

National Standards for Volunteer Involvement

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

Presentation 3 of 8

Presenter: Kylie Elliott PLV
Volunteer and Supporter Engagement Lead

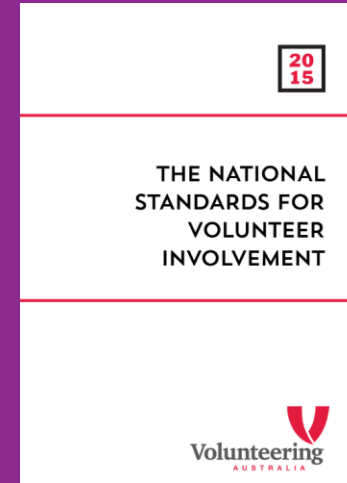


Acknowledgment to Country



Standard 3

Volunteer Roles



Volunteers are engaged in meaningful and appropriate roles which contribute to the organisation's purpose, goals and objectives.

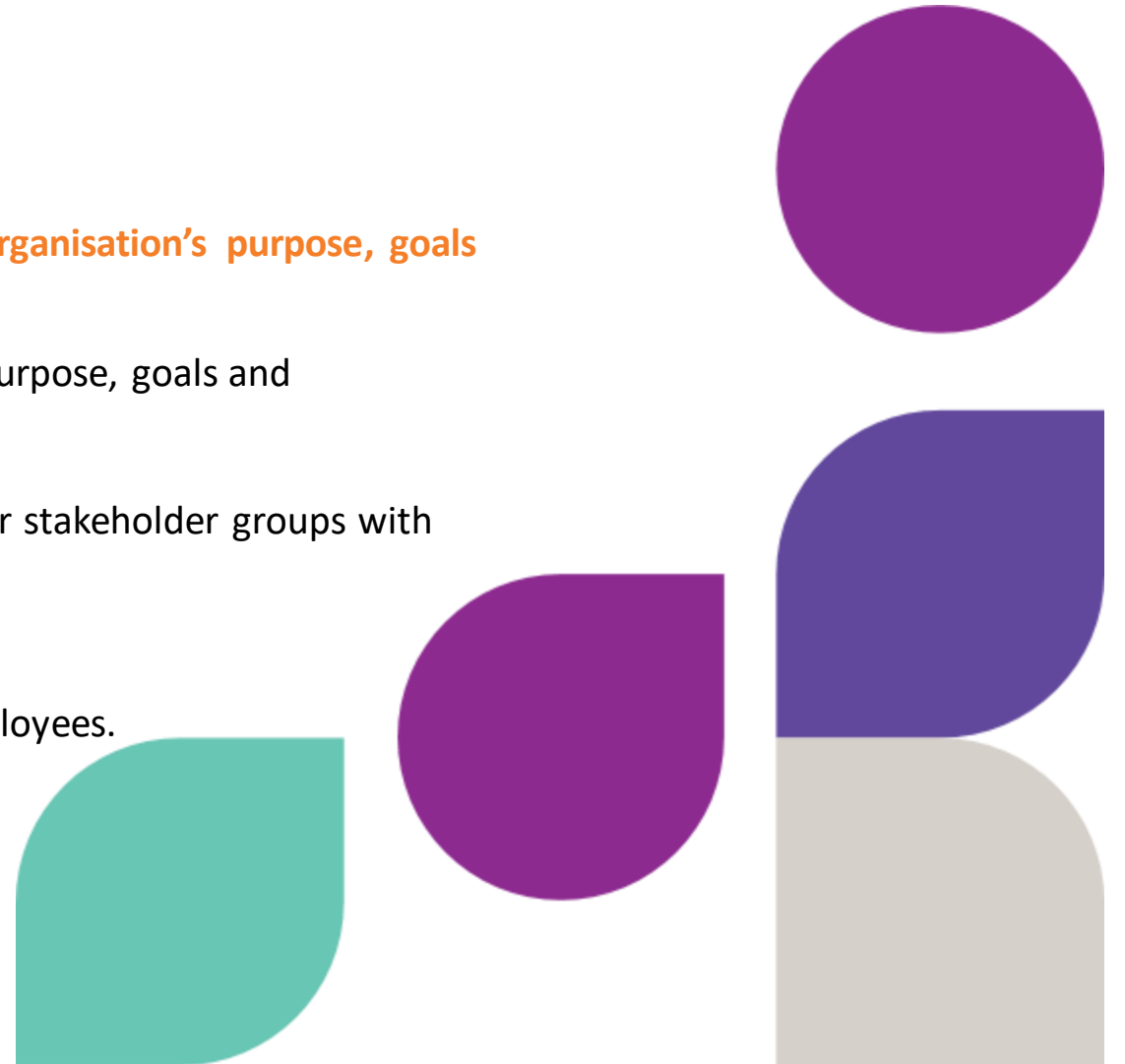
Volunteer roles ensure that the work done by volunteers is defined, and that it meets both the needs of the volunteer and the objectives of the organisation.

Meeting this standard assists the organisation to match volunteers with appropriate work roles, provide relevant and satisfying activities for volunteers and ensure that involvement of volunteers contributes to the organisation.

STANDARD 3: VOLUNTEER ROLES

Volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.

- 3.1** Volunteer roles are designed to contribute to the organisation's purpose, goals and objectives.
- 3.2** Volunteer roles are appropriate for the community, service user or stakeholder groups with which the organisation works.
- 3.3** Volunteer roles are defined, documented and communicated.
- 3.4** Volunteer roles are reviewed with input from volunteers and employees.



3.1 Volunteer roles are designed to contribute to the organisation's purpose, goals and objectives.

Descriptions of volunteer roles indicate how the role contributes to the organisation's purpose, goals and objectives.

SCHF Evidence

- SCHF Volunteer Policy
- SCHF Volunteer Business Plan

Rising to the standards

- Volunteer roles are codesigned with SCHF staff and volunteer management team to ensure volunteer roles are aligned with SCHF brand narrative “All in for kids’ health”. Volunteers work beside SCHF staff to achieve fundraising goals. Their work is always a value add. No volunteer roles are created ‘just because’ there is always an agreed outcome.



3.2 Volunteer roles are appropriate for the community, service user or stakeholder groups with which the organisation works.

- Volunteer roles reflect current developments in volunteering, volunteer availability and ways of involving volunteers.
- Volunteer roles and activities are designed to attract people with relevant attributes, and a diversity of experience and interest.

SCHF Evidence

- SCHF Volunteer Policy
- SCHF Volunteer Business Plan

Rising to the standards

- Volunteer leaders at SCHF ensure they are aware of current trends in volunteering. In Australia Volunteer numbers decreased by 25% in last FY 21/22. SCHF grew their volunteer team from 355 pre Covid in 2020 to 2,000 in 2022. This was because trends show that volunteers do not want to make long term commitments to organisations. Therefore, SCHF have invested time in constant recruitment and volunteer retention.
- SCHF had to re design volunteer opportunities in the office and create small one off volunteer roles rather than long term commitments.
- All volunteer roles are not offered to all volunteers. Some volunteers roles are advertised and recruited like staff roles with essential criteria i.e gala and certain office support roles.



3.3 Volunteer roles are defined, documented and communicated.

- The relationship between volunteer and employee roles is defined.
- Volunteer roles meet the requirements of the Fair Work Act, or subsequent legislation addressing volunteer work.
- Volunteer roles have written descriptions that include duties, responsibilities, and accountabilities.
- Current volunteer role descriptions are distributed and readily available to all relevant employees and volunteers of the organisation.

SCHF Evidence

- SCHF Volunteer Policy
- SCHF Volunteer Business Plan

Rising to the standards

- SCHF volunteer leaders are in all relevant planning meetings with staff that request volunteers. Roles and responsibilities are co designed within the teams.
- Volunteers are given a written brief at least 24 hours prior to a volunteer role. The brief will clearly outline:
 - the duties
 - responsibilities
 - expectations
 - reason for the role
 - impact it will achieve
 - who key staff will be and how to contact them
 - any compliancy needs (COVID vaccine, RSA, WWC etc)
- Volunteers are treated like staff under WHS and their work is never replacing that of a paid staff member.
- Current volunteer roles are distributed to relevant staff.



3.4 Volunteer roles are reviewed with input from volunteers and employees.

- Feedback from current and exiting volunteers is sought and used to review the relevance and appropriateness of volunteer roles and activities.
- The governing body, management and staff contribute to the development and review of volunteer roles.

SCHF Evidence

- SCHF Volunteer Policy
- SCHF Volunteer Business Plan

Rising to the standards

- SCHF volunteer leaders are in all relevant planning meetings with staff that request volunteers. Roles and responsibilities are co designed within the teams.
- Volunteer leaders have post event debriefing with key staff to receive feedback and collaborate on future events.
- Volunteers are sent a post event survey after each event/role with their certificate of thanks. This information is used to constantly improve the program and experience of volunteers.

Kylie Elliott

Volunteer and Supporter Lead
Sydney Children's Hospitals Foundation

kylie.Elliott@schf.org.au



LinkedIn <https://www.linkedin.com/in/kylie-elliott-plv-992818124/>

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

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

schf.org.au