Welcome

• Housekeeping
• Introductions
• Stronger Kent Communities
• Best Practice
What is best practice?

A best practice is a method or technique that has been generally accepted as superior to any alternatives because it produces results that are superior to those achieved by other means or because it has become a standard way of doing things, e.g., a standard way of complying with legal or ethical requirements.

Wikipedia
Best Practice Principles Overview:

- Volunteering should be open to everyone
- Recruitment processes should be fair and accessible
- You should aim to deliver a good volunteering experience
- You should have the appropriate policies for managing volunteers.
- You should support and supervise your volunteers within their roles
- Volunteers should have the training and information they need to carry out their roles
- All relevant legal requirements are met.
- You should have a flexible approach to volunteers
Policies, procedures & processes:

- Policies and procedures should reference volunteers or volunteering & show the importance of diversity
- Volunteering policy stating how the organisation values the distinctive contribution of volunteers
- Should have written role descriptions for each role
- Role descriptions should include how both the organisation and the individual benefit
- You should have an application form/application process
- Do you have an expenses policy and how well do you implement it?
- Trial periods
How are your volunteers valued?

• Regular volunteer meetings?
• Certificates?
• Award ceremonies?
• Saying thank you?
Support for volunteers:

- Named manager for volunteers?
- Are or how are volunteers inducted?
- Do volunteers have access to relevant policies & procedures?
- Do volunteers know what support is being offered to them?
- Open door policy for volunteers?
Training & development:

• Shadowing/on the job training?
• Buddy systems?
• Training & induction proportional to role?
• Any other training offered for volunteer development?
Safety and volunteers:

• Insurance policy covers volunteers
• Appropriate safeguarding?
• Who do volunteers report to in regard to safeguarding issues?
• Risk assessments?
Why best practice?

What are the benefits in adopting best practice in volunteer management?
Why best practice?

Out of the thousands of organisations looking for volunteers, why would they choose yours?
Before you recruit:

What should organisations have in place before recruiting volunteers?
Before you recruit:

• A role
• A role description
• A Volunteering Policy – rationale for utilising volunteers
• Appreciation that volunteering entails a degree of resource & management
• Relevant policies and procedures
• That all in your organisation know that volunteers will be utilised
• Expenses policies & an adequate procedure for dispensing
• Appropriate Equipment & Venue
• An application process
Recruitment:

• What sort of volunteers do you need?
• Recruiting the right people
• Getting your volunteers ready.
What sort of volunteers do you need?

• In what part of our operation do you need volunteers, and the benefits they bring, to help fulfil your strategic objectives?

• How many people do you need and in what locations?

• What skills and experience would be ideal?

• How long do you need them for? For example, most charities will always need continual fundraising resource, or perhaps you are having a one-off event and just need volunteers for a day.

• Will you be paying their expenses?
Getting your volunteers ready:

• Make sure your volunteers know what's expected of them
• Every volunteer should have some sort of induction
• Make sure you have all the relevant policies and procedures in place.
Volunteers & the law:

• A volunteer is not an employee

• A volunteer does not have a contract therefore not covered by minimum wage act

• A volunteer does not have the same rights as a worker but should be allowed to follow the letter and spirit of the organisation’s policies and procedures, including equal opportunities, health and safety and confidentiality.

• Expenses should only cover what the volunteer has incurred

• To meet mutually agreed time commitments, or give notice if this is not possible.
Desktop Exercise:

How can you demonstrate that you can deliver a good or quality volunteering experience?
Desktop Exercise:

Describe the support structures that are in place for your volunteers?
Volunteers Charter:

We believe that:

- Volunteer involvement should be recognised, valued and supported
- Volunteers should be enabled to support other volunteers
- Every volunteering opportunity should have a valid role description
- Organisations who use volunteers should work with volunteers in a positive fashion
- Organisations should be encouraged to offer choice in volunteering roles
- Volunteers should have the ability to progress and develop in their roles
- People of all ages, backgrounds and ethnicities, where appropriate, should be encouraged to volunteer
- Volunteers should not be used to replace paid staff
- Organisations should provide out of pocket expenses to all volunteers
- Organisations should ensure, wherever possible, that sufficient time and resources are available for the training of volunteers and that this training is tailored to the individual’s needs and abilities
- Volunteers should have increased involvement within organisations to encourage ownership and responsibility and so as to recognise volunteers as active stakeholders
- The mutual benefit of volunteering should be actively promoted to:
  - Volunteers
  - Organisations
  - Service users
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