

SFTMVD1

Plan, organise and monitor volunteering activities



Overview

This unit is about planning, organising and monitoring volunteering activities. It involves planning activities in line with your organisation's strategic goals, policies and procedures; organising volunteers and other resources; and monitoring activities to ensure requirements have been met.

SFTMVD1

Plan, organise and monitor volunteering activities

Performance criteria

Plan volunteering activities

You must be able to:

- P1 collect sufficient information about the activities that need to be done in order to understand
 - P1.1 the outcomes you must achieve
 - P1.2 the order in which activities need to happen to achieve the outcomes
 - P1.3 when the outcomes are required
 - P1.4 the quality standards outcomes must meet
 - P1.5 the resources available
- P2 identify appropriate ways of working, taking into account the diverse abilities, styles and motivations of volunteers
- P3 identify the types and numbers of volunteers required and the resources they will need to support their activities
- P4 identify any risks or potential difficulties and take appropriate action to minimise their likelihood/impact and make plans to deal with them, should they arise
- P5 make sure your plans are in line with your organisation's policies, procedures and budget
- P6 record your plans in ways that will help you to put them into practice and communicate them to others
- P7 discuss your plans with colleagues and decision-makers and gain their approval, where required

Organise volunteers and other resources

You must be able to:

- P8 identify the specific volunteers and other resources you need for each aspect of your plan
- P9 negotiate with volunteers, colleagues, suppliers and decision-makers to make sure volunteers and other resources are available as planned
- P10 review your plans, if the necessary volunteers and resources are not available
- P11 gain any approval required for the planned activities to begin

Monitor activities and make sure requirements have been met

You must be able to:

- P12 check progress to make sure activities are on time and within budget and that the outcomes meet quality standards
- P13 closely monitor risks and any aspects of the activities which are likely to give rise to difficulties
- P14 promptly identify any difficulties and work with your volunteers,

SFTMVD1

Plan, organise and monitor volunteering activities

- colleagues, suppliers and decision-makers to deal with these effectively
- P15 keep volunteers, colleagues and decision-makers informed of progress and any changes to your plans
- P16 evaluate activities and note the lessons for future work

SFTMVD1

Plan, organise and monitor volunteering activities

Knowledge and understanding

You need to know and understand:

Activity and project management

- K1 co-ordination principles, methods, tools and techniques
- K2 corrective or remedial action to take in case of contingencies or non-compliance
- K3 legal and organisational requirements for health and safety
- K4 monitoring principles, methods, tools and techniques
- K5 objective setting principles, methods, tools and techniques
- K6 quality assurance and continuous improvement principles, methods, tools and techniques
- K7 time management principles, methods, tools and techniques
- K8 work methods, tools and techniques

Analysis, accounting and decision-making

You need to know and understand:

- K9 analytical principles, methods, tools and techniques
- K10 budgeting principles, methods, tools and techniques
- K11 creative-thinking principles, methods, tools and techniques
- K12 decision-making principles, methods, tools and techniques
- K13 estimating principles, methods, tools and techniques
- K14 evaluation principles, methods, tools and techniques
- K15 legal and organisational requirements relevant to risk management
- K16 planning principles, methods, tools and techniques
- K17 problem-solving principles, methods, tools and techniques
- K18 resource management principles, methods, tools and techniques
- K19 risk management principles, methods, tools and techniques

Information and communication

You need to know and understand:

- K20 communication principles, methods, tools and techniques
- K21 information gathering principles, methods, tools and techniques
- K22 information sharing principles, methods, tools and techniques
- K23 record-keeping principles, methods, tools and techniques
- K24 reporting principles, methods, tools and techniques

People management

You need to know and understand:

- K25 consultation principles, methods, tools and techniques
- K26 diversity principles, methods, tools and techniques
- K27 equality principles, methods, tools and techniques
- K28 human resource management principles, methods, tools and techniques

SFTMVD1

Plan, organise and monitor volunteering activities

- K29 leadership principles, methods, styles and techniques
- K30 motivation principles, methods, tools and techniques
- K31 negotiation principles, methods, tools and techniques
- K32 principles, methods, tools and techniques for assessing people's performance
- K33 volunteer management principles, methods, tools and techniques

Work context

You need to know and understand:

- K34 codes of practice and standards of performance expected of volunteers
- K35 current and future roles and responsibilities in your organisation
- K36 relevant organisational policies and procedures
- K37 your organisation's beneficiaries and their diverse interests, needs, abilities and preferences
- K38 your organisation's resources
- K39 your organisation's culture, values and ethos
- K40 your organisation's vision, mission and strategic objectives
- K41 your organisation's volunteers and their diverse interests, needs, abilities and preferences
- K42 your own knowledge, skills and competence and the limits of these
- K43 your role and responsibilities

SFTMVD1

Plan, organise and monitor volunteering activities

Additional Information

Behaviours

1. Adaptability and innovation

- 1.1 juggle multiple demands without losing focus or energy
- 1.2 seize the opportunities presented by diversity
- 1.3 respond quickly to crises and problems with a proposed course of action
- 1.4 recognise changes in circumstances promptly and adjust plans and activities accordingly
- 1.5 generate and recognise imaginative and innovative solutions
- 1.6 try out new ways of working

2. Communication

- 2.1. present information clearly, concisely, accurately and in ways that promote understanding
- 2.2. keep people informed of plans and developments

3. Desire to learn

- 3.1 reflect regularly on own and others' experiences, and use these to inform future actions

4. Entrepreneurship

- 4.1. do things without being asked or forced to by events
- 4.2. seek out and act on new opportunities
- 4.3. balance risks against the benefits that may arise from taking risks
- 4.4. identify and seize unusual opportunities to obtain resources
- 4.5. take repeated or different actions to overcome obstacles and respond positively and creatively to set-backs

5. Ethical stance

- 5.1 comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 5.2 act within the limits of your authority

6. Focus on results

- 6.1 set demanding but achievable objectives for self and others
- 6.2 prioritise objectives and schedule work to make the best use of time and resources

SFTMVD1

Plan, organise and monitor volunteering activities

- 6.3 accurately calculate risks, and make provision so that unexpected events do not impede the achievement of objectives
- 6.4 take personal responsibility for making things happen
- 6.5 protect own and others' work against negative impacts
- 6.6 monitor quality of work and progress against plans
- 6.7 focus personal attention on specific details that are critical to achieving successful results
- 6.8 take pride in delivering high quality, accurate work

7. Information and knowledge management

- 7.1 use cost-effective and time-effective means to gather, store and retrieve information
- 7.2 make best use of existing sources of information
- 7.3 check the validity and reliability of information
- 7.4 push for concrete information in an ambiguous situation

8. Persuasiveness

- 8.1 seek to understand people's needs and motivations
- 8.2 present self positively to others
- 8.3 state own opinions, views and requirements clearly
- 8.4 identify clearly the value and benefits to people of a proposed course of action
- 8.5 present information and arguments convincingly and in ways which strike a chord with people
- 8.6 use factual evidence to support arguments

9. Thinking and decision-making

- 9.1 identify the range of elements in a situation and how they relate to each other
- 9.2 identify the implications or consequences of a situation
- 9.3 use own and others' experience to understand a situation
- 9.4 articulate the assumptions made, and risks involved, in understanding a situation
- 9.5 produce and test a variety of solutions before taking a decision
- 9.6 take timely decisions that are realistic for the situation

SFTMVD1

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