

Overview

This standard is about developing strategies, policies and procedures to recruit and manage volunteers.

Performance criteria

You must be able to:

1. identify opportunities to involve volunteers in a way which supports the aims of your organisation
2. make proposals to colleagues on the purpose and benefits of involving volunteers in your organisation
3. follow your organisation's procedures for recruiting and managing volunteers
4. agree with relevant colleagues and customers how the organisation will recruit and manage volunteers
5. develop and implement systems and procedures to recruit and manage volunteers in line with relevant statutory and organisational requirements
6. identify individuals and priority groups of participants for volunteering
7. identify opportunities to develop partnerships with voluntary organisations
8. identify the development requirements of current and potential volunteers
9. confirm that support and training is available for volunteers and potential volunteers
10. develop and maintain working relationships with volunteers in accordance with your organisation's procedures
11. review the volunteer arrangements with relevant colleagues
12. implement and manage improvements to how volunteers are recruited and managed

Knowledge and understanding

You need to know and understand:

1. the reasons for involving volunteers in your organisation
2. how to communicate the objectives of volunteer involvement in your organisation with customers and colleagues
3. the relevant statutory and organisational requirements to protect the volunteers, customers and your organisation
4. how best to recruit, involve and manage volunteers
5. the range of recruitment processes for volunteers
6. how to develop the relevant strategies, policies and procedures for recruiting and managing volunteers
7. how to set up new arrangements with partner organisations in accordance with your organisational procedures
8. the relevant principles and practice and legislation related to equality and diversity
9. how to identify the development requirements of volunteers
10. the range of development opportunities offered to volunteers
11. the relevant options and resources available for supporting volunteers
12. the relevant methods of reviewing the volunteer arrangements
13. how to implement and manage improvements to methods for recruiting and managing volunteers

Recruit and manage volunteers

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Originating Organisation	Instructus
Original URN	ASTH421
Relevant Occupations	Assistant Portfolio Manager (without portfolio); Neighbourhood Assistant; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Lettings Assistant; Lettings Negotiator; Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant
Suite	Housing
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