



Australian Government

SISXMGT003 Recruit, induct and manage volunteers

Release: 1

SISXMG003 Recruit, induct and manage volunteers

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: | <ul style="list-style-type: none">• interpret documents of varying complexity including organisational volunteer employment policies and procedures, and unfamiliar applications presented in various styles and formats. |
| Writing skills to: | <ul style="list-style-type: none">• 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>

Assessment Requirements for SISXMG003 Recruit, induct and manage volunteers

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- determine volunteer requirements, and plan and implement the recruitment and selection of two volunteers for roles in a sport, fitness, aquatic or recreation organisation or activity
- plan and deliver one induction program for volunteers including information and resources about:
 - organisational structure, purpose and services offered
 - roles and role boundaries of volunteers in the organisation
 - lines of communication and reporting for volunteers
 - rights and responsibilities of the volunteer and the organisation
 - organisational policies and procedures relevant to the volunteer role
- complete a performance review for one volunteer.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational volunteer management policies and procedures including approvals process for engaging volunteers, and record keeping requirements
- importance of the volunteer workforce to the sport, fitness, aquatic and recreation industry and common types of roles and functions for volunteers:
 - coaching, training, instructing and officiating
 - fundraising
 - catering
 - repairs, maintenance and grounds keeping
 - assisting with administration and financial management
 - event coordination and on-site staging
- legislated employment conditions for volunteers, and organisational responsibilities including those related to:
 - work health and safety
 - privacy of information
 - anti-discrimination
 - child safe

- employment condition differences between paid and unpaid roles
- formats and inclusions of:
 - skills and personal attributes profiles for volunteer roles
 - position descriptions for specific volunteer job roles and how these may differ from paid position descriptions
- relationship between profiles, position descriptions and selection criteria, and ways to develop and document clear selection criteria
- methods used by the sport, fitness, aquatic and recreation industry to call for volunteers and types of organisational information included
- selection processes, how they are completed and benefits of each:
 - discussions and interviews via face-to-face or by electronic means, and the use of interview panels
 - skills appraisals
 - evaluation of qualifications, employment and life experience relevant to volunteer role
 - checks:
 - references
 - occupational licensing, registration and accreditation
 - police
 - working with children
- methods and administrative tools used to link selection processes, interview questions, and evaluation to selection criteria
- how a volunteer selection process may be general for a range of roles, and how suitability for a particular role may emerge during the selection process
- types of information included in induction programs for volunteers and importance of communicating this to volunteers:
 - organisational structure, purpose and services offered
 - roles and role boundaries of volunteers in the organisation and for specific events and activities
 - lines of communication and reporting for volunteers
 - rights and responsibilities of the volunteer and the organisation
 - organisational policies and procedures relevant to the volunteer role
- methods used to deliver induction programs, and the role of staff members and technology
- performance review methods and techniques specific to volunteer roles and:
 - motivations of volunteers, what can de-motivate volunteers, how motivation can change over time, and how organisations can adjust roles to suit current volunteer needs
 - methods and communication techniques used to gather feedback and provide positive reinforcement
 - common benefits, recognition and rewards provided to volunteers.

Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated environment set up for the purposes of skills assessment.

Assessment must ensure use of:

- interaction with volunteers; these can be:
 - volunteers in an industry workplace, or
 - individuals who participate in simulated activities used for the purpose of skills assessment
- recruitment, selection and induction documents and resources:
 - skills and personal attributes profiles and position descriptions for volunteer roles
 - selection criteria, and administrative tools used for evaluation and selection
 - organisational policies and procedures relevant to volunteer roles
- organisational volunteer management policies and procedures including approvals process for engaging volunteers, and record keeping requirements.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors.

Links

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