



Australian Government

SISXHRM001 Recruit 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.

This unit applies to those with responsibility for managing volunteers in the context of an established volunteer management policy framework. Work is performed according to relevant legislation and organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Determine volunteer requirements.
2. Recruit volunteers.

PERFORMANCE CRITERIA

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

- 1.1 Establish need for volunteers in a timely manner based on analysis of workforce needs.
- 1.2 Identify and document key requirements for volunteers.
- 1.3 Access and interpret the organisational volunteer management policy for relevant procedures.
- 2.1 Identify and target sources for volunteer recruitment.
- 2.2 Prepare and communicate call for volunteers including information about scope of role.
- 2.3 Receive and process applications.

- 2.4 Organise suitable venue and conduct selection procedures.
 - 2.5 Analyse and record outcomes of selection process.
 - 2.6 Advise applicants of selection outcomes and follow-up processes.
- 3. Induct volunteers.
 - 3.1 Prepare and distribute relevant documentation to successful volunteers.
 - 3.2 Organise suitable time and venue for volunteer induction.
 - 3.3 Prepare documents and resources for induction.
 - 3.4 Provide induction to volunteers.
 - 3.5 Identify and arrange training required by volunteers to undertake allocated roles and responsibilities.
- 4. Manage volunteers.
 - 4.1 Review volunteer performance and provide feedback and opportunities for additional training where required.
 - 4.2 Develop and maintain accurate records of volunteer engagement.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SISCCR302A 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>