



Recruitment of Investing in Volunteers Assessors – Information Pack (Wales)

BACKGROUND

Investing in Volunteers (IiV) is a UK quality standard for volunteer involving organisations consisting of six quality areas and six steps to accreditation. It is the industry standard for volunteer management and consists of a twelve-month supportive development journey with the aim to ensure positive and quality involvement of volunteers

The vision for IiV is to:-

- Create a more structured environment for volunteers and volunteer managers, enhancing volunteers' experience
- Publicly demonstrate the organisation's commitment to volunteering
- Develop a greater understanding of the importance of volunteers in organisations
- Identify areas for development and innovation in relation to volunteer management

The UK Volunteering Forum (UKVF) is the guardian of the standard and is the Awarding Body, responsible for the maintenance, quality assurance

and development of **Investing in Volunteers**. **UKVF** is made up of the four national agencies supporting volunteering across the UK. These are:

Volunteer Now, Volunteer Scotland and Wales Council for Voluntary Action. The national agencies are responsible for the management and delivery of **Investing in Volunteers** in each of the four countries of the UK.

Since March 2021, NCVO are not involved in the delivery of liV in England, the three other partners have taken responsibility for this for an interim period.

Teams of assessors, trained to the same standard and who work to the guidelines and standards for each of the six liV steps as outlined in the liV Assessor's Manual, are managed in each country across the UK. An Assessor works with an organisation through the six steps of their Organisation Journey. A Lead Assessor provides support to the Assessors in working through the six steps in particular around making judgements and writing reports. There is a Quality Assurance process in place to ensure quality in processes and procedures across the various steps and consistency of approach across the UK. This includes a Quality Assurance Panel made up of external Independent Members with specific experience and expertise in delivering quality systems.

More information about liV can be found at:

the UK website - <https://investinginvolunteers.co.uk/>

The WCVA website - <https://wcva.cymru/investinginvolunteers/>

BECOMING AN IIV ASSESSOR

The national agency in each country across the UK determines the need for assessors and recruits from their own networks.

While training is provided to become an liV Assessor it is important that assessors have skills, knowledge and experience – in particular of assessment processes and principles, and best practice in volunteer management. This will be essential to carry out the tasks in the **Assessor job description** – see page 3. Applicants will be selected against a list of

competencies (see page 6) and depending on the needs of Investing in Volunteers eg specific geographic area.

A two-day UK recognised IiV assessor training course will be provided to selected applicants at a cost to the applicant of **£250** (to be paid in advance of the training and is non-refundable). Assessors will only be considered fully qualified when they have completed all six Steps with an organisation and demonstrated their knowledge and understanding of the standard and process. Throughout the Organisation IiV Journey, the Assessor will have to demonstrate to the Country Manager and Lead Assessor that they can meet the standards expected of an Assessor. During this period there will be opportunities for shadowing, observation and/or buddying.

On completion of the training, assessors will be allocated an organisation to work with, if available. The national agency does not guarantee any work as demand may fluctuate.

IIV ASSESSOR JOB DESCRIPTION

Purpose of role: The Assessor is the person designated to support organisations through their IiV Journey and it is the Assessor who ultimately will make judgements about whether an organisation meets the Investing in Volunteers Standard. Throughout the process the Assessor will help organisations to understand what they need to do to meet the Standard. The Assessor will aim to work with the organisation in a supportive and collaborative way and try to inspire and motivate – although the Assessor cannot do the work for the organisation! Assessors will be able to help organisations decide what assistance would be appropriate and signpost to the national websites or local Volunteer Centre / Development Agency. **In some countries the role is divided between Advisor and Assessor. This description refers for simplicity to the ‘Assessor’ throughout.**

A full **Assessor’s Manual** will also be made available to all trained Assessors.

ESTABLISHING THE RELATIONSHIP WITH THE CUSTOMER

1. Contact the registering organisation within five days of being assigned an organisation
2. Ensure the organisation is informed about the process, the level of support available through the Organisation How To Guide, websites, from their Assessor and the local Volunteer Centre if relevant
3. Set up and facilitate the Step One Introductory Workshop (where possible within one – two months), often online
4. Set and maintain the timetable for the six steps of the liV Process ie from the workshop to final assessment

ASSESSMENT

1. Provide verbal and written feedback on the organisation's initial self-assessment against the standard within 10 – 15 days
 - Ask questions which challenge their thinking
 - Provide clear and constructive feedback to help them get through the process and achieve the award
 - Examine the written evidence (three pieces) provided
 - Signpost to support and resources available
2. Ensure they have a thorough and realistic Improving Practice plan in place, giving feedback and appropriate direction
3. Prepare for and carry out the assessment (in person and/or online)
 - Prepare for interviews: develop a sample of interviews for all stakeholders as per guidelines eg individual or group, and prepare questions to ask
 - Carry out assessments in a professional and supportive way
 - Request and review additional written material
 - Provide verbal feedback to the organisation (at the end of the full assessment)
4. Using all the evidence gathered make an assessment decision
 - Review all evidence and in particular quotes from interviewees

- Write a report as per the liV Guidelines for Report Writing with recommendation that they have met the standard, met with conditions or not met the standard
- Submit report to the Lead Assessor for Quality Assurance within ten days of assessment, agree and implement actions
- Communicate the outcome to the organisation and ask them to check the report for contextual accuracy (15 days after assessment)
- Submit full Organisation Journey materials to Lead Assessor who liaises with liV Country Manager who will announce the Award and send out the Achiever's Pack on the first day of the consecutive month

ASSESSOR SUPPORT AND DEVELOPMENT

1. Participate in support meetings (two per year) and professional development opportunities – training, performance reviews, good practice workshops
2. Share good or innovative practice (themes/trends/issues) and case studies for the website

IIV ASSESSOR COMPETENCIES

1 Communication

- 1.1 responds timely to requests by customer, Lead Assessor and Country Manager
- 1.2 facilitates workshops and meetings effectively
- 1.3 uses effective listening/questioning skills when carrying out paper assessment and interviewing stakeholders
- 1.4 summarises and feeds back to customer (verbal and written) in a clear and professional manner
- 1.5 conveys a professional image

2 Relationships

- 2.1 builds rapport with customer
- 2.2 acts assertively when required
- 2.3 behaves in objective yet empathetic manner
- 2.4 upholds the values and reputation of Investing in Volunteers

3 Underpinning knowledge and skills

- 3.1 shows knowledge of volunteering and volunteer management practice
- 3.2 shows knowledge of current voluntary sector issues
- 3.3 shows knowledge of customer
- 3.4 shows awareness of equity, diversity and inclusion issues
- 3.5 demonstrates ability to assess, including analysing complex evidence, making judgements and decisions, comparing evidence with existing benchmarks

4 Planning and preparation

- 4.1 is prepared and organised for each step of the process
- 4.2 researches customer information and uses the guidelines provided to determine sample size for assessment
- 4.3 plans interviews effectively to cover all quality areas
- 4.4 uses the templates and resources as per the Assessor Manual
- 4.5 meets all deadlines

5 Report writing

- 5.1 uses good structure
- 5.2 follows required format as per guidelines provided
- 5.3 uses Plain English
- 5.4 achieves good balance between overview and detail
- 5.5 make statements which are backed up by evidence
- 5.6 summarises and clearly presents findings
- 5.7 acts on feedback provided by Lead Assessor
- 5.8 provides a valuable report to the customer

COUNTRY SPECIFIC INFORMATION FOR WALES

Fees

Contract for services is based on an hourly rate of 32.5 pounds, and daily rate of 260 pounds (eight hours of work). The minimum contract with an Assessor will be **three days** to cover delivery of Introductory Workshop, Feedback on Self-assessment and Improving Practice Plan, assessment and report writing. Other contracts will be determined by UK Sampling

Guidelines which dictates the number of days required for assessment interviews.

Travel expenses will be payable up to agreed limits (travel policy available on request) however a hybrid approach is encouraged with most of the services provided by the Assessor being carried out online where possible. Support and personal development meetings are attended at the Assessor's own expense.

liV Assessors will be self-employed and will be responsible for their own payment of income tax, national insurance etc

APPLICATION AND RECRUITMENT SELECTION PROCESS

Step 1

Expressions of interest

To apply to be an Assessor in **Wales** please respond to iiv@wcva.cymru outlining how you meet all of the competencies on page 5.

Closing date is 5 December 2022, 10 am

Step 2

Interviews

You will have an informal discussion online or in person (to be agreed with you prior the meeting) about your experience and your expression of interest. You may be asked to deliver a task relevant to the role.

Step 3

Fee paid

If WCVA and yourself agree this is the right role for you, you will be asked to pay the amount of £250 prior to you attending the training.

Step 4

Training days dates

You will need to attend ALL training dates to ensure that you are fully trained. These dates will be in mid-January 2023 / early February 2023.

We will announce exact dates as soon as possible. Please do let us know of dates you would prefer us to avoid in your expression of interest.

Step 5

Shadowing (workshop and assessment interviews)

You will be asked to shadow an experienced colleague's live delivery of a workshop and assessment interviews. This is to help you prepare for your own delivery and comprehend the liV process and information.

Step 6

You are expected to be allocated with your first assessment soon after your shadowing is complete. Each journey lasts 13 months, so we are hoping you will complete your first assessment by April 2024. Each journey has six steps. Assessors are requested to invoice us after each step is completed.

When your first whole journey is completed successfully, you will be qualified as an independent liV Assessor.