

## Mapping Table – The Approved Provider Standard and Investing in Volunteers

The Table below has been drafted to indicate where the two standards map against each other and the evidence that would be required to meet both standards. The evidence highlighted in **blue** relates to the **Approved Provider Standard** and the evidence highlighted in **orange** relates to **Investing in Volunteers**. Where evidence corresponds to both standards this is highlighted in **black italic typeface**. It is from Section C of the APS application that the evidence required has been mapped directly against the liV indicators. Organisations need to recognise that this table has been compiled as a mapping document and does not, therefore, provide a complete picture in terms of detailed evidence for each standard. Organisations interested in achieving the standards would need to refer to the detailed documentation provided by MBF and liV.

<b>The Approved Provider Standard</b>	<b>Investing in Volunteers</b>	<b>Evidence required</b>
<b>Section A – Application and Contact Details</b>	<b>Initial Questionnaire</b>	<p><b>Information regarding the contact details and organisational details is requested in section A of the application form.</b></p> <p><b>Information regarding the contact details and organisational details is requested in the initial registering questionnaire.</b></p>
<b>Section B – Facts about your organisation</b>	<b>Initial Questionnaire, introductory workshop and assessment visit</b>	<p><b>More detailed information regarding the organisation and the work of the organisation is requested in section B of the application form.</b></p> <p><b>Assessor’s allocated to the organisation will be required to familiarise themselves with the work of the organisation and carry out an introductory workshop</b></p>

		as one of the first steps in the process. S/he may also request receipt of an annual report/review prior to this.
<b>Section C – Project Information</b>		
<b>Question 2 – What is the purpose of your project?</b>	<b>Initial Questionnaire, introductory workshop and assessment visit</b>	<p><b>Organisations are required to identify the rationale for their operation and their aims.</b></p> <p><b>Assessor’s allocated to the organisation will be required to familiarise themselves with the work of the organisation prior to carrying out the workshop and the assessment visit and will do this through review of the website, annual report and self assessment paperwork.</b></p>
<b>Question 3 – What organisational and management structure is in place to support your project?</b>	<p><b>Indicator No 1 – There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two way process which benefits volunteers and the organisation</b></p> <p><b>Indicator No 2 – The organisation commits appropriate resources to working with volunteers, such a money, management, staff time and materials</b></p>	<p><b><i>Policies and procedures relating to volunteer involvement</i></b></p> <p><b><i>Co-ordinator’s job descriptions and person specifications detailing their role in relation to volunteers</i></b></p> <p><b><i>Management structures and reporting including the finances allocated for volunteering will need to be identified</i></b></p> <p><b><i>Minutes of staff meetings evidencing volunteer specific agenda items</i></b></p> <p><b>Organisations will be required to demonstrate that all levels of the organisation are committed to volunteer involvement</b></p>

		<b>The annual planning and business objectives of the organisation will be reviewed in relation to volunteer involvement</b>
<b>Question 4 – What support mechanisms are in place to ensure that staff overseeing the project are operating effectively?</b>	<p><b>Indicator No 2 – The organisation commits appropriate resources to working with volunteers, such as money, management, staff time and materials</b></p> <p><b>Indicator No 10 – The organisation takes account of the varying support needs of volunteers</b></p>	<p><b><i>Processes in place for reviewing job roles relating to volunteering</i></b></p> <p><b><i>Training and support provided to staff who oversee the volunteer function</i></b></p>
<b>Question 5 – To whom does your project provide services?</b>	<b>Preparation undertaken by assessor for assessment workshop and visit</b>	<p><b>Details of the client group</b></p> <p><b>The assessor would be expected to familiarise themselves to a degree with the work of the organisation</b></p> <p><b>Volunteers will be asked questions about their roles during the assessment visit but the focus is mainly on their management and support needs</b></p>
<b>Question 6 - How are your clients identified and referred to you for support?</b>	<b>Preparation undertaken by assessor for assessment workshop and visit</b>	<p><b>Promotional literature, referral procedures criteria and eligibility</b></p> <p><b>The assessor would be expected to familiarise themselves with the work of the organisation and client group although not in any detail in relation to referral processes</b></p>
<b>Question 7 – How are clients made aware of what the</b>	<b>Preparation undertaken by assessor for assessment workshop and visit</b>	<b>Induction/briefing materials and client assessment documentation</b>

<p>project involves?</p>		<p>The assessor would be expected to familiarise themselves with the work of the organisation although not in any detail in relation to how clients are informed about the project</p>
<p>Question 8 – How do you recruit your volunteers?</p>	<p>Indicator No 3 – The organisation is open to involving volunteers who reflect the diversity of the local community, in accordance with the organisation’s stated aims, and operates procedures to facilitate this</p> <p>Indicator No 4 – The organisation develops appropriate roles for volunteers in line with its aims and objectives, and which are of value to the volunteers and create an environment where they can develop</p> <p>Indicator No 6 – The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers</p>	<p><b>Equal opportunities statements</b></p> <p><b>Methods and forms of recruitment ensuring targeting of all sections of the community, promotional materials that evidence diversity</b></p> <p><b>Initial information provided to volunteer applicants</b></p> <p><b>Task/role descriptions and person specifications</b></p> <p><b>Examples of standardised interview questions</b></p> <p><b>Completed application forms and interview questions sheets</b></p> <p><b>Diversity monitoring reports, evidence of tasks being adapted to meet individual needs and abilities</b></p> <p><b>Volunteer procedure including process for recruitment and selection</b></p> <p><b>The related practices also ask about how organisations deal with non selection of volunteers and how they refer volunteers onto other opportunities</b></p>

<p><b>Question 9 – What screening procedures and personal protection arrangements do you have operate?</b></p>	<p><b>Indicator No 5 – The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering</b></p> <p><b>Indicator No 7 – The organisation takes a considered approach to taking up references and official checks which is consistent and equitable for all volunteers, bearing in mind the nature of the work</b></p>	<p><b>Standardised screening procedures including CRB checking as appropriate to the requirements of the volunteer role and client group</b>  <b>Equality of opportunities practice in relation to the selection of volunteers</b></p> <p><b>Health and safety procedures and risk assessments.</b>  <b>Insurance cover for volunteers and volunteer tasks</b></p> <p><b>Procedures relating to resolving issues with volunteers including complaints</b></p> <p><b>Evidence relating to confidentiality and data protection of volunteer information</b></p> <p><b>The evidence above will also be required in respect of the client group and issues relating to consent as required for projects working with young people</b></p> <p><b>The process for reimbursing volunteers for ‘out of pocket’ expenses relating to their volunteering and what is covered</b></p> <p><b>A policy statement relating to the inclusion of ex-offender’s or evidence that the organisation has given consideration to this</b></p>
<p><b>Question 10 – What process is used for matching clients and volunteers?</b></p>	<p><b>Indicator No 4 - The organisation develops appropriate roles for volunteers in line with its aims and objectives, and which are of value to the volunteers and create an environment where they can develop</b></p>	<p><b>Demonstration of matching volunteer skills and interests with clients/tasks that suit what they have to offer</b></p>

<p><b>Question 11 – How do you prepare volunteer so that they can offer effective support?</b></p>	<p><b>Indicator No 8 – Clear procedures are put into action for introducing new volunteers to the organisation, its work, policies, practices and relevant personnel</b></p>	<p><i>Training and induction materials including volunteer handbooks and induction packs</i>  <b>Training registers and training evaluation feedback forms – completed</b></p> <p><b>Volunteer procedure including outline of induction process. Volunteer agreements that set out expectations</b></p>
<p><b>Question 12 – How do you provide on-going support for your volunteers?</b></p>	<p><b>Indicator No 9 – Everybody in the organisation is aware of the need to give volunteers recognition</b></p> <p><b>Indicator No 10 – The organisation takes account of the varying support needs of volunteers</b></p>	<p><i>Structures in place for volunteer supervision, meetings and feedback</i></p> <p><i>Ongoing development opportunities for volunteers</i></p> <p><i>Evidence of how the organisation communicates with volunteers – newsletters, intranet systems etc</i></p> <p><i>Social events including celebratory events and accreditation opportunities as appropriate</i></p> <p><b>Recognition from all levels of the organisation</b></p> <p><b>Processes for ensuring volunteer views are incorporated into planning and decision making processes</b></p> <p><b>Provision of references for volunteers who leave</b></p> <p><b>Volunteers demonstrating awareness of who provides support and how this is accessed</b></p>

<p><b>Question 13 – How do you monitor the progress of relationships and determine whether they are successful?</b></p>	<p><b>Indicator No 9 – Everybody in the organisation is aware of the need to give volunteers recognition</b></p> <p><b>Indicator No 10 – The organisation takes account of the varying support needs of volunteers</b></p>	<p><b><i>Processes in place for facilitating feedback from volunteers</i></b></p> <p><b>Feedback from clients, volunteers and other stakeholders regarding client involvement, action plans and records of progress</b></p> <p><b>Volunteer awareness and comfort with the parameters of their role and where they go for support</b></p> <p><b>Evidence that volunteers are informed of changes in their roles</b></p>
<p><b>Question 14 – How do you evaluate the effectiveness of your befriending or mentoring project?</b></p>	<p><b>Indicator No 9 – Everybody in the organisation is aware of the need to give volunteers recognition</b></p>	<p><b><i>Processes in place for facilitating feedback from volunteers</i></b></p> <p><b><i>Volunteer satisfaction surveys and/or periodic reviews incorporating volunteers</i></b></p> <p><b>Feedback from clients and other stakeholders</b></p> <p><b>External evaluation and evidence of mapping data against anticipated outcomes</b></p> <p><b>Support and feedback provided to volunteers moving on from the organisation</b></p>