



# Good Volunteer Management Practice

## Guidance Overview & Checklist

### MORE THINGS TO CONSIDER:

### **VOLUNTEERS GIVE OF THEIR TIME AND SKILLS FOR FREE BUT VOLUNTEERING IS NOT FREE.**

### Managing Volunteers requires a specific and unique set of skills<sup>9</sup>.

You need skilled persons (they may be volunteers themselves) to plan volunteer involvement, recruitment and management/supervision. This role can be very challenging as although some volunteers stay for a long time, many come and go according to their own personal objectives and this leaves your personnel with the challenge of filling these roles on a regular basis.

There is a National Occupational Standard (NOS) for Managing Volunteers<sup>10</sup>. It contains a useful framework table to help you identify the different skills and experience needed at different levels of the Volunteer Involvement and Management process. Resources are FREE to download.

### Create a role profile

This quick check list will help you discover which units from the standards are most relevant to you. Which, of these activities do you do, manage or want to do?

#### Key Area A

##### Develop and evaluate strategies and policies that support volunteering

Unit Title (Ref)

- Contribute to the development of strategy in an organisation that involves volunteers (A1)
- Develop a volunteering policy (A2)
- Develop structures, systems and procedures to support volunteering (A3)
- Develop plans to meet strategic goals in an organisation that involves volunteers (A4)
- Evaluate volunteers' contribution to strategic goals (A5)

#### Key Area B

##### Promote volunteering

Unit Title (Ref)

- Promote volunteering within your organisation (B1)
- Promote volunteering to potential and actual volunteers (B2)

#### Key Area C

##### Recruit and induct volunteers

Unit Title (Ref)

- Manage the recruitment and placement of volunteers (C1)
- Advertise for volunteers (C2)
- Recruit and place volunteers (C3)
- Manage the induction of volunteers (C4)
- Induct volunteers (C5)

#### Key Area D

##### Manage and develop volunteers

Unit Title (Ref)

- Plan, organise and monitor volunteering activities (D1)
- Lead and motivate volunteers (D2)
- Support the development of volunteers' knowledge, skills and competence (D3)
- Provide one-to-one support to help volunteers develop (D4)
- Enable volunteers to learn in groups (D5)
- Maintain records of volunteers (D6)
- Manage volunteers' expenses (D7)
- Help address problems affecting volunteers (D8)

#### Key Area E

##### Manage yourself, your relationships and your responsibilities

Unit Title (Ref)

- Manage and continuously develop your resources for managing volunteers (E1)
- Manage and continuously develop your own and others' capacity for managing volunteers (E2)
- Develop productive working relationships with volunteers and other stakeholders (E3)
- Promote productive working relationships between volunteers and other stakeholders (E4)
- Develop and maintain partnership working to support your volunteering strategy (E5)
- Identify, assess and control health and safety risks (E6)

#### Key Area F

##### Provide management support for volunteering programmes

Unit Title (Ref)

- Promote your organisation and its services to stakeholders (F1)
- Manage projects involving volunteers (F2)
- Obtain funds for your organisation's volunteering policies and plans (F3)
- Manage an expenditure budget for volunteering activities (F4)
- Procure supplies for volunteering activities (F5)
- Manage physical resources for volunteering activities (F6)
- Organise events involving volunteers (F7)
- Manage the quality of services involving volunteers (F8)
- Lead and participate in meetings involving volunteers (F9)
- Manage information for volunteering activities (F10)
- Report to external agencies about volunteering activities (F11)



<sup>9</sup> [www.enfieldva.org.uk/EVON](http://www.enfieldva.org.uk/EVON) (this link is in the process of being updated March 2017)

<sup>10</sup> [www.enfieldva.org.uk/EVON](http://www.enfieldva.org.uk/EVON) (this link is in the process of being updated March 2017)