

VDS, Learning & Practice
Development

Volunteer Knowledge
Working with Volunteers
August 2007



Name of Organisation

CHILDREN 1ST

Why did you decide to go for Investing in Volunteers?

We thought that Investing in Volunteers would assist us to achieve a high standard of practice in the involvement of volunteers within our organisation.

What benefits have you found from working towards Investing in Volunteers?

- Identified strengths and weaknesses
- Development of an action plan to improve on certain areas of practice
- Provided momentum to carry us through the process of quality improvement
- Learned more about our volunteers' experience of working with CHILDREN 1ST
- Helped us to develop a vision for what we can realistically achieve

How did the assessment work in your organisation?

It was professionally carried out by 4 assessors based in different areas across Scotland. Due to the high numbers of volunteers we involve in our organisation, this was essential.

5 Practical tips you would give another organisation working towards Investing in Volunteers

- Make best use of the Self Assessment tool to identify areas for improvement, it is invaluable
- Do not rush, be realistic about what can be achieved in certain timescales
- Make sure everyone in the organisation is informed about IIV and the process
- Involve volunteers in the whole process from beginning to end
- Celebrate your success and thank volunteers for their input

What training/learning did you require to help you meet the standards and where did you source it? E.g. VDS, local Volunteer Centre, local college

We piloted volunteer's management training in partnership with VDS. This helped us to skill-up key staff in order to progress our IIV development plan.