

H5RP 04 (SFTM VC1) — Manage the Recruitment and Placement of Volunteers

Overview

This Unit is about managing the recruitment and placement of volunteers. This involves specifying volunteers' roles and the knowledge, skills and experience required; overseeing the recruitment and placement of volunteers; and agreeing mutual expectations with volunteers.

Additional Information

Behaviours

1 Adaptability and innovation

- 1.1 seize the opportunities presented by diversity.

2 Communication

- 2.1 identify people's information needs.
- 2.2 listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding.
- 2.3 identify people's preferred communication media and styles.
- 2.4 adopt communication media and styles appropriate to people and situations.
- 2.5 present information clearly, concisely, accurately and in ways that promote understanding.
- 2.6 use a range of communication styles and techniques to maintain people's interest and attention.
- 2.7 confirm people's understanding through questioning and interpretation of non-verbal signals.
- 2.8 encourage people to ask questions or rephrase statements to confirm and clarify their understanding.
- 2.9 modify communication in response to feedback.

3 Entrepreneurship

- 3.1 balance risks against the benefits that may arise from taking risks.

4 Ethical stance

- 4.1 comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes.
- 4.2 act within the limits of your authority.
- 4.3 act to protect the health, safety and wellbeing of others.
- 4.4 act to uphold individuals' rights.
- 4.5 set objectives and create cultures that are ethical and sustainable.
- 4.6 show integrity and fairness in decision-making.

5 Focus on results

- 5.1 set demanding but achievable objectives for self and others.
- 5.2 prioritise objectives and schedule work to make the best use of time and resources.
- 5.3 accurately calculate risks, and make provision so that unexpected events do not impede the achievement of objectives.
- 5.4 take personal responsibility for making things happen.
- 5.5 clearly state what is required of others and hold them to account.
- 5.6 check individuals' commitment to their roles in a specific course of action.

6 Information and knowledge management

6.1 make best use of existing sources of information.

7 Persuasiveness

7.1 seek to understand people's needs and motivations.

7.2 identify clearly the value and benefits to people of a proposed course of action.

7.3 present information and arguments convincingly and in ways which strike a chord with people.

7.4 use factual evidence to support arguments.

8 Relationship management

8.1 work to develop an atmosphere of professionalism and mutual support.

9 Thinking and decision-making

9.1 identify the range of elements in a situation and how they relate to each other.

9.2 identify the implications or consequences of a situation.

9. take timely decisions that are realistic for the situation.

Performance Criteria — What you do in your job

You must provide evidence to meet all the 20 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Define volunteer roles and the knowledge, skills and experience required

	Performance Criteria	Evidence Number where this criteria has been met
1	Involve people with relevant knowledge and expertise in defining volunteer roles.	
2	Identify the contributions that volunteers can make to your organisation's goals.	
3	Identify roles that are suitable for volunteers with a diverse range of abilities, styles and motivations.	
4	Identify the potential benefits of roles to volunteers.	
5	Ensure that risk assessments are carried out for volunteer roles.	
6	Ensure that roles for volunteers do not undermine or substitute the work of any paid staff, and vice versa.	
7	Prepare role descriptions for proposed volunteer roles that clearly: 7.1 identify the role's purpose, responsibilities and working relationships. 7.2 define the limits of the volunteer's role.	

Define volunteer roles and the knowledge, skills and experience required (cont)

	Performance Criteria	Evidence Number where this criteria has been met
8	<p>Prepare volunteer specifications for proposed volunteer roles that clearly:</p> <p>8.1 identify the knowledge, skills, experience, personal qualities and availability required.</p> <p>8.2 specify any factors which would exclude certain people from being considered for the role.</p> <p>8.3 state any references or official checks that will be carried out on applicants for the role.</p>	
9	<p>Ensure that role descriptions and volunteer specifications:</p> <p>9.1 are sufficiently broad and flexible to include volunteers with diverse needs, abilities and preferences.</p> <p>9.2 comply with relevant legislation and organisational policies.</p>	
10	<p>Use the role descriptions and volunteer specifications to establish fair and clear criteria against which the suitability of potential volunteers can be assessed.</p>	

Oversee the recruitment and placement of volunteers

	Performance Criteria	Evidence Number where this criteria has been met
11	Ensure that processes are used to attract volunteers from a wide range of backgrounds and abilities.	
12	<p>Ensure that potential volunteers are made aware of:</p> <p>12.1 the volunteer roles you are recruiting for and the activities involved.</p> <p>12.2 how the volunteer roles contribute to strategic goals.</p> <p>12.3 the potential benefits of the volunteer roles to themselves.</p> <p>12.4 the knowledge, skills, experience, personal qualities and availability required.</p> <p>12.5 the application and selection process.</p> <p>12.6 any mandatory training requirements.</p> <p>12.7 any factors which would exclude them from being considered for certain volunteer roles.</p> <p>12.8 any references or official checks that will be carried out on applicants for the role.</p> <p>12.9 the commitment they would need to make.</p>	
13	Ensure that assessment and selection methods are standardised for each different role and that established, fair and clear criteria are used to assess the suitability of volunteers.	
14	Ensure that references and official checks are carried out wherever required.	
15	Ensure that volunteers are placed in suitable volunteering roles.	

Oversee the recruitment and placement of volunteers (cont)

	Performance Criteria	Evidence Number where this criteria has been met
16	Ensure that relevant feedback is given to applicants who are not suitable for the volunteer roles available.	

Agree mutual expectations with volunteers

17	Draw up volunteering agreements that reflect the level of risk involved in the volunteer role and the level of commitment being made by the volunteer.	
18	<p>Ensure volunteering agreements include information on:</p> <p>18.1 the volunteer role, the activities involved and the boundaries of the role.</p> <p>18.2 the standards of performance and behaviour expected of volunteers.</p> <p>18.3 the training, support and supervision the volunteer can expect from your organisation.</p> <p>18.4 the risk assessment for the role and the terms of any insurance cover.</p> <p>18.5 the expenses that will be reimbursed by your organisation.</p> <p>18.6 any organisational policies that are relevant to the volunteer role.</p>	
19	Ensure volunteers understand the importance of the volunteering agreement and that it is binding in honour only.	
20	Record information accurately and process it in line with legal requirements and organisational policy.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 31 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Activity and project management

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Legal and organisational requirements relating to contracts and agreements.	

Analysis, accounting and decision-making

2	Analytical principles, methods, tools and techniques	
3	Evaluation principles, methods, tools and techniques.	
4	Legal and organisational requirements relevant to risk management.	
5	Planning principles, methods, tools and techniques.	
6	Risk management principles, methods, tools and techniques.	

Information and communication

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
7	Briefing and debriefing principles, methods, tools and techniques.	
8	Communication principles, methods, tools and techniques.	
9	Information gathering principles, methods, tools and techniques.	
10	Record-keeping principles, methods, tools and techniques.	
11	Research and investigative principles, methods, tools and techniques.	

People management

12	Diversity principles, methods, tools and techniques.	
13	Equality principles, methods, tools and techniques.	
14	Feedback principles, methods, tools and techniques.	
15	Human resource management principles, methods, tools and techniques.	
16	Legal and organisational requirements relevant to human resource management.	
17	Legal and organisational requirements relevant to involving volunteers.	
18	Principles, methods, tools and techniques for assessing people's knowledge, skills and personal qualities and identifying learning needs.	
19	Recruitment principles, methods, tools and techniques.	
20	Training and development principles, methods, tools and techniques.	

People management (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
21	Volunteer management principles, methods, tools and techniques.	

Work context

22	Codes of practice and standards of performance expected of volunteers.	
23	Current and future roles and responsibilities in your organisation.	
24	Other volunteer-involving organisations and volunteering opportunities available.	
25	Relevant organisational policies and procedures.	
26	Sector-specific knowledge and information.	
27	Your organisation's culture, values and ethos.	
28	Your organisation's vision, mission and strategic objectives.	
29	Your organisation's volunteers and their diverse interests, needs, abilities and preferences.	
30	Your own knowledge, skills and competence and the limits of these.	
31	Your role and responsibilities.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	