

VDS, Learning & Practice Development

Volunteer Knowledge
Working with Volunteers
August 2007

Name of Organisation

Linking Education and Disability Scotland (LEAD)

Why did you decide to go for Investing in Volunteers?

1. Commitment to Volunteering is firmly embedded on the agenda within Lead and we were already working towards good practice in volunteering. IiV gave us a useful framework to measure against and assess our efforts.
2. Demonstration to current and future funders of our commitment to volunteer development and good practice.
3. It may help us compete for volunteers in an increasingly competitive market when potential volunteers begin to recognise the meaning of the kite mark.
4. We wanted existing volunteers to feel proud of being part of a dynamic organisation. Developing good practice sometimes brings changes and it is important that existing volunteers are consulted and understand the reasons behind changes to the way we work.
5. Pursuing IiV sits comfortably with the current government's volunteering strategy which promotes good practice in volunteering.

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

The Board of Directors, staff and volunteers were united in their support of working towards IiV, and volunteer development generally. The IiV framework and steps were easy to follow. It was a very useful process to first self assess, then step back to see the gaps. It was very helpful to have a steering group with whom to discuss ideas and practicalities.



How did the assessment work in your organisation?

Assessment was done face to face or by telephone with:

- 5 groups of volunteers
- 5 Organisers (Volunteer Managers)
- 2 board members
- the Volunteer Development Officer
- 1 Regional Manager

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

1. Form a steering group (staff, board, volunteers and external partner if you can get someone) from the beginning of the process with the Volunteer Development Officer co-ordinating. We had two face to face meetings and other contact by email.
2. Be positive about what you have already achieved towards good practice at the self assessment stage as well as seeing what work has still to be done.
3. Consult and involve volunteers and staff in the actions from the development plan.
4. Inform everyone in your organisation about progress at each step (people out with the steering group will quickly forget what you are up to)
5. IiV gives power to volunteering development so it's a great opportunity to promote the benefits of good practice in volunteering to everyone in your organisation