

Quality Standards for Volunteer Programs

Project: "Wake-Up Call:
Volunteer Manager Role"

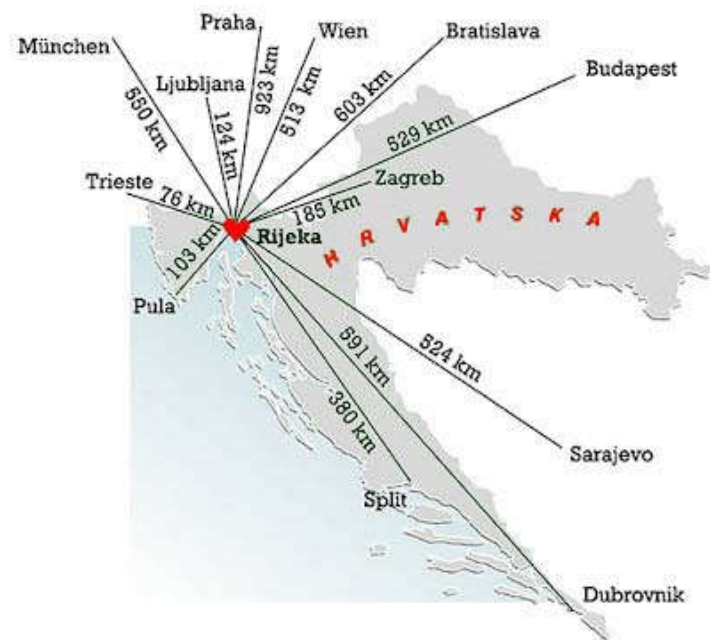
Association for Civil Society Development SMART, Croatia
Bucharest, April 2016.



SMART

ASSOCIATION FOR
CIVIL SOCIETY
DEVELOPMENT

- Rijeka, Croatia
- Non-profit organization
- 1999.
- 8 employees, volunteers
- field office Zagreb
- two main programs:
 - Support centre
 - Volunteer centre



QUALITY STANDARDS FOR VOLUNTEER PROGRAMS



- **The goal:** to prove and improve the effectiveness of working with volunteers and contribute to enhancing the credibility and reputation of the organization in the community in which it operates
- **Based on:** volunteer management cycle
- **Designed for:** all organizations that want to develop a quality volunteer program and to improve the process of volunteering
- **Implementation:** organization has to do a **self-assessment** according to the defined standards and associated criteria. Each standard and criteria are evaluated according to the list of proposed evidence.

QUALITY STANDARDS FOR VOLUNTEER PROGRAMS

- 4 sections
- 9 standards
- quality criteria
- proposed evidence
- marks (scale)
- action plan

QUALITY STANDARDS FOR VOLUNTEER PROGRAMS

SECTIONS

1. Volunteering – definition, current situation, trends and challenges; Rules and regulations for volunteering

2. Volunteer manager and management of the work relationships involving volunteers

3. Strategy and planning a volunteer program

4. Volunteer program

4.1. Recruitment and inclusion of appropriate volunteers

4.2. Creating an environment in which volunteers have a sense of belonging and want to stay

QUALITY STANDARDS FOR VOLUNTEER PROGRAMS

STANDARDS (1)

1.1. The organization is familiar with and respects **legal and ethical framework** related to working with volunteers

2.1 The organization understands the **crucial role of a volunteer manager** and the management of work relationships for the effectiveness of a volunteer program in the organization and supports it.

3.1 **Focus on the mission:** Board of Directors, management and staff recognize and support the crucial role of volunteers and volunteering in achieving the purpose, mission and strategy of the organization and there is a general perception within the organization that volunteering is a two-way process that benefits the volunteers and organizations. Volunteer job descriptions are referring to the mission or purpose of the organization and involve volunteers in meaningful activities that reflect the skills, needs and experiences of volunteers and organizations.

QUALITY STANDARDS FOR VOLUNTEER PROGRAMS

STANDARDS (2)

4.1.1 The organization is open to involving volunteers who reflect the diversity of the local community and strives to do so in accordance with its objectives and clearly defined strategies /approaches in recruiting volunteers to ensure a sufficient number of volunteers.

4.1.2 Selection and interviewing: the organization has clearly defined selection process and interviews which is familiar to all in the organization, and consistently applied.

4.2.1 Orientation and training: For each volunteer familiarizing with the organization, its decisions and practices, including the rights and obligations of volunteers is provided. For all volunteers training according to the needs of defined volunteer job descriptions and individual needs of volunteers is provided.

4.2.2 Supervision and support: volunteers are provided with adequate supervision and support in accordance with the objectives and they are free to receive and give feedback.

4.2.3 Recognition and retention of volunteers: The entire organization is aware of the importance of giving recognition to volunteers and volunteers are given formal and non formal recognition for their contribution consistently.

4.2.3 Evaluation and monitoring of volunteers and volunteer program: The impact and contribution of volunteers and the volunteer program are carefully monitored in order to ensure the needs of the organization.

Small group work

- Group 1: advantages for organizations and volunteers using quality standards for volunteer programs
- Group 2: advantages/challenges of certification
- Group 3: advantages/challenges of self-assessment

Thank you...

Association for Civil Society Development SMART

Blaža Polića 2/4

51000 Rijeka

+385 51 332 750

www.volonterski-centar-ri.org

Marta Hauser	marta@smart.hr
Tamara Fabac	tamara@smart.hr
Zvijezdana Schulz Vugrin	zvijezdana@smart.hr