

ASTH421

Recruit and manage volunteers in the housing sector



Overview

This standard is about developing strategies, policies and procedures to recruit and manage volunteers.

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Performance criteria

- You must be able to:*
- P1 identify suitable opportunities to use volunteers in a way which supports the aims of the organisation
 - P2 make proposals to colleagues on the purpose and benefits of using volunteers in your organisation
 - P3 follow procedures for recruiting, managing and retaining volunteers
 - P4 agree with relevant colleagues and customers how the organisation will recruit, use and manage volunteers
 - P5 develop and implement systems and procedures to recruit and manage volunteers in line with statutory and organisational requirements
 - P6 identify suitable individuals and priority groups for volunteering
 - P7 identify suitable opportunities to develop partnerships with voluntary organisations
 - P8 identify the development needs of volunteers and potential volunteers
 - P9 ensure that appropriate support and training is available for volunteers and potential volunteers
 - P10 develop and maintain effective relationships with volunteers
 - P11 regularly review the effectiveness of the volunteer arrangements
 - P12 implement and manage improvements to how volunteers are recruited, used and managed

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Knowledge and understanding

You need to know and understand:

- K1 the reasons for involving volunteers in the organisation
- K2 how to effectively communicate the objectives of volunteer involvement in the organisation with customers and colleagues
- K3 statutory and organisational requirements in order to protect the volunteer, customer and organisation
- K4 how best to recruit, use, manage and retain volunteers
- K5 the range of recruitment processes for volunteers
- K6 how to develop strategies, policies and procedures
- K7 how to set up new arrangements with partner organisations in accordance with organisational procedures
- K8 the principles and practice of equality and diversity and different cultural and religious requirements
- K9 how to identify the development needs of volunteers
- K10 the range of development opportunities which you can offer to volunteers
- K11 the options and resources available for supporting volunteers
- K12 how to maintain effective relationships with volunteers
- K13 methods to review the effectiveness of volunteer arrangements
- K14 how to implement and manage improvements to methods for recruiting, using and managing volunteers

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