

Investing in Volunteers

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The Investing in Volunteers standard

Investing in Volunteers (IiV) is the UK quality standard for good practice in volunteer management.



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The Investing in Volunteers standard

- Framework to assess the quality of volunteer involvement
- Will help us to improve the effectiveness of our work with volunteers
- Will help us to provide a better volunteer experience.

Why does it matter?

Without our members volunteering their time and professional expertise IPEM cannot fulfill its charitable and strategic objective:

“To promote for the public benefit the advancement of physics and engineering applied to medicine and biology and to advance public education in the field.”

Background

IPEM, like many other professional bodies, has changed how it operates.

Origins in 1943 , current form since 1997

Used to be volunteer led with very few office staff helping with administration

Volunteers had time, funding and employer support to be involved (training scheme)

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Background

- Changing NHS landscape over the last 25 years:
less time, less funding, less support
- Lead to challenges for volunteers and how professional bodies have to operate
- Less volunteer time and resources means we need to ensure we support volunteers as professionally as possible

The IiV process – 6 steps

Step 1: Getting Started / staff training
volunteer survey

Step 2: Self-Assessment

Step 3: Improving Practice

Step 4: Assessment

Step 5: Achieving the award

Step 6 : Continual improvement /
renewal

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Step 2: Self assessment

6 quality areas are covered:

1. Vision for volunteering
2. Planning for volunteers
3. Volunteer inclusion
4. Recruiting and welcoming volunteers
5. Supporting volunteers
6. Valuing and developing volunteers

Step 3: Improving Practice

- Analyse feedback from assessor and volunteer survey
- Action Plan based on recommended improvements in the self assessment and assessor feedback
- Start implementing improvement programme

Step 4: Assessment

- In this phase the assessor will contact some volunteers to assess whether the standard has been met and improvements are being implemented.
- Contact of volunteers based on random sample chosen by assessor.

Planned Improvements - examples

- Clearer role descriptions and improved recruitment process
- Better induction / welcome process using new volunteer guide
- Assigning a relevant member of staff to each committee / group as initial point of contact.
- Better CRM database system to enable better committee management.

Going forward

- We will implement improvements based on action plan and volunteer feedback
- We continue to hold regular volunteer forums followed by volunteer newsletter
- Our annual volunteer survey will help us measure effectiveness
- Our new CRM will improve administration

Thank you

If you have any thoughts or suggestions
please get in touch.
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