
Overview

This unit is about inducting volunteers.
It involves helping volunteers to understand how they can contribute to your organisation's goals and helping them to fulfil their duties safely and effectively.

Performance criteria

Help volunteers understand how they can contribute to your organisation's goals

You must be able to:

- P1 use appropriate means, taking into account volunteers' abilities, styles and motivations, to help them understand
 - P1.1 the goals of your organisation and how it plans to meet these goals
 - P1.2 where they fit within the structure of the organisation
 - P1.3 your organisation's volunteering policy and the value it places on the contributions of volunteers
 - P1.4 other organisational policies and how they apply to them
 - P1.5 what is expected of them in their particular roles
 - P1.6 what they can expect from your organisation in terms of support, training, supervision and involvement in the wider activities of your organisation
 - P1.7 who to approach for help, support or advice and how to do so
 - P1.8 other people they will relate to
- P2 help volunteers articulate the specific contributions they intend to make to your organisation's goals

Help volunteers to fulfil their duties safely and effectively

You must be able to:

- P3 instruct volunteers in their duties and demonstrate to them how to carry out their tasks in ways appropriate to their abilities, styles and motivations
- P4 check that volunteers understand their duties and how to carry out their tasks
- P5 clarify the limits of volunteers' roles, specifying anything they are not allowed to do
- P6 check that volunteers understand, and are prepared to work within, the limits of their roles
- P7 ensure volunteers understand the risk assessment for their roles
- P8 provide sufficient supervision and support to ensure volunteers are able to fulfil their duties and carry out their tasks safely and effectively
- P9 provide additional support or refer to relevant people, if volunteers are unable to fulfil their duties and carry out their tasks safely and effectively
- P10 maintain accurate and confidential records of induction activity, in line with your organisation's policies and procedures

SFTMVC5

Induct volunteers

Knowledge and understanding

You need to know and understand:

Activity and project management

- K1 legal and organisational requirements for health and safety
- K2 legal and organisational requirements relating to contracts and agreements
- K3 monitoring principles, methods, tools and techniques
- K4 quality assurance and continuous improvement principles, methods, tools and techniques

Information and communication

You need to know and understand:

- K5 communication principles, methods, tools and techniques
- K6 confidentiality principles, methods, tools and techniques
- K7 information sharing principles, methods, tools and techniques
- K8 presentation principles, methods, tools and techniques
- K9 questioning principles, methods, tools and techniques
- K10 record-keeping principles, methods, tools and techniques

People management

You need to know and understand:

- K11 diversity principles, methods, tools and techniques
- K12 equality principles, methods, tools and techniques
- K13 feedback principles, methods, tools and techniques
- K14 human resource development principles, methods, tools and techniques
- K15 human resource management principles, methods, tools and techniques
- K16 instruction principles, methods, tools and techniques
- K17 legal and organisational requirements relevant to human resource management
- K18 legal and organisational requirements relevant to involving volunteers
- K19 supervision principles, methods, tools and techniques
- K20 support principles, methods, tools and techniques
- K21 training and development principles, methods, tools and techniques
- K22 volunteer management principles, methods, tools and techniques

Work context

You need to know and understand:

- K23 codes of practice and standards of performance expected of volunteers
- K24 current and future roles and responsibilities in your organisation
- K25 other volunteer-involving organisations and volunteering opportunities

SFTMVC5

Induct volunteers

- available
- K26 relevant organisational policies and procedures
- K27 sources of advice, guidance and support
- K28 your organisation's structures and systems
- K29 your organisation's culture, values and ethos
- K30 your organisation's vision, mission and strategic objectives
- K31 your organisation's volunteers and their diverse interests, needs, abilities and preferences
- K32 your own knowledge, skills and competence and the limits of these
- K33 your role and responsibilities

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 give feedback to others to help them improve their performance
- 3.7 support others in achieving their personal aspirations
- 3.8 recognise the achievements and the success of 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. Entrepreneurship

- 5.1 balance risks against the benefits that may arise from taking risks

6. Ethical stance

- 6.1 comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 6.2 act within the limits of your authority
- 6.3 act to protect the health, safety and well-being of others
- 6.4 act to uphold individuals' rights
- 6.5 set objectives and create cultures that are ethical and sustainable
- 6.6 identify and raise ethical concerns

7. Focus on results

- 7.1 set demanding but achievable objectives for self and others
- 7.2 prioritise objectives and schedule work to make the best use of time and resources
- 7.3 accurately calculate risks, and make provision so that unexpected events do not impede the achievement of objectives
- 7.4 take personal responsibility for making things happen
- 7.5 clearly state what is required of others and hold them to account
- 7.6 check individuals' commitment to their roles in a specific course of action
- 7.7 take pride in delivering high quality, accurate work

8. Information and knowledge management

- 8.1 use cost-effective and time-effective means to gather, store and retrieve information
- 8.2 make best use of existing sources of information
- 8.3 keep confidential information secure
- 8.4 make appropriate information and knowledge available promptly to those who have a right to it

9. Persuasiveness

- P9.1 seek to understand people's needs and motivations
- P9.2 present self positively to others
- P9.3 state own opinions, views and requirements clearly
- P9.4 identify clearly the value and benefits to people of a proposed course of action
- P9.5 present information and arguments convincingly and in ways which strike a chord with people
- P9.6 use factual evidence to support arguments

P9.7 create a sense of common purpose

P9.8 articulate a realistic vision that generates excitement, enthusiasm and commitment

10. Relationship management

10.1 work to develop an atmosphere of professionalism and mutual support

10.2 clarify own and others' expectations of relationships

10.3 model behaviour that shows respect, helpfulness and cooperation

10.4 take timely action to resolve disagreements

10.5 recognise when there are conflicts, acknowledge the feelings and views of all parties, and redirect people's energy towards a common goal

11. Self-management

11.1 accept feedback from others without becoming defensive

12. Thinking and decision-making

12.1 identify the range of elements in a situation and how they relate to each other

12.2 identify the implications or consequences of a situation

12.3 use own and others' experience to understand a situation

12.4 take timely decisions that are realistic for the situation

SFTMVC5

Induct volunteers

Developed by	Skills Third Sector
---------------------	---------------------

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

Date approved	July 2008
----------------------	-----------

Indicative review date	June 2012
-------------------------------	-----------

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

Status	Original
---------------	----------

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

Original URN	MVC5
---------------------	------

Relevant occupations	Managers and Senior Officials; Education and training;
-----------------------------	--

Suite	Management of Volunteers 2008
--------------	-------------------------------

Key words	Induction, explanation, information, management
------------------	---