

National Standards for Volunteer Involvement

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

Presentation 4 of 8

Presenter: Kylie Elliott PLV
Volunteer and Supporter Engagement Lead



Acknowledgment of Country



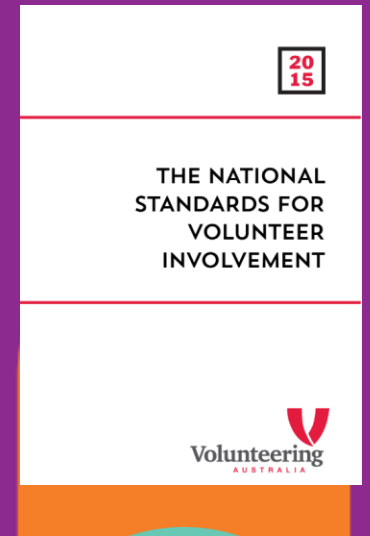
Standard 4

Recruitment and selection

Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.

Recruitment and selection ensure that the organisation effectively attracts appropriate volunteers and screening to maintain safety and security.

Meeting this standard helps the organisation ensure prospective volunteers are provided with the information they need to make informed decisions about working with the organisation. It also helps the organisation implement consistent procedures for assessing, selecting and placing new volunteers.



STANDARD 4: RECRUITMENT AND SELECTION

Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.

- 4.1** If the organisation recruits volunteers, it uses planned approaches to attract volunteers with relevant interests, knowledge, skills or attributes.
- 4.2** Potential volunteers are provided with relevant information about the organisation, the volunteer role and the recruitment and selection process.
- 4.3** Volunteers are selected based on interest, knowledge, and skills or attributes relevant to the role, and consistent with anti-discrimination legislation.
- 4.4** Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation



4.1 If the organisation recruits volunteers, it uses planned approaches to attract volunteers with relevant interests, knowledge, skills or attributes.

Recruitment and selection of volunteers are guided by the organisation's broader plan for volunteer involvement. Targeted methods are used to advertise and communicate volunteer opportunities.

SCHF Evidence

SCHF Virtual Volunteer info session

Rising to the standards

It is important to liaise with staff to find what the needs are for volunteer assistance

This helps map out the job descriptions, essential criteria and other skills and attributes required from the role.

Not all volunteers are invited to apply for all roles

Some volunteer roles expression of interest (e.g. galas, admin, phone calls etc.) are targeted to specific volunteers with specific attributes.



4.2 Potential volunteers are provided with relevant information about the organisation, the volunteer role and the recruitment and selection process

- Information is readily accessible to potential volunteers about the organisation and volunteer roles.
- Details of volunteer roles, organisation expectations of the role, and the recruitment and selection process are provided in print, electronically and/or face-to-face.
- An identified person is available as a contact for potential volunteers throughout the recruitment and selection process.
- Volunteer applicants are informed of recruitment and selection outcomes and offered feedback as relevant to the role.

SCHF Evidence

SCHF Volunteer Policy
SCHF Virtual Volunteer info session
Example Volunteer Brief

Rising to the standards

- Volunteer roles are advertised on the Sydney Children's Hospitals Foundation website and through the Centre for Volunteering and SEEK.
- These advertisements include information about the organisation, the event (if applicable), skills/attributes and expectations of volunteers, a contact name for volunteers and any selection requirements like an interview.
- Volunteers are always informed of selection outcomes.



4.3 Volunteers are selected based on interest, knowledge, skills or attributes relevant to the role and consistent with anti-discrimination legislation.

- A documented selection process is followed to match volunteer interest, knowledge, skills or attributes with suitable roles.
- Volunteer recruitment and selection complies with anti-discrimination legislation.

SCHF Evidence

SCHF Volunteer Policy
SCHF Virtual Volunteer info session

Rising to the standards

- To ensure this standard is met, the SCHF volunteer team meets with staff requesting volunteers and ensures the roles are filled with appropriate volunteers. All roles are advertised on an online platform, and volunteers apply as expressions of interest. Volunteers are advised of the importance of ensuring roles are filled appropriately.
- The volunteer team and SCHF staff have collaborated to create specific cultural event roles for volunteers of certain backgrounds. This does not exclude other volunteers, but provides additional support for culturally diverse donors and enhances experiences at events.



4.4 Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation.

- Volunteer screening requirements are documented, applied and meet legislative requirements.
- Volunteer reference checks are undertaken as appropriate to the role.
- Guidelines are applied to determining the types of convictions or disciplinary actions that preclude people from becoming volunteers and informing people about how their personal history may be used for decision making.

SCHF Evidence

SCHF Volunteer Policy
SCHF Virtual Volunteer info session
NSW Health Mandatory Requirements for Volunteers

Rising to the standards

- Volunteer roles that require access to SCHF CRM require screening, and volunteers are aware the requirements are a clear Police check from the initial expression of interest.
- SCHF liaised with the Centre for Volunteering and Office of Children's Guardian to ensure we are compliant with legislation.



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>

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