

Investing in Volunteers Role of Assessor

NB In some countries the role is divided between advisor and assessor. This description refers for simplicity to the 'assessor' throughout.

The assessor is the person designated to make judgements about whether an organisation meets the Investing in Volunteers standard. Throughout the process s/he will recognise organisation's achievements and help organisations to understand what else you need to do to meet the standard. The assessor will aim to work with the organisation in a supportive and collaborative way. S/he will seek to inspire and motivate – although s/he cannot do the work for the organisation!

To retain objectivity, s/he will not be able to guide the organisation through implementation of the development plan. Assessors will be able to help organisations decide what assistance would be appropriate eg referral to examples of policies on the country website, contacting local volunteer centre/development agency, or employing an Investing in Volunteers advisor.

The following are the key assessor tasks:

1. Facilitate the introductory workshop
2. Give feedback on initial self-assessment against the standard
3. Provide guidance on gaps needed to meet through an organisation's development plan
4. Advise an organisation if s/he feels they need to identify additional advice and support
5. Undertake the assessment visit – assess practice through written evidence, and interviews with volunteers, their managers and other relevant personnel
6. Make a judgement about whether the organisation meets the standard
7. Write an assessor's report and submit to the quality assurance process.

Person spec for IIV assessors

1. Knowledge and experience of assessment processes (either assessing or being assessed) eg Investors in People, Vocational Qualifications, PQASSO, internal quality marks. It is not essential to hold the D32 / D33 or A1 assessor awards.
2. Experience/awareness of principles and best practice of volunteer management and co-ordination
3. Awareness of the added value which volunteers bring to any organisation and have a commitment to the ethos of volunteering
4. Have an understanding of/knowledge of equal opportunities/diversity principles in practice

5. Good communication skills, both verbal and written, good listening skills. Assessors will be required to give information and verbal feedback to organisations, and to produce a detailed written final report
6. Good interpersonal skills. Able to build rapport with individuals in the organisations being assessed
7. Able to respond appropriately to situations as they arise during the assessment process eg probing for further evidence
8. Commitment to attending initial and ongoing assessor training/meetings and to having regular contact with the country lead assessor.
9. Promote, and uphold the values and reputation of, Investing In Volunteers