

Overview

This standard is about evaluating the impact of volunteering on your organisation. It includes promoting volunteering both inside and outside your organisation, and enhancing the way in which volunteers are involved.

Performance criteria

You must be able to:

1. agree which organisational goals and volunteer contributions you need to assess
2. agree the criteria you will use to assess volunteer contributions
3. identify the information you need and the most effective methods of collecting it
4. collect relevant information and verify it is accurate and up to date
5. analyse information to assess the value of volunteers' contributions to your organisation's goals and the impact of volunteering on your volunteers
6. check with volunteers, colleagues, other stakeholders and decision makers that your assessment is realistic
7. record your assessment of volunteer contributions and the evidence that supports it
8. identify the stakeholders and volunteers you want to communicate with and the information they need to receive
9. identify the most effective methods and styles of communicating with your volunteers and stakeholders
10. compile and present your analysis and evidence in a way that meets the needs of your volunteers and stakeholders
11. promote the value of volunteering to the organisation and to volunteers
12. respond to requests for clarification and further information
13. evaluate the effectiveness of assessing and communicating volunteer contributions and record your evaluation for future reference

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. the relevant national and local guidelines, policies, and procedures available and how and when they should be accessed
3. the importance of identifying the criteria that will be used to measure volunteers' contributions and the criteria that you may use
4. how to analyse quantitative and qualitative information
5. the principles of effective communication using a variety of methods
6. the importance of identifying information needs
7. different styles and forms of communication and how adapt them to meet the needs of the audience
8. the importance of seeking new and innovative methods of communication
9. the methods you can use to collect information.
10. the importance of monitoring and evaluation
11. how to establish monitoring and evaluation processes and methods
12. the importance and value of volunteering to your organisation and to volunteers
13. your organisation's volunteering goals
14. the importance of assessing the contribution that volunteers make to your organisation's goals and how you can use this information

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Evaluate volunteers' contribution towards your organisation's goals



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