

445

RECRUIT AND PLACE VOLUNTEERS

Unit overview

Elements of competence

445a	Specify volunteer roles and the knowledge, skills and experience required
445b	Assess with volunteers their suitability for volunteer roles
445c	Place volunteers
445d	Enter into volunteering agreements with volunteers

About this unit

For this unit you need to establish a good match between potential volunteers and the volunteering opportunities available and arrive at a common understanding of the respective responsibilities of the volunteers and your organisation.

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445a Specify volunteer roles and the knowledge, skills and experience required

Performance criteria

You need to show that:

- 1 You identify the contributions that volunteers can make to your organisation's goals
- 2 You identify roles that are suitable for volunteers with a diverse range of abilities, styles and motivations
- 3 You identify the potential benefits of roles to volunteers
- 4 You ensure that roles for volunteers do not undermine or substitute the work of paid staff, and vice versa
- 5 You prepare role descriptions for proposed volunteer roles that include all relevant information and clearly define the limits of the volunteer's role
- 6 You prepare person specifications for proposed volunteer roles that clearly identify the knowledge, skills, experience and personal qualities required
- 7 You ensure that role descriptions and person specifications comply with relevant legislation and organisational policies

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445b Assess with volunteers their suitability for volunteer roles

Performance criteria

You need to show that:

- 1 You help potential volunteers clearly to understand
 - the volunteer roles you are recruiting for and the activities involved
 - how the volunteer roles contribute to your organisation's goals
 - the commitment they would need to make
- 2 You help potential volunteers to articulate their motivations for volunteering and understand how volunteer roles could meet their needs and expectations
- 3 You provide sufficient information to potential volunteers to allow them to assess their suitability for specific volunteer roles and whether the roles will meet their needs and expectations
- 4 You assess potential volunteers' experience and the extent to which they possess the knowledge, skills and personal qualities required for the role
- 5 You use assessment methods that enable you to identify suitable volunteers based on fair and clearly-stated criteria
- 6 You take up references to validate your assessment of potential volunteers' knowledge, skills and personal qualities, where appropriate
- 7 You check potential volunteers' qualifications, where these are requirements for the volunteer role
- 8 You check to see whether potential volunteers have criminal records if they will be working with children, vulnerable adults or other people at risk
- 9 You decide whether potential volunteers are suitable for volunteer roles based on a fair and accurate assessment of sufficient evidence, and inform them promptly of your decision
- 10 You provide appropriate feedback to potential volunteers who are unsuitable for a specific role and refer them to alternative volunteering opportunities, where possible

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445c Place volunteers

Performance criteria

You need to show that:

- 1 You involve relevant people appropriately in matching volunteers to suitable volunteer placements
- 2 You provide fair and equal access to volunteering opportunities to all volunteers with the appropriate knowledge, skills, experience and personal qualities
- 3 You place volunteers in roles that provide a good fit with their knowledge, skills, experience and personal qualities and meet their needs and expectations
- 4 You refer volunteers to alternative volunteering opportunities if those immediately available are not suitable

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445d Enter into volunteering agreements with volunteers

Performance criteria

You need to show that:

- 1 You enter into volunteering agreements that are appropriate to the level of risk involved in the volunteer role and the level of commitment being made by the volunteer
- 2 You ensure volunteering agreements clearly state:
 - the volunteer role and the activities involved
 - the code of conduct expected of volunteers
 - the training, support and supervision the volunteer can expect from your organisation
 - the out-of-pocket expenses that will be reimbursed by your organisation
 - any organisational policies that are relevant to the volunteer role
- 3 You inform relevant people promptly about the outcome of the recruitment process
- 4 You record information accurately and treat all information confidentially
- 5 You comply with legal requirements and organisational policy throughout the recruitment process

Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

Values

- 1 The value of diversity of abilities, styles and motivations amongst volunteers, and how to foster such diversity
- 2 The importance of providing equal access to volunteering opportunities to all volunteers with the appropriate knowledge, skills, experience and personal qualities, and how to do so

Legislation and organisational policy and procedures

- 3 Legislation relevant to the recruitment and placement of volunteers
- 4 Your organisation's goals
- 5 Your organisation's policies relevant to the recruitment and placement of volunteers

Theory and practice

Communication

- 6 The principles of effective communication and how to apply them
- 7 How to help potential volunteers understand specific volunteer roles, how they contribute to your organisation's goals and the level of commitment they need to make
- 8 The information people need to be able to assess their own suitability for specific volunteer roles and whether they will meet their needs and expectations
- 9 The importance of informing people promptly of decisions

Human resources management

- 10 How to prepare and use role descriptions and person specifications when selecting people for volunteer roles
- 11 The knowledge, skills, experience and personal qualities required for particular roles
- 12 The range of assessment methods you can use when recruiting volunteers, and how to select and use appropriate ones
- 13 The purpose of obtaining references in the recruitment and selection process, and how to use them effectively
- 14 The qualifications required for particular volunteer roles and the importance of checking these
- 15 When it is necessary to check whether people have criminal records, and how to carry out such checks

Information and knowledge management:

- 16 How to gather and use evidence to decide whether potential volunteers are suitable for volunteer roles
- 17 The information needed to take a decision, and what to do if you do not have sufficient information
- 18 The importance of keeping clear and accurate records of information, and how to do so
- 19 The principle of confidentiality: what information may be provided to whom

Knowledge specification for the whole of this unit (continued)

Involvement and motivation

- 20 How to help people articulate their motivations and understand how volunteering roles could meet their needs and expectations
- 21 The importance of involving relevant people in assessing potential volunteers and matching volunteers to volunteer placements
- 22 The importance of providing feedback to people, and how to give appropriate feedback sensitively and constructively

Volunteering

- 23 How volunteers can contribute to your organisation's goals
- 24 The importance of ensuring volunteers do not substitute or undermine the work of paid staff, and vice versa
- 25 The type of commitment volunteers need to make
- 26 Alternative volunteering opportunities available
- 27 Different types of volunteering agreements, what they should contain, and how to select and use appropriate volunteering agreements

Evidence requirements for this unit

- Direct observation by assessor and/or an expert witness is required for some of the performance criteria for every element in this unit.
- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria and ALL the knowledge requirements and the relevant parts of the SCOPE as applicable to your workplace.
- The evidence must, at all times, reflect the policies and procedures of the workplace as linked to current legislation and the values and principles for best practice within the Health and Social Care Sector. This will include the National Service Standards for your area of work or client group.
- All evidence should relate to real work activities for ALL elements of this unit.
- Simulation is NOT permitted for this unit.

Competences can be demonstrated using a variety of types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role, etc.
- **Assignment/project:** you may have already completed a project or assignment (for example from HNC, NC, VRQ, BTec courses, D32, 33, 34, A1 and V1). You could also use evidence of previous in-house training course/programmes you have completed showing professional development.
- **Reflective accounts:** you describe your actions in (a) particular situation(s) and reflect on the reason(s) for you practicing in that way, in relation to procuring quality services or individuals.
- **Questioning/professional discussion:** you and your assessor may agree on questions or discussion to demonstrate your knowledge, to supplement the knowledge demonstrated through observations, products and reflective accounts. These can be oral or written but evidence of this must be recorded.

NB Confidential records are not required in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If they are included they must be anonymised.