

National Standards for Volunteer Involvement

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

Presentation 5 of 8

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Standard 5

Support and Development

Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.

Support and development ensure the organisation has processes to equip volunteers to perform their roles well and in line with the organisation's needs.

Meeting this standard assists the organisation in identifying and providing the orientation, skill development and ongoing support needed by volunteers. It also helps the organisation manage situations fairly and consistently when a volunteer may not be meeting the requirements of their role.



STANDARD 5: SUPPORT AND DEVELOPMENT

Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.

- 5.1** Volunteers are provided with orientation relevant to their role and responsibility.
- 5.2** Volunteers knowledge and skills are reviewed to identify support and development needs.
- 5.3** Volunteers knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.
- 5.4** Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.
- 5.5** Changes to the involvement of a volunteer are undertaken fairly and consistently.



5.1 Volunteers are provided with orientation relevant to their role and responsibility

- Orientation requirements for all volunteer roles are documented and implemented.
- Volunteer orientation includes information about the organisation, their role and how it contributes to the organisation's goals and objectives.
- Volunteers are made aware of their rights and responsibilities related to the role and to the organisation.
- Volunteers understand and agree to a code of conduct and/or rights and responsibilities statement.
- Relevant policies, such as reimbursement of out-of-pocket expenses, are explained to volunteers.

SCHF Evidence

SCHF Orientation and Induction Policy
Volunteer compliance questions
Gala event Orientation
SCHF Volunteer Policy

Rising to the standards

All volunteers receive orientation, even at one off events, ALWAYS!

All volunteers receive written briefing documents 48/24hrs prior to the event or role.

All volunteers receive a verbal orientation with SCHF staff member that first introduces the new volunteers to SCHF, who we are, who we support and how their role will impact our work.

Volunteers are advised of their rights and responsibilities including, code of conduct and privacy and confidentiality.



5.2 Volunteers' knowledge and skills are reviewed to identify support and development needs.

- Processes are in place to regularly review volunteers' knowledge and skills in relation to the roles they undertake.
- New roles and development opportunities are offered to existing volunteers where appropriate.
- Volunteers' knowledge and skills are reviewed when new roles and duties are implemented.

SCHF Evidence

Volunteer compliance questions
SCHF Volunteer Policy

Rising to the standards

Volunteer's skills and knowledge are recognised and utilised

- Volunteers are asked compliance questions regarding their knowledge and skills required for specialist roles before each event.
- All roles and opportunities are offered to current SCHF volunteers before we advertise to the public.
- All volunteers are given the opportunity to give feedback regarding their experience post each event or role. Admin volunteers are formally reviewed 1-on-1 every three months.
- New roles are discussed with SCHF volunteer team and stakeholders before advertising to new and existing volunteers to ensure volunteers with the appropriate knowledge and skills are rostered.



5.3 Volunteers' knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.

- The organisation's workforce development planning incorporates the needs of volunteers.
- Where appropriate, volunteers receive practical instruction on how to perform their roles and responsibilities safely and effectively.
- Relevant training and development opportunities are offered to volunteers to meet their knowledge and skill needs for the roles they undertake.

SCHF Evidence

SCHF Orientation and Induction Policy
Volunteer compliance questions
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SCHF Volunteer Policy

Rising to the standards

ALL volunteers are paid at SCHF

- SCHF believes all volunteers are paid, and it is our (as volunteer supervisors) role to find out what their currency is, e.g., social support, pathway to employment, to give back to hospital/community etc.
- Volunteers are ALWAYS given in-person briefings at the start of each role or event!
- Administration volunteers are offered CRM training, and gala volunteers are briefed and trained by the Volunteer team, event managers and IT specialists to support their skill development.



5.4 Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.

- Volunteers are assigned organisation supervisors and support contacts appropriate to their role.
- Volunteer supervision and review is conducted for individuals and/or teams of volunteers matched to the roles.
- Discussions are held with individuals and/or teams of volunteers on achievements and areas for development.

SCHF Evidence

Gala event Orientation
SCHF Volunteer Policy

Rising to the standards

Volunteer supervision is important and requires skills and knowledge

- Volunteer supervisors at SCHF understand the role expectations of volunteers, volunteer supervisors and the SCHF volunteer program team for any volunteer event they are team leading.
- Volunteers and volunteer supervisors are sent surveys post-event or to review the role and offer suggestions to improve the experience for all.
- Volunteers in the office and virtually have 1-on-1 discussions with supervisors every three months to discuss their progress and satisfaction.



5.5 Changes to the involvement of a volunteer are undertaken fairly and consistently

- Fair and transparent procedures are in place for changing the role or nature of the involvement of a volunteer.
- Fair and transparent procedures are in place for ending the involvement of a volunteer for whatever reason.
- Volunteer performance or misconduct issues are promptly identified, recorded and addressed in line with the principles of natural justice.

SCHF Evidence

Gala event Orientation
SCHF Volunteer Policy

Rising to the standards

Volunteers understand the expectations and importance of their roles

- Volunteers are always communicated with openly if/when volunteer roles need to be changed.
- Volunteers and the SCHF volunteer program team have open communication when volunteers' performance or misconduct issues arise. The volunteer team will organise to meet face to face or via zoom if easier for volunteers and offer refreshment training.
- Currently creating an easy-to-read and understand document for all volunteers that is called SCHF Volunteer Promise. It is an amalgamation of the staff code of conduct, bullying and harassment and grievance policies with the SCHF values and real examples of how volunteers align with the examples. This will be a promise for all volunteers and SCHF staff working alongside volunteers.



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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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