			

### 6 INVOLVING, REWARDING AND RECOGNISING VOLUNTEERS

Volunteers know what is happening in the organisation through meetings / newsletters etc			
We have a process whereby volunteers are able to express their opinion on the work of the organisation			
We aim to consult with volunteers and inform them about changes in the organisation that will affect them			
Volunteers play a part in the decision making within our organisation, including team meetings etc			
The organisation expresses appreciation and recognises the contribution of volunteers. We say THANK YOU!			

Notes: