

# SFTMVC4

## Manage the induction of volunteers



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### Overview

This unit 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.

# SFTMVC4

## Manage the induction of volunteers

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### 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' requirements
  - 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

# SFTMVC4

## Manage the induction of volunteers

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### 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

# SFTMVC4

## Manage the induction of volunteers

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### 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 and 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, methods, tools and techniques
- K26 training and development principles, methods, tools and techniques

# SFTMVC4

## Manage the induction of volunteers

---

K27 volunteer management principles, methods, tools and techniques

### Work context

*You need to know and understand:*

- K28 codes of practice and standards of performance expected of volunteers
- 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 your organisation's culture, values and ethos
- K34 your organisation's vision, mission and strategic objectives
- K35 your organisation's volunteers and their diverse interests, needs, abilities and preferences
- K36 your own knowledge, skills and competence and the limits of these
- K37 your role and responsibilities

# SFTMVC4

## Manage the induction of volunteers

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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 modify communication in response to feedback

##### 3. Concern for others

- 3.1 make time available to support others

##### 4. Desire to learn

- 4.1 Develop self and others to meet the demands of changing situations
- 4.2 Freely share learning with others who can benefit from it
- 4.3 Inspire others with the excitement of learning
- 4.4 Enable the organisation to support people's learning needs

##### 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 set objectives and create cultures that are ethical and sustainable

##### 6. Focus on results

- 6.1 set demanding but achievable objectives for self and others
- 6.2 prioritise objectives and schedule work to make the best use of time and resources

# SFTMVC4

## Manage the induction of volunteers

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- 6.3 accurately calculate risks, and make provision so that unexpected events do not impede the achievement of objectives
- 6.4 take personal responsibility for making things happen
- 6.5 clearly state what is required of others and hold them to account
- 6.6 monitor quality of work and progress against plans

### **7. Information and knowledge management**

- 7.1 use cost-effective and time-effective means to gather, store and retrieve information
- 7.2 make best use of existing sources of information
- 7.3 keep confidential information secure
- 7.4 check the validity and reliability of information
- 7.5 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 identify clearly the value and benefits to people of a proposed course of action
- 8.3 present information and arguments convincingly and in ways which strike a chord with people
- 8.4 use factual evidence to support arguments
- 8.5 create a sense of common purpose
- 8.6 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

### **10. Self-management**

- 10.1 accept feedback from others without becoming defensive

### **11. Thinking and decision-making**

- 10.1 identify the range of elements in a situation and how they relate to each other
- 10.2 identify the implications or consequences of a situation
- 10.3 take timely decisions that are realistic for the situation

# SFTMVC4

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<b>Relevant occupations</b>	Business, Administration and Law; Managers and Senior Officials; Administration and Secretarial Occupations;
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