NATIONAL OCCUPATIONAL STANDARDS FOR VOLUNTARY SERVICES MANAGERS



Jo Hancock NAVSM Training Officer



Training Officers





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What are National Occupational Standards?

National Occupational Standards (NOS) indicate tasks individuals must achieve in the workplace, together with specifications of the underpinning knowledge and understanding.

National because they are used throughout the UK

Occupational because they describe the performance required in the workplace

Standards because they have been agreed by relevant employers/stakeholders and approved by the UK NOS Panel.

- 2003 : Introduction of National Occupational Standards (NOS) for the management of volunteers
- 2008 : Revision of the NOS included the challenge of linking these standards with accredited qualifications and learning in volunteer management.

Who are these standards for?

Anybody involved in the development and/or implementation of the volunteering strategy within their organisation

They can be used at different levels:

- Support
- Perform
- Manage

The units included in the NOS are:

- ❖ A. Develop and evaluate strategies and policies that support volunteering
- ❖ B. Promote volunteering
- . C. Recruit place and induct volunteers
- D. Manage and develop volunteers
- **E.** Manage yourself, your relationships and your responsibilities
- ❖ F. Provide management support for volunteering programmes
- Volunteer coordinator
- Voluntary services manager
- Strategic volunteer lead

QUESTION

Do the NOS offer a current reflection of best practice in volunteer management?

Discuss for 10
minutes in table
groups focussing on
whether they are up
to date and fit for
purpose
Or
Discuss alternatives.

A. Develop and evaluate strategies and policies that support volunteering **B.** Promote volunteering C. Recruit place and induct volunteers D. Manage and develop volunteers E. Manage yourself, your relationships and your responsibilities F. Provide management support for volunteering programmes

Why should you use them?

Benefits to the individuals:

- Clear description of the standards they need to meet/knowledge required
- Awareness of job role and responsibilities
- ❖ Tool to help plan career development
- Qualification structure to support career development
- Measured and objective appraisal and feedback
- Provide a sense of achievement which increases confidence

Benefits to the organisation:

- Common standard for everyone in the sector
- Fair and objective criteria for recruitment and appraisal
- Method of identifying training and development needs
- Qualifications structure to support learning, development and competence

How can you use them?

- * Recruitment and selection:
- ❖ Job design and evaluation:
- Manage individual and team performance:
- Identify training needs:
- Structure learning programmes:
- **Evaluate the delivery of training:**

The Training Needs Analysis

Training Needs Analysis (TNA) is defined as the "Identification of training requirements and the most cost effective means of meeting those requirements".

The results of the TNA will be used to identify priorities for training and development and raising awareness of opportunities to NAVSM members.

NAVSM Training Needs Analysis 2014

Section 1 Developing and evaluating strategies and policies that support						
1. Please read the statemen	ts and click the re	elevant boxes to	indicate your ans	wer		
	Competent/Skilled	Fairly skilled	Not at all skilled	Have you had formal training?	Have you had 'on the job' training?	Have you not received training?
When contributing to the development of strategy in an organisation that involves volunteers are you						
When developing a volunteering policy are you						
When developing structures, systems and procedures to support volunteering are you						
When developing plans to meet strategic goals in an organisation that involves volunteers are you						
When evaluating volunteers' contribution to strategic goals are you						

Section 2 Promoting Volunteering						
2. Please read the statemen	nts and click the re	elevant boxes to	indicate your ans	wer		
	Competent/ Skilled	Fairly Skilled	Not at all skilled	Have you had formal training?	Have you had 'on the job' training?	Have you not received training?
In promoting volunteering within your organisation are you						
In promoting volunteering to potential and actual volunteers are you						

Section 3 Recruiting and Inducting Volunteers

3. Please read the statements and click the relevant boxes to indicate your answer

	Competent/Skilled	Fairly Skilled	Not at all skilled	Have you had formal training?	Have you had 'on the job training'	Have you not received training?
When managing the recruitment and placement of volunteers are you						
When advertising for volunteers are you						
When recruiting and placing volunteers are you						
When managing the Induction of volunteers are you						
When inducting volunteers are you						

Section 4 Managing and Developing Volunteers

4. Please read the statements and click the relevant boxes to indicate your answer

	Competent/Skilled	Fairly Skilled	Not at all skilled	Have you had formal training?	Have you had 'on the job' training?	Have you not received training?
When planning, organising and monitoring volunteering activities are you						
When leading and motivating volunteers are you						
When supporting the development of volunteers' knowledge, skills and competence are you				С		
When providing one-to-one support to help volunteers develop are you						
When enabling volunteers to learn in groups are you	П		Г			П
When managing volunteers records are you						
When managing volunteers expenses are you	Г		Г			
When addressing problems affecting volunteers are you						

Section 5 Managing yourself, your relationships and your responsibilitie...

5. Please read the statements and click the relevant boxes to indicate your answer

	Competent/Skilled	Fairly skilled	Not at all skilled	Have you had formal training?	Have you had 'on the job' training?	HAve you not had training?
When managing and continuously developing your resources for managing volunteers are you					Г	
When managing and continuously developing your own and others' capacity for managing volunteers						
When developing productive working relationships with volunteers and other stakeholders are you						
When promoting productive working relationships between volunteers and other stakeholders are you						
When developing and maintaining partnership working to support your volunteering strategy are you		С			C	
When identifying, assessingand controlling health and safety risks are you						

Section 6 Providing management support for volunteering programmes

6. Evaluate the following statements.

	Competent/Skilled	Fairly Skilled	Not at all skilled	Have you had formal training?	Have you had 'on the job' training?	Have you not received training?
When promoting your organisation and its services to stakeholders are you						
When managing projects involving volunteers are you						
When obtaining funds for your organisation's volunteering policies and plans are you						
When managing an expenditure budget for volunteering activities are you						
When procuring supplies for volunteering activities are you				П		П
When managing physical resources for volunteering activities are you						
When organising events involving volunteers are you						
When managing the quality of services involving volunteers are you						
When leading and participating in meetings involving volunteers are you				П		
When managing information for volunteering activities are you						
When reporting to external agencies about volunteering activities are you						

About you	
7. How long have you been a Voluntary Services Manager / Co-ordinator and v	vhat is your AFC Banding
8. Does your role involve other responsibilities in addition to volunteers, eg PA	ALS, Patient and Public Involvement - Yes or No
9. Total number of volunteers in your Trust	
10. Total Number of VSM/VSCs in your Trust	

Results from the 2009 TNA

Over 90% of respondents felt that they were already competent or fairly skilled in:

- Recruiting and inducting volunteers
- Providing management support for volunteering programmes
- Promoting volunteering

Over 80% of respondents felt that they were already competent or fairly skilled in:

- Managing yourself, your relationships and your responsibilities
- Managing and developing volunteers

However, nearly 30% of respondents felt they lacked overall skill in:

Developing/evaluating strategies & policies that support volunteering

Areas greatest % of managers felt they had the least skill were:

- Obtaining funds
- Managing an expenditure budget
- Managing the physical resources
- Reporting to external agencies
- Evaluating a volunteers contribution to strategic goals

Qualification frameworks

Have been developed at three levels for managers of volunteers.

- Level 3 is for those who directly manage volunteers on a day-to-day basis
- Level 4 is targeted at those with overall responsibility for recruiting, managing and developing volunteers in their organisation or their part of the organisation
- Level 5 focuses on developing and implementing the strategy for involving volunteers in their organisation's work.

Training Courses

Volunteers

Managing Volunteers

ILM endorsed course (optional)



Book included: Complete Volunteer Handbook

For anyone involved in recruiting or managing volunteers. Implement an action plan covering recruiting diversely, inducting, managing, supervising, legal considerations and dealing with difficult situations.



04-05 Nov 14	A: £350
03-04 Mar 15	B: £550
29-30 Jun 15	C: £700



Strategic Volunteer Management

Book included: Recruiting Volunteers

For anyone managing volunteers. Develop your strategic volunteer management skills, benchmark volunteering trends, recognise your areas of expertise and gain support across your organisation.

	A: £177
16 Oct 14	B: £283
12 May 15	C: £416



http://www.dsc.org.uk/Training

ILM Level 3 Award in the Management of Volunteers

QUALIFICATION: Vocationally Related Qualification (VRQ) accredited by the Institute of Leadership and Management (ILM)

FOR: Those with responsibility for co-ordinating the contribution volunteers on a day-to-day basis

TIME:(4-8 months)

AIMS: To enable volunteer coordinators to reflect on their current practices, and develop ways to enhance the volunteering experience for both current and potential volunteers.

CONTENT: 1 Mandatory unit:

Supervise and support volunteers.

There is also the option of taking 1 or 2 other units from a range of topic areas.

The programme tends to take **4-8 months** to complete.

FEE: £895*

ILM Level 3 Certificate in the Management of Volunteers

QUALIFICATION: Vocationally Related Qualification (VRQ), at level 3, accredited by the Institute of Leadership and Management (ILM). FOR: Those with responsibility for co-ordinating the contribution volunteers on a day-to-day basis

TIME(9-12 months)

AIMS: Supports you to reflect on the way you currently manage volunteers and then develop new ideas and approaches for both current and potential volunteers. Units include how to supervise and support volunteers, and managing volunteer relationships/agreements. HOW, WHERE AND WHEN: Delivered on a 1-to-1 basis. Starts with a face-to-face meeting in your place of work, followed by supported distance learning at a pace to suit you

FEE: £1425*

academy@attend.org.uk

ILM Level 5 Award in the Management of Volunteers

QUALIFICATION: Vocationally Related Qualification (VRQ) at level 5, accredited by the Institute of Leadership and Management (ILM) FOR: Those with responsibility for developing and implementing the strategy for involving volunteers in their organisation's work.

TIME: (4-8 months)

AIMS: To enable volunteer managers to reflect on their organisation's volunteer management function, and develop ways to enhance the effectiveness of the organisation's engagement with volunteers.

CONTENT: 1 Mandatory unit; chosen from Promote volunteering to potential & actual volunteers.

Manage the development of a volunteering policy

Plus 1 or 2 other optional units from a range of topic areas.

FEE: £1045*

Level 5 Certificate in the Management of volunteers

QUALIFICATION: Vocationally Related
Qualification (VRQ) at level 5, accredited by the
Institute of Leadership and Management (ILM)
FOR: Those with responsibility for developing
and implementing the strategy for involving
volunteers in their organisation's work.

TIME: (9-12 months)

AIMS: Works with you on ways to enhance the effectiveness of your volunteer engagement. Units include promoting volunteering to potential and current volunteers, as well as developing structures, systems and procedures to support them.

HOW, WHERE AND WHEN: Delivered on a 1-to-1 basis. Starts with a face-to-face meeting in your place of work, followed by supported distance learning at a pace to suit you

FEE: £1675*

academy@attend.org.uk

Quotes From Course Delegates

"There has been an overwhelmingly positive result to the changes I introduced after the course. I have noticed an increase in volunteer attendance and motivation, and volunteers now even come along to events without even needing to be asked first!"

"My approach to volunteer management has most definitely improved as a result of this course, as it has opened my eyes to areas of volunteering that I did not give much thought to previously."

"Many organisations want and need volunteers but volunteer management and support is often tagged onto the job description of already busy staff members. Until the amount of work involved in support is recognised by leaders, volunteers will not be engaged as efficiently as they could be and responsible staff will continue to be under-trained and overwhelmed by the workload."

NICKY RICHARDSON, THE PRINCE'S TRUST