



Australian Government

SITXHRM011 Manage volunteers

Release: 1

SITXHRM011 Manage volunteers

Modification History

Not applicable.

Application

This unit covers the performance outcomes, skills and knowledge required to manage a volunteer workforce, maximising the retention of its members. It requires the ability to determine and evaluate volunteer staffing requirements, and coordinate the recruitment and training of volunteers.

The unit applies to individuals working in any industry who need to manage volunteer involvement in business or community activities.

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

It is particularly relevant in the community, cultural, sporting, events and tourism sectors where volunteers feature prominently as part of the workforce, both as part of one-off events and ongoing activities.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand 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

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Research, determine and define needs for

PERFORMANCE CRITERIA

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

- 1.1. Determine and evaluate volunteer requirements based on analysis of relevant human resource information and

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| volunteer involvement. | consultation with relevant stakeholders. |
| | 1.2. Assess benefits, costs and risks to the organisation of volunteer involvement. |
| | 1.3. Establish and assess requirements and impacts of relevant legislation and industry codes. |
| | 1.4. Define overall volunteer roles according to specific organisational or project requirements and plan for recruitment of appropriate numbers and skills. |
| 2. Undertake volunteer recruitment. | 2.1. Identify and incorporate consideration of volunteer social and other motivations in work design programs. |
| | 2.2. Develop appropriate position descriptions based on review of volunteer roles. |
| | 2.3. Identify key target areas from which volunteers might be recruited. |
| | 2.4. Establish and incorporate volunteer rewards into recruitment program. |
| | 2.5. Recruit volunteers according to organisational need. |
| | 2.6. Communicate and delegate responsibility for volunteer coordination to relevant paid personnel. |
| 3. Maximise volunteer retention. | 3.1. Develop a climate of recognition and support for volunteers through representation in the wider environment. |
| | 3.2. Identify and incorporate individual requirements of volunteers into work role design. |
| | 3.3. Arrange suitable induction and training for volunteers to ensure work roles, rights and responsibilities are clearly understood. |
| | 3.4. Liaise with volunteers regularly to monitor experience from both organisation and volunteer perspective. |
| | 3.5. Identify and evaluate areas of concern and initiate follow up action. |

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

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|--------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> research sources of a volunteer workforce. |
| Writing skills to: | <ul style="list-style-type: none"> write volunteer recruitment information and position descriptions. |

- Oral communication skills to:
- provide information about volunteer responsibilities and responsibility for volunteer coordination to paid personnel
 - discuss volunteers' experience with the organisation.
- Numeracy skills to:
- estimate numbers of volunteers.
- Problem-solving skills to:
- research and evaluate aspects of volunteer recruitment and management
 - identify and resolve volunteer skill deficiencies through training, coaching or reassignment of duties.

Unit Mapping Information

Supersedes and is equivalent to SITXHRM005 Manage volunteers.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXHRM011 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 staffing requirements for one organisation, project or activity
- recruit and select one or more volunteers for the above organisation, project or activity, including the following:
 - preparation of position description
 - targeting sources for recruitment
 - provision of volunteer rewards
- prepare and implement induction and training for the above volunteers
- maximise retention of the volunteers recruited above including:
 - monitoring their volunteer experience
 - evaluating their involvement in organisation, project or activity, and following up as required.

Knowledge Evidence

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

- contribution made by volunteers in the relevant industry or community sector
- motivational patterns of volunteers
- benefits, costs and risks to an organisation of using volunteers:
 - community development
 - community engagement
 - financial implications
 - impact on the paid workforce
 - risks of using untrained or partially trained staff
- human resource management practices and principles for volunteers:
 - defining broad work roles and position descriptions
 - recruitment methods
 - training requirements
- information inclusions in volunteer position descriptions:
 - accountability
 - commitment

- reimbursement of costs
- required knowledge
- responsibilities
- rewards
- skills and attributes
- contribution of volunteer work to broader organisational or project goals and strategies
- insurance issues that impact on using a volunteer workforce
- key elements of legislation that impact on managing volunteers:
 - equal employment opportunity (EEO)
 - work health and safety (WHS)
 - workplace relations.

Assessment Conditions

Skills must be demonstrated in an operational business or activity for which volunteers are recruited, selected and managed. This can be:

- an industry workplace; or
- a simulated industry environment or activity set up for the purposes of assessment.

Assessment must ensure access to:

- organisation specifications:
 - operational information about the organisation, project or activity subject to volunteer use
 - current recruitment documentation
- others with whom the individual can interact. These can be:
 - volunteers, colleagues and stakeholders in an industry environment who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

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