



Australian Government

SISXMGT003 Recruit, induct and manage volunteers

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to establish the need for volunteers and to recruit, induct and manage volunteers within the context of an established volunteer management framework.

This unit applies to any type of sport, fitness, aquatic or recreation organisation including commercial, not-for-profit, community and government organisations. It can be applied to any type of volunteer activity, short and long term, and for specific events.

It applies to senior personnel, including supervisors and managers, who operate independently or with limited guidance from others.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Determine volunteer requirements.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Establish need for volunteers based on analysis of workforce needs.
- 1.2. Identify and document key roles for volunteers based on identified need.
- 1.3. Develop and document required skills and attributes profiles

- aligned to key roles for volunteers.
- 1.4. Obtain approval for volunteer recruitment according to organisational volunteer management policy and procedures.
2. Recruit and select volunteers.
 - 2.1. Use skills and attributes profiles to develop clear and concise selection criteria and applicant information.
 - 2.2. Identify key sources for volunteers and communicate all relevant organisational and skill requirement information in call for volunteers.
 - 2.3. Evaluate applications against selection criteria to progress suitable applicants.
 - 2.4. Use selection criteria and selection processes suited to organisational need to evaluate and select volunteers.
 - 2.5. Make offers to volunteers and complete accurate records of the selection process according to organisational policies and procedures.
 3. Induct volunteers.
 - 3.1. Plan induction and training for volunteers to ensure work roles, rights and responsibilities are clearly understood.
 - 3.2. Prepare and distribute accurate documents and resources for induction to staff and volunteers.
 - 3.3. Deliver induction session according to plan.
 4. Manage volunteers.
 - 4.1. Maintain regular communication with volunteers to monitor their volunteering experience from organisation and volunteer perspective.
 - 4.2. Review volunteer performance and provide feedback and opportunities for any required additional training.
 - 4.3. Maintain accurate records of volunteer engagement according to organisational volunteer management policy and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- interpret documents of varying complexity including organisational volunteer employment policies and procedures, and unfamiliar applications presented in various styles and formats.

Writing skills to:

- develop complex and varied documentation in a format and style suited to purpose and audience need, including formal selection and induction documents and promotional

- recruitment material.
- Oral communication skills to:
- interact with volunteers in a polite and courteous manner using positive communication strategies
 - develop rapport with volunteers.
- Problem-solving skills to:
- identify volunteer skill level and plan required training to meet skill deficiencies.
- Planning and organising skills to:
- evaluate workforce needs and plan for recruitment of appropriate number of volunteers to meet requirements.

Unit Mapping Information

Supersedes and is not equivalent to SISXHRM001 Recruit and manage volunteers.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>