

Fingal Volunteer Centre Workplan 2020

Fingal Volunteer Centre Workplan 2020						
Objective 1	Core	Increase Access to Volunteering by offering a Support Service to the Public and Volunteering Involving Organisations (VIOs)				
Standard 1	Quality					
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review when and by who	Progress report
1.1	Carry out 5 information workshops/information stands in local jobs clubs, minority groups etc	Placement and Outreach Officer	A Minimum of 5 per year/2020	Participants have increased knowledge on how to get involved in volunteering and what is required	Manager and POO quarterly meeting	
1.2	Provide a Monthly Outreach service through 10 Fingal Libraries	Placement and Outreach Officer	10 every month with the exception of summer months and December	All new volunteers and VIO's are granted a meeting to assist their needs and requirements 27 walk in sessions delivered 63 appointment sessions offered	Manager and POO quarterly meeting	
1.3	Participate in Volunteer Expos across Fingal (via Fingal County Council)	Manager and Placement and Outreach Officer	As need arises	Each member of public is aware of our network and services available and walks away with a leaflet and info	All staff and board	
1.4	Recruit 650 new volunteers in Fingal (North County Dublin)	Placement and Outreach Officer /Placement Support	150 volunteers registered per quarter	Steady volunteering numbers and placement rates in Fingal reflecting the population	POO and Manager at quarterly meetings	
1.5.	All registered volunteers are mailed updates	Placement and	At least 10	Volunteers will receive at least	Report to Manager on a	

	regarding new and recent volunteering vacancies and news	Outreach Officer	per year	10 mail updates.	monthly basis	
1.6.	Contact everyone who registers to offer them further support and/or an appointment with a staff member to identify suitable opportunities within a 4 day time frame	POO/Placement Support		95% of registrations responded to within 4 day time frame	Reports to Manager	
1.7.	Data checking and schedule is implemented on a six monthly basis (or as per VI) to ensure the accuracy of volunteer opportunities displayed on our website	POO/Placmenet Support/Manager		25% response rate from organisations/volunteers contacted into relation to data		

Quality						
Standard 2						
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
2.1	20 Consultancy and face to face meetings with VIO's in Fingal to include Fingal Managing Volunteers Awards	Manager	Ongoing	85% of those registered have proper volunteer management systems in place. 20 Consultancy and face to face meetings with VIOs in Fingal.	Manager	
2.2	Events such as International Volunteer Day, Volunteer Managers Day, Volunteer Ireland Awards and National Volunteering Week widely promoted to VIO's	All staff	Ongoing	Groups familiar with various volunteering activities and events being celebrated and ways to thank volunteers NVW 2020 activity schedule in place – launch in Atrium ,environmental project on Saturday Extensive social media presence during that week	Manager reports to those to Board of Management	
2.3	Volunteer Managers Networks opps sought and organised in various	Manager	Ongoing	Greater awareness of current trends in voluntary sector as well as improved knowledge of	Manager reports to Board of Management	

	locations in Fingal			services available to them, improved knowledge sharing		
2.4	Fingal Managing Volunteers Awards	Manager	Ongoing	3 + groups have achieved awards by end of November	Manager	
2.5.	Provide service in a variety of ways – website, phone, email and outreach	All staff	Ongoing	88% of volunteers stating the annual feedback survey that it was easy to find out about our services	Manager	
2.6	Promote our services to potential new VIOs	Manager/POO	Ongoing	30+ new VIOs registered on IVOL	Manager/BOD	

Quality						
Standard 3						
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
3.1	At least 7 Events offered as part of Event Volunteers Programme	Placement and Outreach Officer, Manager	Ongoing	Promote diversity in volunteering programmes. A wide variety of short term opportunities offered to our volunteers –St Patrick’s Day Parades in Swords and Blanchardstown, Flavours of Fingal County Show, Malahide Castle Concerts, 2 Cricket Matches in Malahide in July, Family Fun Day in D15 in July	Placement and Outreach Officer and Manager	
3.2	Publicise membership of national VC network on website and promo material	Manager/Admin/POO		80% of service users are aware of national supports and campaigns		
3.3	Support PPN /FCC Community Dept work	Manager		Attend fairs organised by Community dept (to include plenary) as required. Deliver 3 hr Volunteer Management Training to groups registered with PPN at	Manager	

			3 key locations.	
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Core objective 2		Increase the Quality of Volunteering				
Quality Standard 4						
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
4.1	Implement a 3 month check in schedule via mass emails to that orgs are regularly contacted to update their opps and avail of advice and support	Manager	2020	Reminders via Quarterly newsletter to orgs and phone calls	Manager	
4.2.	Provide an effective referral service			70% of orgs report that their volunteer management skills increased after registering with centre	Manager	
4.3.	Website updated with best practice in volunteer management	Admin		An up to date website featuring latest trends and volunteer events	Manager	
4.4.	Offer a Volunteer Leadership course that covers all aspects of involving volunteers	Manager /POO	Sept to Nov	70% of attendees have increased their knowledged and skills in best practice in volunteer managements 10+ Volunteer Managers atted the training course	Manager and POO	
4.5.	2+ Volunteer Managers Forums organised	Manager	Ongoing	Networking opportunities for Volunteer Managers Learning opportunity and experience sharing		

Quality Standard 5						
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
5.1	Post new volunteering roles in Fingal	POO and Manager	2020	Members of public and registered volunteers are able to access and view them all 100+ roles registered and promoted	POO	
5.2	15 New groups sign up to Garda Vetting Service (also via promotion through Orgs Ezines)	Garda Vetting Liaison	2020	65% of VIOs are aware of service of Garda Vetting 1000+ forms processed 100+ affiliates	Garda Vetting Liaison to Manager twice yearly	
5.3	Continue to improve the website and updates	Admin	2020	Increased traffic to website and better awareness of services Have info and links to EVs website visible on FVC website	Admin	
5.4	Regular ezines to VIO's	Manager	1 per quarter	65% of those receiving ezine have an engagement with Centre VIOs reminded to advertise roles with us VIOs informed of any upcoming events campaigns	Manager	
5.5.	Start developing new leaflet for VIOs	Manager and team	ongoing	Draft design of leaflet ready by end of 2020, ready for printing in early 2021		

	Core objective 3	Increase Awareness of Volunteering by Marketing and Promoting Volunteering	
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	Quality Standard 6					
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
6.1	Offer a Volunteer Leadership course that covers all aspects of involving volunteers	Manager /POO	Sept to Nov	70% of attendees have increased their knowledge and skills in best practice in volunteer management 10+ Volunteer Managers attend the training course (deliver the course of 8+ VIOs apply)	Manager and POO	
6.2	Printing of new FMVA leaflets	Manager	By June 2020	More groups signing up to Fingal Managing Volunteers Awards Engage a designer to assist with leaflets 1000 new leaflets printed	Manager	
6.3.	Implement leaflet drop schedule	Placement and Outreach Officer/Admin	Ongoing	Promotional materials in all libraries, community centres, colleges, service groups, public offices across the county	Placement and Outreach Officer	
6.4.	Engage with local councillors via emails campaigns and events	Manager/Admin		Increased knowledge of work of volunteer centres network by locally elected officials	Manager	
6.5.	Local Media Feature secured throughout the year	All staff		Radio and newspaper feature during NVW –Phoenix FM and Fingal Gazette. VI Awards feature electronically and radio. 3 additional Phoenix FM interviews on the work of VC and VC network		
6.7.	Explore partnership with BITB (Blanch ITB)	Manager		-Possible info/outreach stands in ITB -Promotion of EVs events to students of ITB		

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Quality Standard 7						
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
7.1	Staff actively participate in national working groups, and committees and attend nationally agreed meetings	All staff and board	Ongoing	Increased staff participation and knowledge -PO forum -VCNM -Dublin Regional Meetings	Manager	
7.2	Active Promotion of national programmes and campaigns at local and national level	Placement and Outreach Officer, Manager	Ongoing	VC makes an impact on a local level as well as informs general public in Fingal IVD celebration in December, volunteers presented with certs, Certs also sent out to EVs	Manager	
Core objective 4		Ensure the Organisation is Sustainable through Good Governance and Management				
Quality Standard 8						
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
8.1	Biannual reporting to stakeholders	Manager	June, Janaury	AR, audited accounts and progress available to stakeholders Report to Department and report to FCC	Manager and Board of Management	
8.2	Survey once a year to all volunteers and VIO's and post each events/training	All staff	End of year	75% of responders satisfactions with services	All staff	

8.3	Staff performance and development policy reviewed	Manager and Board of Management	By end of year	FVC meets the criteria of CQI. Policy reviewed and signed off by end of year.	Manager and Board of Management	
8.4	Finance policy reviewed	Manager and Board of Management	June 2020	Policy signed off June 2020. Sound financial systems in place	Board of Management	
8.5.	Explore Additional funding streams	Manager	2020	DAA grant, FCC activities grant	BOD	

Quality Standard 9						
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
9.1	Working towards Charity Governance Code	Board of Management	2020	Fully compliant	Board of Management	
9.2.	Board has wide stakeholder representation as per Quality Standards/Target individuals with relevant experience	Manager	2020	2 New board members in place representing VIOs (with community development /charity management experience)	Manager and Board of Management	
9.3.	Review on the effectiveness of the board is held	External		Board revisit their roles, fully aware of their tasks, chair provides leadership		
9.4.	External Supervision for Manager	Manager	Yearly	Manager has a go to person, can chat to concerns in confidence		
9.5.	Quality Standards Review as part of VC Network	All Staff	2020	Review Carried out in March Quality Improvement Plan in Place and completed by beginning of Feb 2021		

	Quality Standard 10					
	Planned actions/activities/outputs	Who is responsible	Timescale	Outcome/Impact/Targets	Monitoring/Review When and by who	Progress report
10.1	Staff and Board Training Needs Analysis carried out	Manager and Board of Management	2020	Staff and BOD fully equipped with skills required to carry out their roles	Manager	
10.2	Communications Policy Reviewed	Manager	2020	Improved quality of our service and enhanced volunteering infrastructure as a result	Manager with BOD	
10.3.	FVC Strategy review day	All staff and BOD	End of Year	Strategic plan 2021-2024 ready and in place by early 2021	Manager with BOD	