**ORGANISATION NAME:**

**DATE:**

**PARTICIPANTS:**

**Best Practice Guidelines**

**FOR VOLUNTEER-INVOLVING ORGANISATIONS**

Version 2 . 0

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| **In Best Practice Organisations…** | **How do Best Practice Organisations do that?** | **In our organisation, we currently do the following things towards these goals...** | **We rate our progress against these goals...**  **1 = poor**  **5 = excellent** | **In our organisation, we will work on doing the following things towards these goals...** |
| **1. Volunteers are seen as a central part of the organisation. It is recognised that without their contribution, the organisation would not achieve its goals.** | 1.1 Making sure people with responsibility for volunteers have a voice at all levels of the organisation. |  |  |  |
|  | 1.2 Aiming for a culture of appreciation by acknowledging the ways volunteer involvement helps our organisation achieve its goals. We do this by talking about our volunteers and sharing their inspiring stories: via official reporting channels; via social media, official website etc; via annual events and celebrations. |  |  |  |
|  | 1.3 Making sure the contribution made by volunteers is reflected in the organisation’s strategic plan and goals (the *what* and the *why*). |  |  |  |
|  | 1.4 Making sure that people with responsibility for volunteers are treated the same as any other management staff in the organisation. |  |  |  |
|  | 1.5 Promoting an understanding that ‘volunteering’, and our reasons for doing it, vary from person to person e.g. *mahi aroha* / faith based volunteering. |  |  |  |
|  | 1.6 Ensuring that the way things are done in our workplace reflects and promotes awareness of, and respect for, diversity. |  |  |  |

Exemplar – Best Practice Guidelines Version 2.0

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| **2. The whole organisation works to involve and recognise volunteers.** | 2.1 Encouraging all staff in the organisation to get to know and involve volunteers in respectful relationships. |  |  |  |
|  | 2.2 Expecting that all staff can explain why the organisation involves volunteers, and the benefits of this. |  |  |  |
|  | 2.3 Offering training and education to all staff about how to effectively work with volunteers. |  |  |  |
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| **3. It is understood that a strong and dynamic volunteer programme needs a supported and resourced manager.** | 3.1 Recruiting competent people into volunteer management roles. |  |  |  |
|  | 3.2 Making sure all staff and executive (board etc.) understand what is involved in the Manager of Volunteer’s role. |  |  |  |
|  | 3.3 Paying people with responsibility for volunteers a salary comparable to other managers with similar responsibilities within the organisation. |  |  |  |
|  | 3.4 Treating people with responsibility for volunteers as equals with other staff, and as skilled professionals in their area of expertise. |  |  |  |
|  | 3.5 Encouraging and supporting our people to access professional development and peer support opportunities. |  |  |  |

Best Practice Guidelines Version 2.0

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| **4. People with responsibility for volunteers have sufficient resources to effectively do their job.** | 4.1 Making sure that people with responsibility for volunteers have sufficient time available to them to provide proper support to the volunteers, as well as to complete their other tasks. |  |  |  |
|  | 4.2 Making sure people responsible for volunteers have access to a budget for the volunteer programme, both to make sure costs are covered and to enable further development. |  |  |  |
|  | 4.3 Making sure people with responsibility for volunteers have opportunities to contribute to the development of annual organisational budgets. |  |  |  |
|  | 4.4 Having good communication – making sure people with responsibility for volunteers have the communication tools they need to effectively carry out their role e.g. task management and / or customer relationship software. |  |  |  |
|  | 4.5 Making sure volunteer effort is measured and acknowledged in the organisation’s reporting. |  |  |  |

COMMENTS / ACTIONS

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