

SFJHK4

Evaluate volunteers' contribution to your organisation's goals



Overview

This standard is about evaluating the impact of volunteering upon your organisation. It includes making this known towards promoting volunteering both inside and outside your organisation, and in enhancing the way in which volunteers are involved.

There are two elements

- 1 Assess the contribution of volunteers to your organisation's goals
- 2 Communicate volunteers' contribution to stakeholders and the volunteers themselves

SFJHK4

Evaluate volunteers' contribution to your organisation's goals

Performance criteria

Assess the contribution of volunteers to your organisation's goals

You must be able to:

- P1 identify and agree which organisational goals and volunteer contributions you need to assess
- P2 identify and agree the criteria you will use to assess volunteer contributions
- P3 identify the information you need and the most effective methods of collecting information
- P4 collect relevant information and verify that it is accurate and up-to-date
- P5 analyse information to assess the value of volunteers' contributions to your organisation's goals and the impact of volunteering on your volunteers
- P6 check with volunteers, colleagues, other stakeholders and decision makers to ensure that your assessment is realistic
- P7 record your assessment of volunteer contributions and the evidence that supports it

Communicate volunteers' contribution to stakeholders and the volunteers themselves

You must be able to:

- P8 identify the stakeholders and volunteers with whom you want to communicate and the information they need to receive
- P9 identify the most effective methods and styles of communicating with your volunteers and stakeholders
- P10 identify new and innovative methods of communicating with your volunteers and stakeholders, where necessary
- P11 compile and present your analysis and evidence in a way that meets the information needs of your volunteers and stakeholders
- P12 emphasise the value of volunteering to the organisation and to volunteers
- P13 respond constructively to requests for clarification and further information
- P14 evaluate the effectiveness of assessing and communicating volunteer contributions and record your evaluation for future reference

SFJHK4

Evaluate volunteers' contribution to your organisation's goals

Knowledge and understanding

You need to know and understand:

Analytical and research techniques

- K1 the importance of identifying the criteria that will be used to measure volunteers' contributions and the criteria that you may use
- K2 how to analyse quantitative and qualitative information

Communication

You need to know and understand:

- K3 the principles of effective communication using a variety of methods
- K4 the importance of identifying information needs and appropriate methods and styles of communication to meet people's diverse needs
- K5 the importance of seeking new and innovative methods of communication and how to generate ideas

Information and knowledge management

You need to know and understand:

- K6 the methods you can use to collect information

Monitoring, research and evaluation

You need to know and understand:

- K7 the importance of monitoring and evaluation and how to establish monitoring and evaluation processes and methods

Organisational context

You need to know and understand:

- K8 the importance and value of volunteering to your organisation and to the volunteers themselves
- K9 your organisation's goals
- K10 the importance of assessing the contribution that volunteers make to your organisation's goals and how you can use this information

SFJHK4

Evaluate volunteers' contribution to your organisation's goals

Developed by	Skills for Justice
---------------------	--------------------

Version number	1
-----------------------	---

Date approved	June 2009
----------------------	-----------

Indicative review date	June 2011
-------------------------------	-----------

Validity	Current
-----------------	---------

Status	Imported
---------------	----------

Originating organisation	UK Workforce Hub
---------------------------------	------------------

Original URN	UKWH A5
---------------------	---------

Relevant occupations	Public Services; Public Service and Other Associate Professionals
-----------------------------	---

Suite	Preventing and tackling domestic and/or sexual abuse/violence
--------------	---

Key words	volunteers, evaluate, evaluation, contribution, organisation, goals, impact
------------------	---