

National Standards for Volunteer Involvement

Case study: How SCHF were the first NSW organisation
to implement the standards

Presentation 1 of 8

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Acknowledgment to Country



Why are the National Standards important?

- Excellent best practice framework for your organisation to deliver a great volunteer program
- Provides a practical model for creating a structured, professional volunteer program
- Reassurance for volunteers that they are part of a high quality program that respects and values them

Requires high level commitment, effort, time and change ... but worth it!

Getting started on your National Standards journey

- Foster support and buy in from team members, especially decision makers
- Respect the legacy and understand the wants and needs of the organisation **BEFORE** implementing new procedures
- Understand the current program, processes and support first
 - Speak to the team members involved in recruiting and coordinating volunteers about challenges / blockers and opportunities / drivers
- As the volunteer expert it is your responsibility to educate your team and organisation in a respectful way

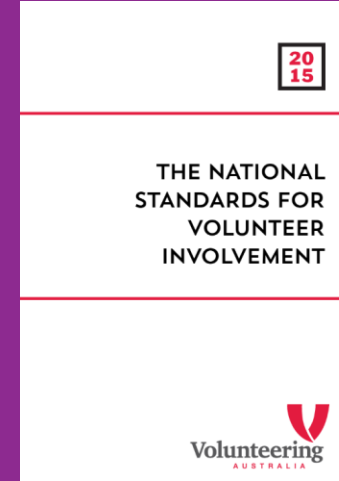


Standard 1

Leadership and Management

The governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.

- 1.1 Responsibilities for leading and managing volunteer involvement are defined and supported.
- 1.2 Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.
- 1.3 The organisation's risk management processes are applied to the organisation's volunteer involvement.
- 1.4 Volunteer involvement records are maintained.
- 1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteer activities.



“Effective leadership ensures the aims and values of volunteer involvement are promoted within the organisation, and that there is clear accountability for the implementation of volunteer involvement.

Effective management ensures that processes and systems are in place to implement positive volunteer involvement.

Meeting this standard assists the organisation to provide clear direction and guidance for the work of volunteers, as well as understand and mitigate any risks related to involving volunteers”

1.1 Responsibilities for leading and managing volunteer involvement are defined and supported.

- Specific responsibility for providing leadership and managing the implementation of volunteer involvement is assigned
- Volunteer involvement responsibilities are documented through position descriptions, delegation authorities, policies and procedures.
- Employees and governing body members understand and action their volunteer involvement responsibilities.
- Employees with direct responsibility for volunteer involvement have relevant qualifications, skills or experience for the role.

SCHF Evidence

- Organisation Chart
- Volunteer Coordinator / Lead Position Description
- Volunteer Lead specialist skills and experience
- SCHF Volunteer Policy



Does the organisation identify and assign responsibility for providing leadership and managing implementation of volunteer involvement?

- ☒ Yes
☐ No



Are responsibilities for leading and managing volunteer involvement documented through:

- ☒ position descriptions;
- ☒ delegation authorities; and
- ☒ policies and procedures?



Are there processes in place to ensure governing body members and employees understand and action their volunteer involvement responsibilities?

- ☒ Yes
☐ No



Do employees with direct responsibility for volunteer involvement have relevant qualifications, skills and/or experience for the role?

- ☒ Yes
☐ No

The related standard/s and criteria require the following to be in place:

- Responsibility for providing leadership and managing volunteer involvement is identified, assigned, and documented.
- Employees responsible for volunteer involvement have the relevant qualifications, skills and experience.
- Processes for governing body members and employees to understand and action their volunteer involvement responsibilities.

Evidence which may be included	
Item	✓ Attached
Governing body and employee position descriptions identifying volunteer involvement responsibilities, and required qualifications, skills and experience	
Governing body and employee delegation documents identifying volunteer involvement responsibilities and designations	
Governing body and employee orientation identifying volunteer involvement responsibilities and designations	
Volunteer involvement policy, procedures and guidelines	
Records of governing body and employee involvement with volunteers, including meetings, partnership activities	

Rising to the standards

- When I started at SCHF Volunteering was recognized as an important part of the organisation and I was employed as the first volunteer coordinator . Role previously shared with multiple staff as part of their role
- Created SCHF's first dedicated Volunteer Policy – previously only mentioned in SCHF Policy



1.2 Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.

- Employees, governing body members and volunteers receive information, orientation and training on the organisation's volunteer policies and procedures
- Compliance with volunteer policies and procedures is regularly monitored and improved.

SCHF Evidence

- SCHF Volunteer Policy

Rising to the standards

- New paid Volunteer Lead role
- Created SCHF's first dedicated Volunteer Policy
- Presentations on Volunteer Program at all staff forums and key team meetings
- Volunteers Program introduction is part of all new team member's orientation
- Team briefings includes volunteer update prior to all events involving volunteers
- Ensure compliancy not complacency
 - Put processes in place to continue to review and improve (eg debrief, volunteer surveys)
 - Respond and adapt to changes in the external environment (eg COVID)
 - Be aware of volunteering trends to develop opportunities that suit volunteers but still add value for your organisation (eg Micro Volunteering)



1.3 The organisation's risk management processes are applied to the organisation's volunteer involvement.

- Risk management systems are in place to identify, assess and respond to risks relating to volunteer involvement.
- Volunteer risk management is overseen by management and the governing body.
- Volunteers are informed of potential risks and are supported to manage or mitigate risk factors.

SCHF Evidence

- SCHF WHS Management Policy
- SCHF WHS Communication and Consultation Policy
- SCHF Volunteer Policy
- SCHF Organisation Chart

Rising to the standards

- Review all policies to ensure they are suitable for volunteers
- Make sure volunteers receive and understand key policies
- Introduction briefing for volunteers plus event briefing to refresh
- Ensure your team and organisation are aware of Safe Work
- DO NOT replace paid employee or work over 16 hours a week



1.4 Volunteer involvement records are maintained.

- Required information to be collected from volunteers is identified.
- Information from screening checks for volunteers are documented and kept secured.
- The organisation has documented and implemented processes that comply with privacy legislation for securely managing volunteer personal and confidential information.
- Records of volunteer contribution, achievements and acknowledgement are maintained by the organisation.

SCHF Evidence

- SCHF Privacy Policy
- SCHF Volunteer Policy
- SCHF database

Rising to the standards

- Collect all relevant information from volunteers at registration and follow up for any outstanding information
- Ensure your Privacy Policy and processes include and protect volunteers
- Transfer volunteer records from spreadsheets from multiple teams into a secure CRM (SCHF: Salesforce). Use google, YouTube and search volunteer management in your CRM
- Collaborate with your IT / database team to create a volunteer CRM
 - Outline what you require
 - Leverage existing systems and tools or ones that can be integrated
 - check with your DB team before signing up to anything
 - Remember you are the volunteer expert, and they are the database expert so join forces!
- Volunteer specific board reports and sections in annual report and impact report



1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteer activities.

(This criteria only applies to organisations working with other organisations in a collaborative activity involving volunteers and/or sharing responsibility for particular volunteers).

- Agreed frameworks and practice principles for co-design of volunteer involvement are documented. Expectations of volunteers and agreements about respective roles of the parties are documented. Procedures for evaluating progress and outcomes are documented. Arrangements and agreements are reviewed on a regular basis.

SCHF Evidence

- SCHF Volunteer Policy
- Agendas and minutes of meetings with partner agencies with role responsibilities

Rising to the standards

- Ensure volunteers can expect the same support if they are working with partnering agencies
- Roles and responsibilities at events are clearly defined and avoid 'too many chefs' as it can be very confusing for volunteers.



Questions?

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**Let's keep the conversation going in the NSW Volunteer
Managers Forum and share ideas and ask questions**

<https://volunteering.freshdesk.com/support/discussions>

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