SFTMVC3
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.

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Performance criteria

Assess with volunteers their suitability for volunteer roles

You must be able to:

P1   help potential volunteers to understand clearly
- P1.1   the range of volunteer roles you are recruiting for and the activities involved
- P1.2   how the volunteer roles contribute to organisational goals
- P1.3   the potential benefits of the volunteer roles to themselves
- P1.4   the knowledge, skills, experience, personal qualities and availability required
- P1.5   the selection process and criteria
- P1.6   any compulsory training requirements
- P1.7   any factors which would exclude them from being considered for certain volunteer roles
- P1.8   any references or official checks that will be carried out on applicants for the role
- P1.9   the commitment they would need to make

P2   help potential volunteers to articulate their motivations for volunteering and understand how volunteer roles could meet their needs and expectations

P3   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

P4   assess potential volunteers' experience and the extent to which they possess the knowledge, skills and personal qualities required for the role

P5   use standardised assessment and selection methods that enable you to identify suitable volunteers for a particular role based on established criteria

P6   only where required for the role
- P6.1   take up references to validate your assessment of potential volunteers' knowledge, skills and personal qualities
- P6.2   check potential volunteers' qualifications
- P6.3   carry out official criminal records checks on potential volunteers

P7   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

P8   provide relevant feedback to applicants who are unsuitable for specific volunteer roles

Place volunteers in suitable roles

You must be able to:

P9   involve relevant people appropriately in matching volunteers to suitable volunteer placements

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P10 provide fair and equal access to volunteering opportunities to all volunteers with the appropriate knowledge, skills, experience, personal qualities and availability

P11 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

P12 refer volunteers to alternative volunteering opportunities if those immediately available are not suitable

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Knowledge and understanding

Activity and project management

You need to know and understand:

K1   legal and organisational requirements relating to contracts and agreements

Analysis, accounting and decision-making

You need to know and understand:

K2   analytical principles, methods, tools and techniques
K3   decision-making principles, methods, tools and techniques
K4   evaluation principles, methods, tools and techniques
K5   validation and verification principles, methods, tools and techniques

Information and communication

You need to know and understand:

K6   communication principles, methods, tools and techniques
K7   confidentiality principles, methods, tools and techniques
K8   information gathering principles, methods, tools and techniques
K9   information sharing principles, methods, tools and techniques
K10   questioning principles, methods, tools and techniques
K11   record-keeping principles, methods, tools and techniques
K12   reporting principles, methods, tools and techniques

People management

You need to know and understand:

K13   diversity principles, methods, tools and techniques
K14   equality principles, methods, tools and techniques
K15   feedback principles, methods, tools and techniques
K16   human resource management principles, methods, tools and techniques
K17   influencing principles, methods, tools and techniques
K18   legal and organisational requirements relevant to human resource management
K19   legal and organisational requirements relevant to involving volunteers
K20   motivation principles, methods, tools and techniques
K21   principles, methods, tools and techniques for assessing people's knowledge, skills and personal qualities and identifying learning needs
K22   recruitment principles, methods, tools and techniques
K23   supervision principles, methods, tools and techniques
K24   support principles, methods, tools and techniques
K25   training and development principles, methods, tools and techniques
K26   volunteer management principles, methods, tools and techniques

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Work context

You need to know and understand:

K27	codes of practice and standards of performance expected of volunteers
K28	current and future roles and responsibilities in your organisation
K29	other volunteer-involving organisations and volunteering opportunities available
K30	relevant organisational policies and procedures
K31	sources of advice, guidance and support
K32	your organisation's culture, values and ethos
K33	your organisation's vision, mission and strategic objectives
K34	your organisation's volunteers and their diverse interests, needs, abilities and preferences
K35	your own knowledge, skills and competence and the limits of these
K36	your role and responsibilities

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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

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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

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