



Good Volunteer Management Practice

Guidance Overview & Checklist

GREATER LONDON VOLUNTEERING - EXPERTS IN VOLUNTEERING¹⁵

The Experts in Volunteering Charter:

- has been developed by Greater London Volunteering (GLV) in collaboration with London's Volunteer Centres
- is a clear statement of the key volunteer management areas that contribute to excellent volunteering experiences, and provides assurance for volunteers looking to get involved in one of the thousands of groups that work at the grass roots of London's communities
- covers the essentials that need to be in place, and helps identify areas you could improve on, using a simple action plan



The Charter is built around 10 key principles of volunteering:

- 1 **Equality and Diversity** Volunteering is open to all. Volunteers are treated with fairness.
- 2 **Expenses** Travel, and any other agreed, out of pocket expenses are reimbursed.
- 3 **Induction** Volunteers are introduced to the work and ethos of the organisation.
- 4 **Organisational Involvement** Volunteers have influence and an informed voice on organisational issues.
- 5 **Personal Development** Identified needs are met by relevant training and development opportunities.
- 6 **Recruitment process** Recruitment procedures are fair, efficient and consistent.
- 7 **Resolving difficulties** Volunteers are aware of how to raise a concern, and how it will be handled.
- 8 **Reward and Recognition** The organisation expresses its appreciation of the volunteers' contribution.
- 9 **Safe Environment** The physical and emotional risks of volunteering are identified, minimised and covered by adequate insurance.
- 10 **Support** A named supervisor ensures ongoing support appropriate to need.

INSTITUTE FOR VOLUNTEERING RESEARCH - INVESTING IN VOLUNTEERS STANDARD¹⁶

The standard ¹⁷ has nine indicators for which an organisation must provide evidence to obtain the standard:

- 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.
- Indicator 2** The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials.
- 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.
- Indicator 4** The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers.
- 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.
- Indicator 6** The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers.
- Indicator 7** Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel.
- Indicator 8** The organisation takes account of the varying support and supervision needs of volunteers.
- Indicator 9** The whole organisation is aware of the need to give volunteers recognition



¹⁵ <https://greaterlondonvolunteering.org.uk/legacy/>

¹⁶ <https://iiv.investinginvolunteers.org.uk/>

¹⁷ If you intend to work towards the Investing in Volunteers quality standard, the Experts in Volunteering Health Check will get your organisation thinking and working in the right direction. You can see how the GLV Experts in Volunteering and IVR IIV standard map to each other using this guidance document:

<http://greaterlondonvolunteering.files.wordpress.com/2012/07/h04-how-the-healthcheck-links-to-the-investing-in-volunteers-standards1.pdf>