

Glasgow's Volunteering Charter



Signatory's Action Plan

Charter Pledges

1. Create and expand appropriate opportunities for volunteering within their organisation
- and/or
2. Ensure your opportunities are accessible to all sections of the community, and that your volunteering workforce reflects the demographics of the city

Nominated Pledge(s) Tick appropriate box(es)		Charter Pledge # 1			Create and expand appropriate opportunities for volunteering within their organisation	
Step No.	1 Indicators What needs to be done?	2 Contributor Who is responsible for completing this step?	3 Deadline When should step be completed?	4 Required Resources What is needed to complete this step?	5 Potential Challenges What might get in the way of completion? What can you do?	6 Achievement Was this step completed successfully?
1	<ul style="list-style-type: none"> Learn about volunteer Volunteer Dynamic Model 	Ops Mgr	July 2016	Ops Mgrs to attend training sessions	<ul style="list-style-type: none"> Conflicting work priorities 	Yes. Operations and Asst Manager attended 3 sessions on the volunteer dynamic model
2	<ul style="list-style-type: none"> Conduct volunteer gap analysis to identify new roles and develop existing ones 	<ul style="list-style-type: none"> Service Mgr 	Sep 2016	Service Mgr to analyse existing volunteer roles against service demand	Staff v volunteer role	Yes – Gap analysis completed and additional volunteer roles identified. Including: data processor, receptionist and volunteer coordinator

3	Create new volunteer role descriptors	Ops Mgr	Oct 2016	Ops Mgr to look at tasks required for each volunteer role	Conflicting work priorities	Yes- New role descriptors created for both existing and new roles using the volunteer dynamic model
4	Create exchange of expectations.	Ops Mgr	Oct 2016	Ops Mgr to produce a one page document	n/a	Yes – Exchange of expectations created as to what a volunteer can expect from VSS and what VSS can expect from a volunteer.

Thank you for completing your Action Plan.

Please now email the form to Volunteer Glasgow <<insert email address>> and you will be contacted to discuss and confirm details below. You will also be provided with the Charter Mark logo and details of use.

This part to be completed by Volunteer Glasgow

Action Plan agreed by <<insert VG Team member>> and <<insert Signatory>> on <<insert date>>

Review date <<e.g. 6 months/year>>

Evidence required <<e.g. copies of new opportunities; new role description; staff awareness training; equalities questionnaire>>