

## **Management of Volunteers – National Occupational Standards Case study questions**

**Donated by Chest, Heart and Stroke - Scotland.**

### **How does/has your organisation use(d) the Management of Volunteer National Occupational Standards (NOS)?**

CHSS has over 80 people across Scotland within 4 different departments who are responsible for the line management of volunteers. It is part of my remit to train and support them in this role. I adapted the standards to suit each department. The standards are the basis for induction training, compulsory training and continual professional development training.

### **Why did you decide to use NOS?**

I undertook a needs analysis of the existing volunteer's views on volunteer line management, staff needs, service user's needs, referrer's needs and funders needs and cross referenced this to the units in the standards and they met the needs of the volunteers, staff, service users, funders and referrers.

As a result in some cases we can attribute increased funding and referrals to the training we deliver to staff – by ensuring competent audited and evaluated services to the service users through the volunteer delivery.

We also wanted to ensure staff that the training we delivered was based on a national occupational standard and not just internal training.

We also used the standards as the basis for working towards the Investing in Volunteers (iIV) standard, which we received this year.

### **What benefits do you think using NOS brings to your organisation?**

- Formalised and evidence based training
- Secure induction procedures
- Support for grievance/competency
- CPD training
- Achieving iIV
- Volunteer recruitment increase – all vols know the standards are used to train their line manager
- Maintained / Increased Funding
- Maintained / Increased referrals
- Support and Motivation of staff
- Shaping job descriptions and person specs

### **What has been good about using NOS?**

- Structure for line management training for all staff
- Capacity Building
- Personal development plans for individual members of staff
- Reflective learning for self
- Shared learning for staff
- Coherent approach to the line management of volunteers

**What has been difficult or a barrier to using these NOS?**

- Lack of a supporting unit on risk management
- The changing motivations of volunteers in the 21st century
- Youth Volunteering
- Virtual Volunteers

**Have you used these NOS in conjunction with any other NOS? e.g. Fundraising, Marketing, Management and Leadership etc.**

Fundraising – used for fundraising staff

**If yes – how have you done this?**

Used for new and existing staff when reviewing core competencies in fundraising

**Have you produced any of your own materials based on NOS?**

Yes.

**What do you like about these NOS?**

- Legitimation and recognition of the skills needed to line manage volunteers
- Self development for staff
- Better awareness within our own organisation through all levels of the need for good volunteer line management and the competencies needed – legitimised roles now!