Volunteer Support

Eva McClean, EDI and Member Networks Manager
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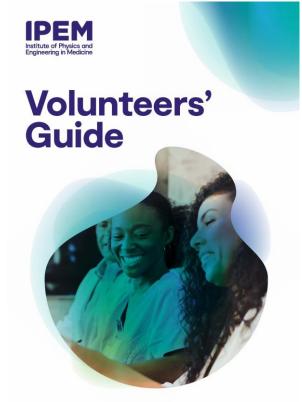


Volunteer policies and guide

All new volunteers should receive our volunteer guide with information on:

- What you can expect from us
- What we ask from our volunteers
- Our commitment to EDI
- Insurance and expense payments
- Induction and training
- What to do if you need to take a break
- Key contacts and office support









The Investing in Volunteers standard

- Framework to assess the quality of volunteer involvement,
- Awarded in March this year
- Aim: Improve the effectiveness of our work with volunteers and provide a better volunteer experience.
- Involved extensive internal and external assessment, volunteer interviews and action plan







The Investing in Volunteers standard – resulting impact

- Programme of updating all role descriptions to make them more realistic, more accessible
- Every IPEM committee now has a National Office staff member who is responsible and would be the first point of contact for any questions
- New CRM system for better committee support
- Regular feedback mechanisms though forums and volunteer survey







Volunteer Survey 2023 – results do you changes

- More than 80% said that the role was as they expected (better than the 74% in 2022)
- 63% received a welcome information / induction. Only 13% didn't receive anything (better than the 20% in 2022)
- 84% felt that they got enough support from the office (improved from 74% in 2022)
- Almost 90% found application process Very Easy or Easy









Volunteer Survey – Satisfaction with volunteering

- 90 % said their volunteering work had a *Lot* or *Some Impact*.
- Only 2% said they would definitely not volunteer again and were very dissatisfied.
- But 80% said they were *satisfied or very satisfied* with the experience and very likely to volunteer again.
- 85% felt Very or Somewhat Appreciated by IPEM









National office team to support you.

Eva McClean

Jenny McGuire

eva@ipem.ac.uk - EDI and SIGs

jenny@ipem.ac.uk - Booking venues & online meetings.

Volunteer recruitment, external representatives.

Catherine Toon conferences@ipem.ac.uk - Conferences/webinars

sean@ipem.ac.uk - Consultations, News, social media,

Jennifer Cannon jennifer@ipem.ac.uk - T&F groups, publications.

membership@ipem.ac.uk - Membership questions.

Nicola Parkinson finance@ipem.ac.uk - Expenses, budgets, expenditure.

phil@ipem.ac.uk - Compliments and complaints

Sean Edmunds

Paul James

Phil Morgan







Thank you



