



**A WORKED TEMPLATE FOR A VOLUNTEER TO IDENTIFY THEIR TRAINING NEEDS FOR A VOLUNTEER INVOLVING ORGANISATION**

The Centre for Volunteering (The Centre) acknowledges that building relationships between it and its volunteers requires time, effort, resources, communication skills, and active engagement in the volunteering process.

The Centre recognises that it is vital to enhance the quality of the volunteer experience in order to retain existing volunteers and attract new volunteers. Accordingly, Volunteer Involving Organisations (VIOs) should have a training policy. Before a training needs analysis can be conducted, a VIO will need to identify its organisational goals and objectives; then determine the current and projected levels of performance throughout the organisation and its volunteers.

The document below is a worked example of a common position within a VIO.

<b>Organisation Name:</b> XYZ Organisation for Disabled Veterans	
<b>Volunteer name:</b>	John Doe
<b>Volunteer Position:</b>	Front Desk Reception
<b>Organisational objective of this position:</b>	<ul style="list-style-type: none"> <li>- this position reports to the Office Manager/ Human Resources Manager</li> <li>- this position is the first point of contact with the public and clients of XYZ Organisation for Disabled Veterans</li> <li>- this position holder must have high level communication skills, both written and oral</li> <li>- this position provides: information to the public in relation to the operational ambit of the organisation, information in relation to what services are available to the VIO's clients, and provide information generally</li> <li>- this position interacts at a high level with external and internal stakeholders</li> <li>- this position is responsible for recording on an electronic database every interaction by phone and in person contact with the VIO</li> <li>- this position holder must be able to operate a computer based telephonic system</li> <li>- this position distributes information and calls to appropriate to staff and volunteers in a timely and efficient manner</li> </ul>



	<ul style="list-style-type: none"> <li>- this position acts as a back-up data entry position on secure electronic databases</li> <li>- this position may be asked to assist in some external activities which the VIO conducts</li> <li>- this position co-ordinates orders for stationary from the staff and volunteers</li> <li>- this position has financial authority to \$100.00</li> <li>- the position holder must be open to further training in relation to soft (such as conflict resolution, communication) and hard skill (such as use of databases and technologies) sets</li> </ul>
<p><b>Qualifications:</b></p>	<ul style="list-style-type: none"> <li>- Extensive experience in dealing with internal and external stakeholders</li> <li>- Excellent written and oral communication skills</li> <li>- Experience in data entry and databases</li> <li>- Willingness to be trained in systems and processes which may be novel</li> <li>- Experience in a multi-disciplinary work environment</li> </ul> <p>e.g.</p> <p>John Doe has previously worked in a large manufacturing organisation in a liaison position between the workshop and the management. He answered all telephone enquiries directed to the shop floor and on occasion, when required, he relieved one of main switchboard operators.</p> <p>Mr Doe is a trained WHS inspector and fire warden. He has had extensive dealings with management in relation to issues arising on the shop floor including WHS concerns and grievance issues. The company he worked for employed a number of persons who are disabled.</p>
<p><b>Skill Set:</b></p>	<p>This can only be ascertained by interview so as to confirm skill sets such as communication skills and familiarity with electronic technologies, and amenability to take part in further training.</p> <p>e.g.</p> <p>Mr Doe is well presented, well-spoken and familiar with standard office protocols.</p> <p>Mr Doe is enthusiastic about learning new things including database entry. He is familiar with standard</p>



	<p>office technologies such as computers and VOIP phones. He is familiar with MS Word.</p>
<p><b>Process Location:</b></p>	<p>The position holder will deal with both internal and external stakeholders.</p> <p>The position holder will be the ambassador or 'face' of the VIO and therefore the 'fit' is required to be as precise as possible.</p> <p>e.g.</p> <p>Mr Doe is used to dealing with a diverse range of persons and queries in his employment position. He has dealt efficiently with all such individuals and entities.</p>
<p><b>Process Training:</b></p>	<p>Ascertain whether the position holder fits the position 'as is' or do they require further training?</p> <p>e.g.</p> <p>Mr De will need further training in database entry and security. He has been shown the Code of Conduct for the organisation and is happy to sign it.</p>
<p><b>Training:</b></p>	<ul style="list-style-type: none"> <li>- Identify what internal training sources are available to train the position holder.</li> <li>- Who is the skill/subject matter expert?</li> <li>- Is the skill/subject matter expert able to provide that training?</li> <li>- Is it possible to provide the required, targeted training on-line or in person externally?</li> <li>- Is the VIO able to fund such training or will the position holder pay for it?</li> </ul> <p>e.g.</p> <p>Mr Doe will need to be trained in the database by Ms X from IT who has the necessary skills and ability to train him and there will be no extra cost to the organisation except to ensure Ms X's time is available.</p> <p>Mr Doe is also happy to attend a short term external course in dealing with difficult clients at his own cost.</p>



The above is an example only and should be used a guide only in recruiting and volunteers by VIOs.

Should you require further assistance in relation to this matter, please contact The Centre for Volunteering at [membership@volunteering.com.au](mailto:membership@volunteering.com.au).

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