

# 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.

**N**ational because they are used throughout the UK

**O**ccupational because they describe the performance required in the workplace

**S**tandards 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

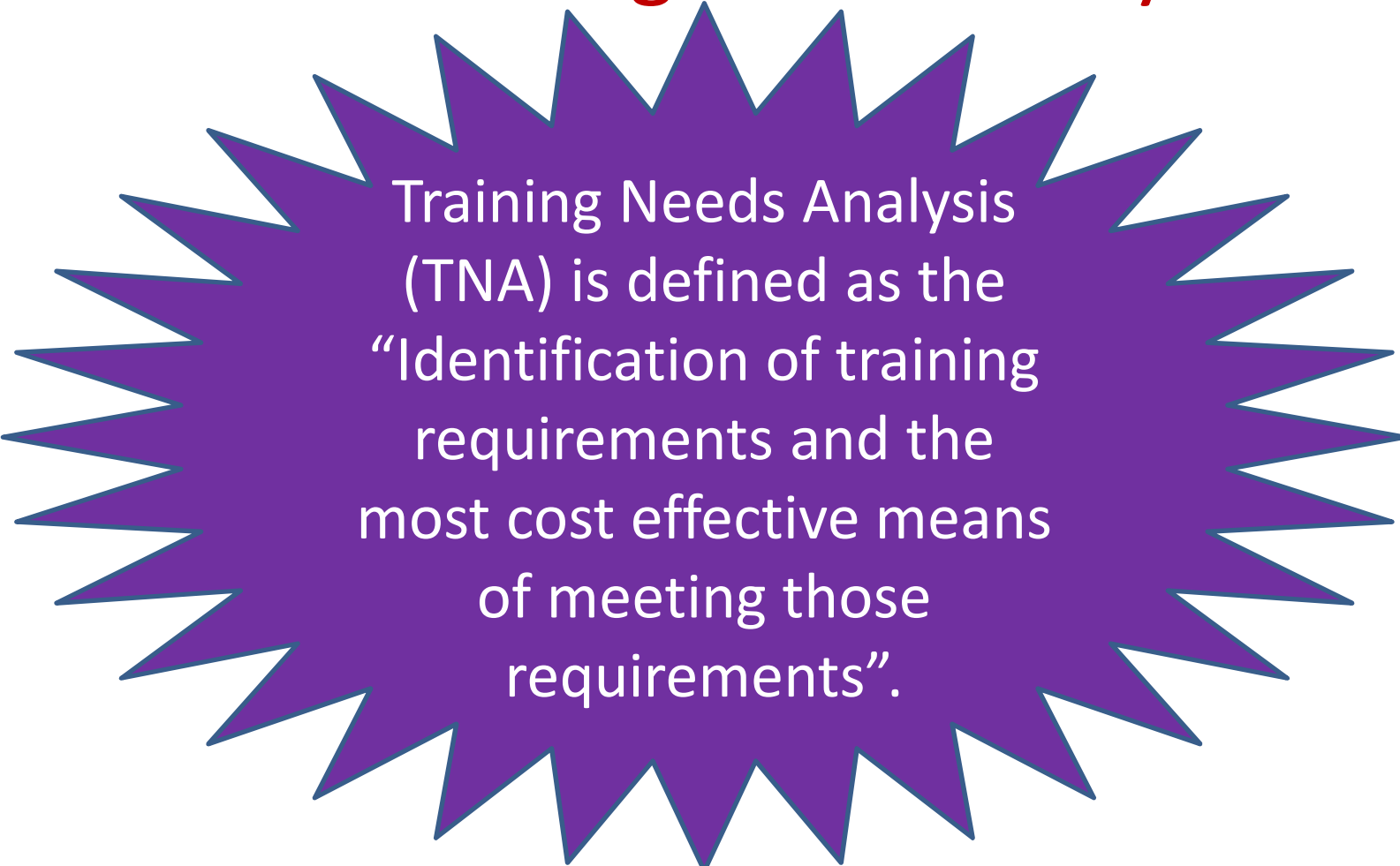
## **❖ Benefits to the organisation:**

- ❖ 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

A purple starburst shape with a dark blue outline, containing white text. The starburst has many sharp points radiating from the center.

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.















## About you

**7. How long have you been a Voluntary Services Manager / Co-ordinator and what is your AFC Banding**

**8. Does your role involve other responsibilities in addition to volunteers, eg PALS, 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.

16 Oct 14    A: £177  
12 May 15    B: £283  
                  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](mailto: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\*

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# 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**