

## 6 Point Promise – Valuing Volunteer Management Checklist

Volunteer Centres in Hertfordshire encourage good practice in volunteer management. They have developed the 6 Point Promise to ensure organisations registered with the Centres are using a good basic level of management.

| <b>1</b> | <b>Planning for Volunteer Involvement</b>                                                                              | <b>Yes</b> | <b>Partly</b> | <b>No</b> |
|----------|------------------------------------------------------------------------------------------------------------------------|------------|---------------|-----------|
|          | We have a Volunteer Policy which is understood and accepted by paid staff, volunteers and committee members / trustees |            |               |           |
|          | 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 on-going 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                  |            |               |           |
| <b>2</b> | <b>Recruitment</b>                                                                                                     | <b>Yes</b> | <b>Partly</b> | <b>No</b> |
|          | 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 Disclosure and Barring (DBS) checks             |            |               |           |
| <b>3</b> | <b>Induction</b>                                                                                                       | <b>Yes</b> | <b>Partly</b> | <b>No</b> |
|          | New volunteers are briefed on their tasks and responsibilities                                                         |            |               |           |
|          | Volunteers have a named contact for on-going 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                                    |            |               |           |

| <b>4</b>                                                                                                                                                                                                     | <b>Support and Safety</b>                                                                                                                                                                          | <b>Yes</b> | <b>Partly</b> | <b>No</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|-----------|
|                                                                                                                                                                                                              | 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 Problem Solving Policy and / or procedure for resolving volunteers' concerns and complaints                                                                                             |            |               |           |
|                                                                                                                                                                                                              | All volunteering environments conform to Health and Safety at Work requirements                                                                                                                    |            |               |           |
|                                                                                                                                                                                                              |                                                                                                                                                                                                    |            |               |           |
| <b>5</b>                                                                                                                                                                                                     | <b>Training and Personal Development</b>                                                                                                                                                           | <b>Yes</b> | <b>Partly</b> | <b>No</b> |
|                                                                                                                                                                                                              | 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                                                                                                                                 |            |               |           |
|                                                                                                                                                                                                              |                                                                                                                                                                                                    |            |               |           |
| <b>6</b>                                                                                                                                                                                                     | <b>Involving, Rewarding and Recognising Volunteers</b>                                                                                                                                             | <b>Yes</b> | <b>Partly</b> | <b>No</b> |
|                                                                                                                                                                                                              | 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!                                                                                           |            |               |           |
|                                                                                                                                                                                                              |                                                                                                                                                                                                    |            |               |           |
| Any areas where there are 'No' or 'Partly' answers where you need help or advice or template documents? Please note below and return this form with your Volunteering Policy to your local Volunteer Centre. |                                                                                                                                                                                                    |            |               |           |
|                                                                                                                                                                                                              |                                                                                                                                                                                                    |            |               |           |

**Please return your completed checklist along with any documentation as evidence to our Volunteer Centre team: [volunteer@communities1st.org.uk](mailto:volunteer@communities1st.org.uk)**