



CHARTER FOR GOOD PRACTICE IN VOLUNTEER MANAGEMENT



Good practice in Volunteer Management Charter

Please tick

Thank you for choosing to complete the JVN Charter for Good Practice in Volunteer Management. This document can be completed on the JVN website and can be found in the Full Members Area. Any relevant supporting documents should be sent to **info@JVN.org.uk**.

Response to enquiries

- ☐ Any queries from volunteers and potential volunteers are dealt with sympathetically, efficiently and as soon as possible within a reasonable time frame, ideally within two working days
- ☐ Volunteers are informed if their application is unsuccessful and are offered feedback with signposting to other organisations if appropriate

Examples

Recruitment

- ☐ The recruitment process is efficient, consistent, fair and open to all
- ☐ Volunteer roles are developed together with any staff responsible for the volunteer
- ☐ Volunteers are given a clear role description which satisfies their interests and motivations

Examples

Work space

- ☐ Volunteers have an identifiable physical space to work from, unless they work from home

Examples

Support

- ☐ Volunteers have a named supervisor who inducts and provides on-going support. The supervisor also provides the opportunity for the volunteer to give and receive feedback
- ☐ Training to carry out the role is offered as appropriate

Examples

Induction

- ☐ Volunteers are fully briefed about their tasks before commencing their role. This includes volunteering at a one off event
- ☐ Volunteers have access to a volunteers' policy and/or a volunteering handbook

Examples

Organisational involvement and recognition

- ☐ Volunteers are promptly informed of any developments that might be relevant
- ☐ The volunteer's contribution is regularly acknowledged by paid staff, management and trustees, and their appreciation is communicated both formally and informally

Examples

Expenses

- ☐ Volunteers are reimbursed for all travel and out of pocket expenses if appropriate and agreed

Examples

Duty of care

- ☐ Risk assessment of the work and workplace has been carried out, including for volunteers with disabilities
- ☐ Safeguarding and Health & safety guidelines or policy are in place
- ☐ Volunteers are covered by organisations' liability and accident insurance

Examples

Data protection

- ☐ Data protection policy, according to the latest data protection legislation, is shared and understood by all volunteers

Examples

Resolving difficulties

- ☐ Volunteers are aware of how to raise a concern or complaint and how it will be handled

Examples

Signed: **Name:**

Position:

On behalf of organisation/charity:

Date:

JVN Kitemark for Good Practice in Volunteer Management

Terms & Conditions

1. The Kitemark is awarded to charities based on a self-assessment process.
 - To receive the Kitemark, charities must satisfactorily complete the “Good Practice in Volunteer Management Charter” checklist. JVN will then confirm award of the Kitemark, but reserve the right to turn down applicants where they consider it appropriate.
 - If requested, JVN will supply support and assist in helping charities to achieve the necessary conditions to enable satisfactory completion of the checklist.
2. As recipient charities, you are also required to confirm the following:
 - Your charity is registered with the Charity Commission.
 - You have up-to-date written policies in key areas, including volunteer, data protection, health & safety and safeguarding.
3. As recipient charities, you are also required to:
 - Participate in an online survey of your volunteers to be carried out by JVN (in co-operation with you). This will take place one year after receiving the Kitemark. Please note that results will be kept confidential but JVN reserves the right to aggregate them with other charities anonymously and publish key outputs for the benefit of the volunteering community. In order to maintain the kitemark the survey will be repeated every two years.
 - Inform existing staff and volunteers when you have obtained the Kitemark, by means of an appropriate internal communication.
 - Use the Kitemark in your annual report, and include it on relevant online and offline promotional materials such as the volunteering pages of your website.
4. On the JVN website, we undertake to show the Kitemark logo against your charity's name, so that volunteers know they can be assured of quality volunteer management processes.
5. The Kitemark is valid for a period of two years after which JVN may give an extension.

Please return to info@jvn.org.uk



Jewish Volunteering Network
44a Albert Road
London, NW4 2SJ

T: 020 8203 6427

E: info@jvn.org.uk

W: jvn.org.uk

 [@jvn_org_uk](https://twitter.com/jvn_org_uk)

 [JewishVolunteeringNetwork](https://www.facebook.com/JewishVolunteeringNetwork)

Registered Charity Number 1130719



Endorsed for
Good Practice in
Volunteer Management

