

## SFJ HK3

# Contribute to the development, implementation and evaluation of strategies and policies for recruiting and managing volunteers



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### Overview

This standard is about contributing to the development, implementation and evaluation of strategies and policies for recruiting and managing volunteers in an agency.

#### **There are two elements**

- 1 Make recommendations on strategies and policies for recruiting and managing volunteers
- 2 Implement and evaluate the effectiveness of strategies and policies for recruiting and managing volunteers

#### **Target group**

This standard is applicable to those who work directly with volunteers and are affected by the agency's strategies and policies for recruiting and managing people who act as volunteers. You are likely to have direct contact with, or line management responsibility for, volunteers.

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#### Performance criteria

#### Make recommendations on strategies and policies for recruiting and managing volunteers

*You must be able to:*

- P1 identify the areas of work which are appropriate for volunteers
- P2 identify what volunteers are expected to do in their area of work, and the roles and responsibilities volunteers have in relation to the services provided by your organisation
- P3 assess how your agency can effectively use different individuals' motivation for volunteering, how any barriers for volunteers might be minimised while still promoting the interests of your primary clients
- P4 determine accurately the issues related to managing volunteers
- P5 recommend criteria and processes for recruiting, selecting and managing volunteers that are realistic, clear and consistent with evidence of good practice
- P6 develop and evaluate suitable strategies and policies to make effective use of volunteers' diverse strengths and interests and the likelihood of these to attract and retain volunteers
- P7 confirm that strategies are consistent with current legislation and the aims and objectives of your organisation
- P8 make constructive recommendations for improving strategies and policies
- P9 promote a culture which acknowledges volunteers' needs and recognises their value

#### Implement and evaluate the effectiveness of strategies and policies for recruiting and managing volunteers

*You must be able to:*

- P10 evaluate the recruitment and selection process for volunteers and offer constructive feedback on its strengths and weaknesses
- P11 manage volunteers in ways that are consistent with your organisation's policies
- P12 maintain effective relationships with volunteers to support their and your agency's work
- P13 seek appropriate support and advice when experiencing difficulty in implementing strategies and policies
- P14 identify and challenge factors within the environment which directly affect volunteer management and motivation
- P15 equip volunteers with the skills and knowledge needed for the activities being undertaken, arranging development where required
- P16 review with volunteers the recruitment, selection and management process and constructively agree with them how it can be improved
- P17 make improvements to the design and operation of systems and structures for which you are responsible
- P18 make justified recommendations for improving strategies and policies

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based on your evidence of working with volunteers

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#### Knowledge and understanding

*You need to know and understand:*

- K1 legislation and guidelines of good practice relevant to the work of your organisation, and the impact for your area of responsibility
- K2 how your organisation involves volunteers in its work and the benefits and risks associated with their involvement
- K3 the importance of being clear about the values of your organisation in relation to the work of volunteers, and how to address any conflicts that arise between these and individuals' own values
- K4 why it is necessary to consider the impact volunteers will have on the agency and whether they should have the same access to information as paid staff
- K5 principles behind effective and fair recruitment and selection of volunteers
- K6 methods to determine the level of risk to individuals working with volunteers, and why it is particularly important to consider this in relation to vulnerable groups
- K7 why it is important to develop and use explicit criteria for the selection of volunteers, including methods to check and investigate potential volunteers' background and in what circumstances these may be used
- K8 the information that is required about potential volunteers, and methods to obtain, interpret and check this information
- K9 the range of different motives for volunteering and why it is important to identify and consider these in recruitment, selection and management
- K10 ways to assess and confirm the needs and wishes of potential volunteers and to determine if they have a legitimate interest in the work of your organisation
- K11 how to identify and evaluate the commitment, experience, competence and skills of potential volunteers
- K12 how to determine the training and development needs volunteers require to aid compliance with current legislation and organisational requirements
- K13 criteria by which the effectiveness of volunteers' work is to be assessed, and how to appraise people's performance effectively and use the information for future management
- K14 how to handle difficulties with an individual volunteer's work and the responsibilities that your organisation has to its volunteers, its staff and its clients
- K15 different methods to promote the value of volunteering and why it is important to consider these in terms of the different groups of people that these are likely to reach
- K16 your role and responsibilities and who to seek assistance and advice from when necessary

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- K17 the principles of effective equality, diversity and anti-discriminatory practice
- K18 the range of training available that can be used to maximise the effectiveness of volunteers
- K19 how to prevent or minimise the potential for volunteers to contribute to or be placed at risk

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**Relevant occupations** Youth Offending Team Officer; Youth Offending Team Worker; Youth Justice Officer; Youth Justice Practitioner; Senior Youth Offending Team Officer; Senior Youth Offending Team Worker; Senior Youth Justice Practitioner; Youth Offending Team Manager; Youth Justice Manager

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**Suite** Youth Justice; Resettlement of Offenders

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