

SFTMVD4

Provide one-to-one support to help volunteers develop



Overview

This unit is about the process of providing one-to-one support to help volunteers develop.

It involves establishing the parameters of support; helping volunteers to develop their skills and behaviours; and helping them apply their developing skills and behaviours to their role.

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Performance criteria

Establish the parameters of support to develop the individual's skills and behaviours

You must be able to:

- P1 establish with the individual the area(s) in which they require support
- P2 support the individual to identify the specific objectives they wish to achieve
- P3 identify the particular needs, abilities and preferences of the individual and take these into account
- P4 encourage the individual to understand their motivation to achieve their objectives
- P5 explore with the individual obstacles which could hinder progress towards their objectives and how to remove these obstacles
- P6 agree with the individual times, duration, frequency and location of the one-to-one support
- P7 agree with the individual what they can expect from you and what you can expect from them
- P8 agree with the individual any other requirements for the coaching process, including requirements for confidentiality

Help the individual to develop their skills and behaviours

You must be able to:

- P9 identify with the individual the skills they already have and the behaviours they use to achieve results
- P10 identify with the individual the skills they need to develop and the behaviours they need to change to achieve their objectives
- P11 analyse the skills they need and plan how they can develop these step-by-step in logical sequence
- P12 use appropriate techniques to help the individual develop the skills they need and practice these in a safe environment
- P13 analyse the behaviours which are preventing them achieving their objectives and explore with the individual alternative behaviours they can use
- P14 provide opportunities for the individual to practice alternative behaviours in a safe environment and develop their confidence in using these behaviours
- P15 encourage the individual to reflect on their progress and articulate their thoughts and feelings about it
- P16 monitor the individual's progress and provide specific feedback designed to improve their skills, encourage successful behaviours and enhance their motivation to achieve their objectives
- P17 use alternative techniques or opportunities to help the individual develop their skills and behaviours, if the ones originally tried prove ineffective
- P18 consult other colleagues or specialists, with the individual's permission, if the individual continues not to make satisfactory progress

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Help the individual apply their developing skills and behaviours

You must be able to:

- P19 identify suitable opportunities for the individual to apply their developing skills and behaviours
- P20 identify and assess any risks involved in applying their developing skills and behaviours and plan how to reduce these risks to acceptable levels
- P21 encourage the individual to articulate clearly how they will apply their developing skills and behaviours and the results they expect to achieve
- P22 encourage the individual to seize suitable opportunities to apply their developing skills and behaviours, safely and under supervision, where appropriate
- P23 encourage the individual to seek feedback from others on their application of their developing skills and behaviours
- P24 encourage the individual to reflect on their use of their developing skills and behaviours and the results they have achieved, and articulate their thoughts and feelings
- P25 provide specific feedback to the individual on their application of their developing skills and behaviours and agree with them what was successful and what was not
- P26 identify any areas where the individual needs to develop their skills and behaviours further and agree with them how to do so
- P27 encourage the individual to continue to identify and seize suitable opportunities to apply their developing skills and behaviours and reinforce their confidence in using them
- P28 agree the conclusion of the one-to-one support when the individual is confident in the use of their developing skills and behaviours, or when no further progress is being made

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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 corrective or remedial action to take in case of contingencies or non-compliance
- K3 legal and organisational requirements for health and safety
- K4 monitoring principles, methods, tools and techniques
- K5 objective setting principles, methods, tools and techniques
- K6 quality assurance and continuous improvement principles, methods, tools and techniques

Analysis, accounting and decision-making

You need to know and understand:

- K7 cost-benefit analysis methods, tools and techniques
- K8 decision-making principles, methods, tools and techniques
- K9 evaluation principles, methods, tools and techniques
- K10 legal and organisational requirements relevant to risk management
- K11 planning principles, methods, tools and techniques
- K12 prioritisation principles, methods, tools and techniques
- K13 resource management principles, methods, tools and techniques
- K14 risk management principles methods, tools and techniques

Information and communication

You need to know and understand:

- K15 communication principles, methods, tools and techniques
- K16 confidentiality principles, methods, tools and techniques
- K17 information gathering principles, methods, tools and techniques
- K18 record-keeping principles, methods, tools and techniques
- K19 reporting principles, methods, tools and techniques

People management

You need to know and understand:

- K20 diversity principles, methods, tools and techniques
- K21 equality principles, methods, tools and techniques
- K22 human resource development principles, methods, tools and techniques
- K23 human resource management principles, methods, tools and techniques
- K24 learning and development opportunities available
- K25 legal and organisational requirements relevant to human resource management
- K26 personal and professional development principles, methods, tools and techniques

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- K27 principles, methods, tools and techniques for assessing people's knowledge, skills and personal qualities and identifying learning needs
- K28 principles, methods, tools and techniques for assessing people's performance
- K29 training and development principles, methods, tools and techniques
- K30 volunteer management principles, methods, tools and techniques

Work context

You need to know and understand:

- K31 current and future roles and responsibilities in your organisation
- K32 relevant organisational policies and procedures
- K33 sources of advice, guidance and support
- K34 your organisation's volunteers and their diverse interests, needs, abilities and preferences
- K35 your own knowledge, skills and competence and the limits of these
- K36 your role and responsibilities

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Additional Information

Behaviours

1. Adaptability and innovation

- 1.1. seize the opportunities presented by diversity
- 1.2. constantly seek to improve performance
- 1.3. challenge the status quo and seek better alternatives
- 1.4. generate and recognise imaginative and innovative solutions
- 1.5. try out new ways of working
- 1.6. find practical ways to overcome barriers to change

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 confirm people's understanding through questioning and interpretation of non-verbal signals
- 2.7 encourage people to ask questions or rephrase statements to confirm and clarify their understanding
- 2.8 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. show kindness, compassion and generosity in own actions
- 3.8. support others in achieving their personal aspirations
- 3.9. 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 inspire others with the excitement of learning

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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

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
- 6.3 take personal responsibility for making things happen
- 6.4 clearly state what is required of others and hold them to account
- 6.5 check individuals' commitment to their roles in a specific course of action
- 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

8. Persuasiveness

- 8.1 seek to understand people's needs and motivations
- 8.2 present self positively to others

9. Relationship management

- 9.1 work to develop an atmosphere of professionalism and mutual support
- 9.2 clarify own and others' expectations of relationships
- 9.3 model behaviour that shows respect, helpfulness and cooperation
- 9.4 keep promises and honour commitments

10. Self-management

- 10.1 show an awareness of your own values, motivations and emotions
- 10.2 handle others' emotions without becoming personally involved in them

11. Thinking and decision-making

- 11.1 identify the range of elements in a situation and how they relate to each

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other

11.2 produce and test a variety of solutions before taking a decision

11.3 take timely decisions that are realistic for the situation

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