# Fact sheet 1d:

# Useful factors to consider about your organisation

# Vision, mission and goals

As you begin to clarify why and how you want to involve volunteers, bear in mind how their involvement ties in with the mission and objectives of your organisation.

Culture and relationships

To involve volunteers successfully, it is vital that across your organisation, volunteers are valued and welcomed. Consider if there is an atmosphere of trust and openness in your organisation. Do all staff value new ideas and fresh input? How do the staff treat newcomers? The dominant attitudes and beliefs in your organisation will affect how employees and volunteers relate to each other, work together and make decisions.

The views of your staff

Communicate with your staff from the outset and involve them in the process of planning for volunteers. In doing so you can address any concerns about volunteer involvement. Ensure that your staff understand that there are key differences between volunteers and employees, and that volunteers will support them, not replace them. This is essential if you are planning to use volunteers to support existing work carried out by staff.

Resources

As well as the more obvious resources such as space, equipment and financial resources, you will need to consider how much time your staff will need to effectively manage volunteers. Use our [Resources and Budgeting Planner](https://docs.google.com/document/d/1R1V3Cf0TQXmlDABwm1Ib8W9w1-wkNr0b/edit?usp=sharing&ouid=104119321239366355820&rtpof=true&sd=true) to help you calculate these costs.

Barriers

It’s good practice to consider any barriers that will prevent individuals from volunteering for your organisation, and what you can do to improve accessibility.

Is your organisation attractive to volunteers?

Whilst volunteers are not paid in money, they do look for other kinds of reward, whether that is something tangible such as a character reference, or an experience or feeling, such as fulfilment. Volunteers will also be attracted by paid expenses, free drinks and/or lunch, being given training and having regular support and supervision.

**For more information**

[National Council for Voluntary Organisations (NCVO)](http://www.ncvo.org.uk)

NCVO champions the voluntary sector and volunteering across Britain by connecting, representing and supporting voluntary organisations. It has a reputation as an authoritative voice for the sector.

* [www.ncvo.org.uk](https://www.ncvo.org.uk/) Phone: 020 7713 6161 Email: ncvo@ncvo.org.uk

NCVO Knowhow Nonprofit

Knowledge and e-learning for charities, social enterprises and community groups. Learn from experts and peers, and share your experiences.

* [www.knowhownonprofit.org](https://knowhownonprofit.org/)

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