

## **H5TL 04 (SFTM VC3) — Recruit and Place Volunteers**

### **Overview**

This Unit is about the recruitment and placement of volunteers. It involves assessing with volunteers their suitability for volunteer roles and placing volunteers in suitable roles.

# **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 Concern for others**

- 3.1 Show empathy with others' needs, feelings and motivations and take an active interest in their concerns
- 3.2 Make time available to support others
- 3.3 Show respect for the views and actions of others
- 3.4 Encourage and support others to make the best use of their abilities
- 3.5 Encourage and support others to take decisions autonomously
- 3.6 Support others in achieving their personal aspirations
- 3.7 Recognise the achievements and the success of others

### **4 Entrepreneurship**

- 4.1 Balance risks against the benefits that may arise from taking risks

### **5 Ethical stance**

- 5.1 Comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 5.2 Act within the limits of your authority
- 5.3 Act to uphold individuals' rights
- 5.4 Show integrity and fairness in decision-making
- 5.5 Say no to unreasonable requests

## **6 Focus on results**

- 6.1 Set demanding but achievable objectives for self and others
- 6.2 Take personal responsibility for making things happen
- 6.3 Clearly state what is required of others and hold them to account

## **7 Information and knowledge management**

- 7.1 Identify sources of information to meet current and foreseeable requirements
- 7.2 Use cost-effective and time-effective means to gather, store and retrieve information
- 7.3 Make best use of existing sources of information
- 7.4 Keep confidential information secure
- 7.5 Check the validity and reliability of information
- 7.6 Push for concrete information in an ambiguous situation
- 7.7 Make appropriate information and knowledge available promptly to those who have a right to it

## **8 Persuasiveness**

- 8.1 Seek to understand people's needs and motivations
- 8.2 Present self positively to others
- 8.3 Identify clearly the value and benefits to people of a proposed course of action
- 8.4 Present information and arguments convincingly and in ways which strike a chord with people
- 8.5 Use factual evidence to support arguments
- 8.6 Create a sense of common purpose
- 8.7 Articulate a realistic vision that generates excitement, enthusiasm and commitment

## **9 Relationship management**

- 9.1 Work to develop an atmosphere of professionalism and mutual support
- 9.2 Clarify own and others' expectations of relationships
- 9.3 Model behaviour that shows respect, helpfulness and cooperation

## **10 Thinking and decision-making**

- 10.1 Identify the range of elements in a situation and how they relate to each other
- 10.2 Use own and others' experience to understand a situation
- 10.3 Identify patterns or meaning from events and data that are not obviously related
- 10.4 Build a total and valid picture from restricted or incomplete data
- 10.5 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 12 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.

### Assess with volunteers their suitability for volunteer roles

|   | <b>Performance Criteria</b>   | <b>Evidence Number where this criteria has been met</b> |
|---|---|---|
| 1 | <p>Help potential volunteers to understand clearly:</p> <ul style="list-style-type: none"><li>1.1 the range of volunteer roles you are recruiting for and the activities involved.</li><li>1.2 how the volunteer roles contribute to organisational goals.</li><li>1.3 the potential benefits of the volunteer roles to themselves.</li><li>1.4 the knowledge, skills, experience, personal qualities and availability required.</li><li>1.5 the selection process and criteria.</li><li>1.6 any compulsory training requirements.</li><li>1.7 any factors which would exclude them from being considered for certain volunteer roles.</li><li>1.8 any references or official checks that will be carried out on applicants for the role.</li><li>1.9 the commitment they would need to make.</li></ul> |   |
| 2 | <p>Help potential volunteers to articulate their motivations for volunteering and understand how volunteer roles could meet their needs and expectations.</p>   |   |

### Assess with volunteers their suitability for volunteer roles (cont)

|   | <b>Performance Criteria</b>   | <b>Evidence Number where this criteria has been met</b> |
|---|---|---|
| 3 | Provide sufficient information to potential volunteers to allow them to assess their suitability for specific volunteer roles, whether the roles will meet their needs and expectations and what support and supervision they may require.  |   |
| 4 | Assess potential volunteers' experience and the extent to which they possess the knowledge, skills and personal qualities required for the role.  |   |
| 5 | Use standardised assessment and selection methods that enable you to identify suitable volunteers for a particular role based on established criteria.  |   |
| 6 | <p>Only where required for the role:</p> <p>6.1 take up references to validate your assessment of potential volunteers' knowledge, skills and personal qualities.</p> <p>6.2 check potential volunteers' qualifications.</p> <p>6.3 carry out official criminal records checks on potential volunteers.</p> |   |
| 7 | Decide whether potential volunteers are suitable for volunteer roles based on a fair and accurate assessment of sufficient evidence, and inform them promptly of your decision.   |   |
| 8 | Provide relevant feedback to applicants who are unsuitable for specific volunteer roles.  |   |

### Place volunteers in suitable roles

|    | <b>Performance Criteria</b>   | <b>Evidence Number where this criteria has been met</b> |
|----|---|---|
| 9  | Involve relevant people appropriately in matching volunteers to suitable volunteer placements.  |   |
| 10 | Provide fair and equal access to volunteering opportunities to all volunteers with the appropriate knowledge, skills, experience, personal qualities and availability.        |   |
| 11 | Place volunteers in roles which provide a good fit with their knowledge, skills, experience, personal qualities and availability and which meet their needs and expectations. |   |
| 12 | Refer volunteers to alternative volunteering opportunities if those immediately available are not suitable.   |   |

## 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 36 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

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

### Analysis, accounting and decision-making

|   |  |  |
|---|--|--|
| 2 | Analytical principles, methods, tools and techniques.                  |  |
| 3 | Decision-making principles, methods, tools and techniques.             |  |
| 4 | Evaluation principles, methods, tools and techniques.                  |  |
| 5 | Validation and verification principles, methods, tools and techniques. |  |

### Information and communication

|   |  |  |
|---|--|--|
| 6 | Communication principles, methods, tools and techniques.         |  |
| 7 | Confidentiality principles, methods, tools and techniques.       |  |
| 8 | Information gathering principles, methods, tools and techniques. |  |
| 9 | Information sharing principles, methods, tools and techniques.   |  |

## Information and communication (cont)

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i> | <b>Evidence Number where this knowledge point has been met</b> |
|----|---|--|
| 10 | Questioning principles, methods, tools and techniques.                        |  |
| 11 | Record-keeping principles, methods, tools and techniques.                     |  |
| 12 | Reporting principles, methods, tools and techniques.                          |  |

## People management

|    |   |  |
|----|---|--|
| 13 | Diversity principles, methods, tools and techniques.  |  |
| 14 | Equality principles, methods, tools and techniques.   |  |
| 15 | Feedback principles, methods, tools and techniques.   |  |
| 16 | Human resource management principles, methods, tools and techniques.  |  |
| 17 | Influencing principles, methods, tools and techniques.  |  |
| 18 | Legal and organisational requirements relevant to human resource management.  |  |
| 19 | Legal and organisational requirements relevant to involving volunteers.   |  |
| 20 | Motivation principles, methods, tools and techniques.   |  |
| 21 | Principles, methods, tools and techniques for assessing people's knowledge, skills and personal qualities and identifying learning needs. |  |
| 22 | Recruitment principles, methods, tools and techniques.  |  |
| 23 | Supervision principles, methods, tools and techniques.  |  |



## People management (cont)

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i> | <b>Evidence Number where this knowledge point has been met</b> |
|----|---|--|
| 24 | Support principles, methods, tools and techniques.                            |  |
| 25 | Training and development principles, methods, tools and techniques.           |  |
| 26 | Volunteer management principles, methods, tools and techniques.               |  |

## Work context

|    |   |  |
|----|---|--|
| 27 | Codes of practice and standards of performance expected of volunteers.                        |  |
| 28 | Current and future roles and responsibilities in your organisation.                           |  |
| 29 | Other volunteer-involving organisations and volunteering opportunities available.             |  |
| 30 | Relevant organisational policies and procedures.  |  |
| 31 | Sources of advice, guidance and support.  |  |
| 32 | Your organisation's culture, values and ethos.  |  |
| 33 | Your organisation's vision, mission and strategic objectives.                                 |  |
| 34 | Your organisation's volunteers and their diverse interests, needs, abilities and preferences. |  |
| 35 | Your own knowledge, skills and competence and the limits of these.                            |  |
| 36 | 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

|   |  |
|---|--|
| <b>Candidate's name</b>                       |  |
| <b>Candidate's signature</b>                  |  |
| <b>Date submitted to Assessor as complete</b> |  |

|                               |  |
|-------------------------------|--|
| <b>Assessor's name</b>        |  |
| <b>Assessor's signature</b>   |  |
| <b>Date assessed complete</b> |  |

### Internal Verification

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

| <b>Evidence for this Unit was sampled on the following date/s</b> | <b>Internal verifier's signature</b> | <b>Internal verifier's name</b> |
|---|--------------------------------------|---------------------------------|
|   |                                      |                                 |
|   |                                      |                                 |
|   |                                      |                                 |
|   |                                      |                                 |

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

| <b>Date of admin check</b> | <b>Internal verifier's signature</b> | <b>Internal verifier's name</b> |
|----------------------------|--------------------------------------|---------------------------------|
|                            |                                      |                                 |
|                            |                                      |                                 |
|                            |                                      |                                 |
|                            |                                      |                                 |

### Unit completion confirmed

|                                      |  |
|--------------------------------------|--|
| <b>Internal verifier's name</b>      |  |
| <b>Internal verifier's signature</b> |  |
| <b>Date completed</b>                |  |