

SFJHK401 - SQA Unit Code HA5E 04

Manage the induction of volunteers



Overview

This standard is about managing the induction of volunteers.

It involves identifying volunteers' induction requirements and planning to meet them, preparing information and guidance materials and organising induction activities for volunteers.

There are three elements

- 1 Identify volunteers' induction requirements and plan to meet them
- 2 Prepare information and guidance materials for volunteers
- 3 Organise induction activities for volunteers

Performance criteria

Identify volunteers' induction requirements and plan to meet them

You must be able to:

- P1 identify the general information about your organisation and its policies, and details about particular volunteer roles, that volunteers need to be confident in their roles
- P2 identify any specific knowledge, skills and competences that individual volunteers need to develop in order to fulfil particular volunteer roles
- P3 take account of volunteers' diverse abilities, styles and motivations, their experience, knowledge, skills and competence
- P4 involve relevant people in developing induction plans and, where they have a role in delivering the plan, check they are competent and committed to fulfilling their role
- P5 prepare induction plans that meet volunteers' identified induction requirements and state who is involved in meeting those requirements
- P6 record information accurately and treat all information confidentially
- P7 comply with legal requirements and your organisation's policies

Prepare information and guidance materials for volunteers

You must be able to:

- P8 identify the information and guidance volunteers require in order to take on volunteer roles
- P9 prepare information and guidance materials that:
 - P9.1 contain accurate, up-to-date information that meets volunteers'
 - P9.2 present information in a clear and concise way that volunteers can understand quickly
 - P9.3 take into account the needs of volunteers with diverse abilities, styles and motivations
 - P9.4 reinforce the importance of volunteers in meeting the organisation's goals
 - P9.5 summarise relevant organisational policies and how they apply to volunteers
 - P9.6 clarify the limits of volunteering roles, specifying anything they are not allowed to do
 - P9.7 make cost-effective use of resources
- P10 involve relevant people in the development of information and guidance materials and gain their approval of the materials prior to publication
- P11 ensure that information and guidance materials are available when volunteers need them
- P12 review materials in response to changes in information/guidance to be provided or feedback from users

Organise induction activities for volunteers

You must be able to:

- P13 co-ordinate the contributions of those involved in inducting volunteers
- P14 provide sufficient training, supervision and support to ensure volunteers are able to fulfil their duties and carry out their tasks safely and effectively, including any mandatory training required
- P15 provide sufficient briefing to ensure volunteers understand, and are prepared to work within, the limits of their roles
- P16 provide additional support or refer volunteers to alternative volunteering opportunities if they are unable to fulfil their duties and carry out their tasks safely and effectively
- P17 obtain feedback from volunteers and other relevant people on the induction process and use this information to improve the process in the future

Knowledge and understanding

You need to know and understand:

Activity and project management

- K1 co-ordination principles, methods, tools and techniques
- K2 legal and organisational requirements for health and safety

Analysis, accounting and decision-making

You need to know and understand:

- K3 cost-benefit analysis methods, tools and techniques
- K4 legal and organisational requirements relevant to risk management
- K5 planning principles, methods, tools and techniques
- K6 resource management principles, methods, tools and techniques
- K7 risk management principles, methods, tools and techniques

Information communication

You need to know and understand:

- K8 briefing and debriefing principles, methods, tools and techniques
- K9 communication principles, methods, tools and techniques
- K10 confidentiality principles, methods, tools and techniques
- K11 information gathering principles, methods, tools and techniques
- K12 information sharing principles, methods, tools and techniques
- K13 questioning principles, methods, tools and techniques
- K14 record-keeping principles, methods, tools and techniques
- K15 research and investigative principles, methods, tools and techniques

People management

You need to know and understand:

- K16 diversity principles, methods, tools and techniques
- K17 equality principles, methods, tools and techniques
- K18 feedback principles, methods, tools and techniques
- K19 human resource development principles, methods, tools and techniques
- K20 human resource management principles, methods, tools and techniques
- K21 instruction principles, methods, tools and techniques
- K22 legal and organisational requirements relevant to human resource management
- K23 networking principles, methods, tools and techniques
- K24 supervision principles, methods, tools and techniques
- K25 support principles, method tools and techniques
- K26 training and development principles, methods, tools and techniques
- K27 volunteer management principles, methods, tools and techniques

Work context

You need to know and

- K28 codes of practice and standards of performance expected of volunteers

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understand:

- K29 current and future roles and responsibilities in your organisation
- K30 relevant organisational policies and procedures
- K31 sector-specific knowledge and information
- K32 sources of advice, guidance and support
- K33 the organisation's culture, values and ethos
- K34 the organisation's vision, mission and strategic objectives
- K35 the organisation's volunteers and their diverse interest, needs, abilities and preferences
- K36 own knowledge, skills and competence and the limits of these
- K37 own role and responsibilities

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Developed by Skills for Justice

Version number 1

Date approved April 2010

Indicative review date April 2012

Validity Current

Status Imported

Originating organisation UK Workforce Hub

Original URN UKWH C4

Relevant occupations Public Services; Public Service and Other Associate Professionals

Suite Mentoring and Befriending of Offenders and those at risk of offending

Key words volunteers, induction, planning, preparing, guidance, activities
