

Skills, Knowledge and Abilities for Administrators of Volunteer Resources

Key Element	Knowledge	Skills	Abilities
<p>1) Main purpose: With the support of management and board, develops a vision for volunteerism in the organization. Mobilises and manages volunteers to enhance the vision and mission of the organization. Introduces and ensures effective volunteer management practices and standards in the organization.</p>	<ul style="list-style-type: none"> • Strategic Planning • Volunteer Resources Management Theory and Practice • CAVR Standards of Practice, Dimensions of Ethical Conduct • Canadian Code for Volunteer Involvement 	<p>Leadership Advocacy Communication Negotiation Relationship building Presentation Networking Marketing Auditing/ Assessment</p>	<ul style="list-style-type: none"> • articulate a vision for the volunteer program • model volunteering through their personal philosophy and commitment to volunteering • introduce effective volunteer resources management practices to an organization. • assess program against recognised standards • secure the support of senior management and board • develop a support base within the organization
<p>2) Program Administration</p> <p>Planning</p> <p>Budgeting</p>	<p>Management theory</p> <ul style="list-style-type: none"> • Planning methodologies <p>• Financial Management Practices</p>	<ul style="list-style-type: none"> • Strategic thinking • Analytical <ul style="list-style-type: none"> • Analytical • Estimating • Forecasting 	<ul style="list-style-type: none"> • Identify key program considerations • Write goals, objectives and action plans <ul style="list-style-type: none"> • Anticipate resource requirements • Estimate costs • Secure resources through creative means

<p>Policy Development</p> <p>Record keeping</p>	<ul style="list-style-type: none"> • Policy Development • Relevant Legislative requirements • Organizational requirements • Electronic and manual records management systems • Computer applications for Volunteer Resources Management 	<ul style="list-style-type: none"> • Writing • Process management/Improvement • Computer • File management • Organizational • Detail oriented Practical application skills including: <ul style="list-style-type: none"> • Database design • Spreadsheets • Word Processing • Website design and maintenance • E-mail 	<ul style="list-style-type: none"> • write policies and procedures • develop forms • design and implement effective record keeping systems • Ability to utilise computer technology to enhance all aspects of the volunteer program and its administration
<p>3. Job Design</p>	<ul style="list-style-type: none"> • Volunteer Resources Management Literature • Elements of an assignment description • Risk Management • Job Enrichment • Career Pathing • Demographics and trends 	<ul style="list-style-type: none"> • Consulting • Problem-solving • Analytical • Creative thinking 	<ul style="list-style-type: none"> • assist staff/clients articulate and identify needs • analyse and prioritize needs • identify how volunteers can address needs • analyze risks and build in risk management strategies • develop meaningful volunteer roles that meet client, staff and volunteer needs.

<p>4. Recruitment</p>	<ul style="list-style-type: none"> • Community resources • Marketing theory and practice • Partnerships and Collaborations 	<ul style="list-style-type: none"> • Writing • Public Speaking • Public relations • Advertising • Media relations • Team 	<ul style="list-style-type: none"> • identify target groups • develop recruitment initiatives and materials and displays geared to defined target groups • design effective ads, PSA's, and other recruitment materials • write a media release • work with community organizations to recruit and provide opportunities for volunteers • involve current internal resources in recruitment • identify potential partnerships • develop framework and parameters for collaboration
<p>5. Screening</p>	<ul style="list-style-type: none"> • National campaign on screening • Screening tools and techniques • High risk behaviours • Risk management • Interviewing techniques • Human Rights legislation 	<ul style="list-style-type: none"> • Interviewing 	<ul style="list-style-type: none"> • Ability to identify red flags throughout the screening process, on applications and during interviews • Ability to assess applicant's knowledge, skills, abilities and motivation • Ability to draw out important information during a reference check

6. Matching and Placement	<ul style="list-style-type: none"> • Motivations for Volunteering • Adult learning principles 	<ul style="list-style-type: none"> • Assessment skills • Matching volunteers with appropriate assignments/roles • Presentation • Training design • Writing • Audio Visual 	<ul style="list-style-type: none"> • Matching volunteer skills and interests to available opportunities • Identify when it is desirable to attempt to develop new opportunities to utilise a volunteer's skills • Design and deliver individual and group orientations • Develop orientation materials • Utilize a variety of media for orientation • develop appropriate training procedures
7. Supervision and Monitoring	<ul style="list-style-type: none"> • Management theory around effective supervision and performance management • Volunteer management theory and practice 	<ul style="list-style-type: none"> • Problem solving • Interpersonal skills • Coaching • Advocacy 	<ul style="list-style-type: none"> • receive and give feedback from volunteers and clients • coach supervising staff • analyze and solve problems • handle disciplinary matters with tact and diplomacy • redirect or terminate volunteers
8. Evaluation	<ul style="list-style-type: none"> • Evaluation theory and practice 	<ul style="list-style-type: none"> • Analytical • Interpersonal skills 	<ul style="list-style-type: none"> • apply evaluation theory in a meaningful way to the volunteer program • conduct evaluations of the volunteers as required
9. Recognition	<ul style="list-style-type: none"> • Volunteer Motivations • Demographics and trends 	<ul style="list-style-type: none"> • Event management • Public relations • Communication 	<ul style="list-style-type: none"> • provide formal and informal recognition for volunteers
10. Volunteer/ Staff relations	<ul style="list-style-type: none"> • Staff attitudes and motivations • Adult learning theory 	<ul style="list-style-type: none"> • relationship building • team building • conflict resolution • group facilitation 	<ul style="list-style-type: none"> • develop strategies for overcoming myths and barriers to volunteer involvement