

# CCSCCS28 SQA Unit Code H8YL 04

## Work with volunteers in a creative and cultural organisation



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### Overview

This unit is about working with volunteers to ensure they support you and you support them in working for a cultural heritage organisation. This unit is derived from UK Workforce Hub Management of Volunteers. 2008 Standards Unit D2 Lead and Motivate.

### Performance criteria

- You must be able to:*
- P1 research the volunteer code of practice or policy
  - P2 identify current areas in your work and possible future opportunities where volunteers could support you
  - P3 communicate details of your volunteer work needs to those responsible for the recruitment or management of volunteers
  - P4 brief volunteers on the work you would like them to do, describing how you would like them to support you, working directly with the volunteer or volunteers' line manager
  - P5 agree responsibilities and working methods and make sure the volunteer understands what is expected of them
  - P6 communicate details about what you have to deliver and when, and how the volunteer will contribute
  - P7 encourage and support volunteers to take ownership of their work
  - P8 communicate with volunteers at all times in ways that meet their diverse needs
  - P9 show respect for the volunteer's role and contribution
  - P10 help to evaluate volunteers' work and the contribution they have made to your work aims and objectives
  - P11 obtain advice and guidance on working with volunteers when necessary

**Knowledge and understanding**

*You need to know and understand:*

- K1 the volunteering policy and code of practice
- K2 the variety of different roles volunteers can fulfil and the different ways they can contribute to the organisational objectives
- K3 how volunteers can help and support you to meet your work goals
- K4 the range of abilities, styles and motivations of volunteers
- K5 the importance of taking account of people's diverse abilities, styles and motivations
- K6 how to communicate effectively
- K7 how to support the work of others
- K8 how to give appropriate feedback
- K9 when to get advice and guidance on working with volunteers

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<b>Date approved</b>	December 2009
<b>Indicative review date</b>	December 2011
<b>Validity</b>	Current
<b>Status</b>	Tailored
<b>Originating organisation</b>	UK Workforce Hub
<b>Original URN</b>	D2
<b>Relevant occupations</b>	Business, Administration and Law; Crafts, creative arts and design; Business management; Functional Managers; Quality and Customer Care Managers; Leisure and Travel Service Occupations; Customer Service Occupations; Sales and Related Associate Professional; Conservation Associate Professionals
<b>Suite</b>	Cultural Heritage
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