

Quality Standard in Volunteer Management



# Volunteer Friendly Award<sup>®</sup>

*The Volunteer Friendly Award shows that an organisation or group that involves volunteers has demonstrated that they have good volunteer management practices in place to support their volunteers.*

[www.volunteerfriendly.org.uk](http://www.volunteerfriendly.org.uk)

## ***The Volunteer Friendly Award has been divided into 5 strands:***

1. Commitment to Involving Volunteers
2. Making Volunteering Happen
3. Fair and Equal Volunteering
4. Volunteering Tasks and Getting them Done
5. Celebrating Volunteers' Contributions

## ***There are 3 stages to Volunteer Friendly Award:***

1. Self - assessment to identify gaps in current practice against the strands
2. Support to develop practice with access to online toolkit
3. Submission of portfolio of evidence for final assessment

### ***How long will it take?***

Each group works through the award at its own pace. Some groups may finish in three months; others may take longer. It depends how developed your volunteer involvement is at the start and what you might need to develop.

### ***How might it help with funding?***

Nowadays most funders look for evidence of good practice in managing volunteers. Having the Volunteer Friendly Award shows funders that your practices have been examined and found to be of a high standard.

### ***How long does the award last?***

The award lasts for 3 years after which the group will need to submit a renewal to show how they have continued to meet the strands of the award.

## ***What are the benefits?***

Working through the Award gives groups the chance to:

- Review and improve the groups volunteer management practices and procedures
- Develop new support materials to support staff and volunteers
- Develop good practice to ensure the group is providing the best they can for their volunteers
- Show potential volunteers that the group are committed to providing volunteers with a well managed and quality experience
- Ensure that commitment to involving volunteers well is understood by everyone in your group

## ***What difference does it make?***

Groups who have achieved the award have said that since achieving the award they have seen some or all of the following:

- Increase in number of volunteers recruited
- Development of additional volunteering roles
- Increase in number of support meetings with volunteers
- Allocation of additional resources for volunteers
- Increase in knowledge of volunteer management
- Increase in ability to recruit and support volunteers
- More recognition for their volunteers time and contribution

**For more information:**

**Volunteer Friendly Award has been developed  
and licensed by Volunteer Dundee**



**Volunteer Dundee**

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