

National Occupational Standard for Manager
Volunteer Resources (DRAFT)

(Insert your Organization's
information)

Thank the person for meeting with you

I am excited to provide you with information regarding a new resource that has been developed to support the occupation of Volunteer Management.

This resource will assist me to understand all the requirements needed for our organization and myself to engage volunteers in a productive and safe manner. (Insert something that ties to your organization's specific engagement of volunteers.)

Development Highlights

- Joint project of the HR Council for the Nonprofit Sector and Canadian Administrators of Volunteer Resources
- 27 month project – final product launched in June, 2012
- Workshops and validation meetings were held across the country involving professionals with differing levels of responsibility and from within several sectors

The National Occupational Standard, named for Managers but can be adapted to other organizational structures or the overall responsibilities maybe split between more than one employee - but it provides the basic tasks, responsibilities and knowledge required within an organization to engage volunteers.

The value of having this for our occupation was identified by the HR Council for the Nonprofit Sector and the professional organization that supports our profession, Canadian Administrators of Volunteer Resources. (If you aren't a member this could be a good opportunity to ask for support and why it is important)

The document has a great deal of credibility as the tasks and knowledge were identified by professionals working in the occupation, which was lead and developed by a Firm contracted with employees specializing in this work.

The individuals involved were from all sectors and from varying levels of responsibility, therefore the level of detail is very comprehensive. This is the type of standard that has been developed for trades people, and other professional occupations.

Purpose of the NOS

- To identify and document all responsibilities and tasks for the occupation
- To Answer the question “What do you do?”
- What is required for a fully competent person in this occupation
- Help to identify gaps for the person and the organization
- Determine resources and supports required for an organization to hire and retain a fully competent person

I am often asked what I do in my position, this National Occupational Standard lays it out in detail.

I am happy that I can review and audit the work that I do and how my position supports the organization to have the highest quality volunteer program possible.

Major Categories of Responsibility

- 1) Develop Volunteer Services
- 2) Promote Volunteer Services
- 3) Conduct Volunteer Recruitment
- 4) Provide Volunteer Orientation
- 5) Maintain Volunteer Services Records
- 6) Perform Administrative Tasks
- 7) Manage Volunteer Performance
- 8) Recognize Volunteer Contribution
- 9) Engage in Professional Development

I have completed a mini audit around these nine areas of responsibility and would like to share the results with you and suggest areas that could be enhanced and how we could work together to do that.

Gaps in our Organization

- (Identify from the 9 areas of responsibility where you feel there is a gap for your organization and insert them into this page)

Do a mini audit of each point within the 9 areas and identify work that you aren't doing and identify work that you are doing that isn't in the NOS.

Be prepared to make recommendations that will move you to where you should be. Identify supports you require such as moving work to another more appropriate area or at minimum letting them know how it isn't helping you to do your work and plant the seed for future discussions. Then identify tasks that you aren't able to do ie: recruitment that would provide value to the volunteer program and ultimately assist the organization in their mission.

Recommendations

- (Insert your recommendations here for changes to previous slide)

Insert your recommendations with a plan and a timeline – start small with 2 or 3 achievable items.

Always link the benefit of change to the positive outcomes of having a strong program to support the organizations goals.

Ways to use the NOS The How to Guide

- Develop Job Descriptions
- Conduct Performance Appraisals
- Design Training Programs
- Assist with the Professional Certification Process
- Identify Ongoing Professional Development Needs
- Manage Succession Plans
- Improve Community Relations

Review the items and then identify one area that you would like to develop or change that may not be in place at the time.

What we need to develop

- (From the list of items in the How to Guide suggest the items that you need to have in place to support your work and ultimately to be a more productive and engaged employee to manage the volunteer programs for eh organization.

Recommend what you would like to work on in the coming year and ask for approval/support.

Identify if there is someone in the organization that could assist you, ie: HR specialist to help develop a Job Description and performance appraisal tool that links.

OR budget to support you to attend a workshop that you have identified a gap in your knowledge based on the responsibilities

Next Steps

- (Insert with timelines)

Thank you to the attendee(s)
Confirm next steps.