



National Volunteer Certificate Standards

Standard 1 – Understand Your Role

e-LfH session - Roles and Responsibilities of a Volunteer

	The Volunteer knows and understands:	The volunteer is able to:
1.1 Role	<ul style="list-style-type: none"> a) The role of a volunteer b) Their duties, boundaries, responsibilities and tasks c) The standards, behaviours, values and practices that relate to their own role as a volunteer d) The content of their own volunteer agreement which explains the expectations of the non-contractual but two-way relationship between organisation and volunteer e) Where and how to seek support 	<ul style="list-style-type: none"> a) Carry out their own duties as a volunteer b) Engage with training, support, supervision including mandatory training, ongoing development and opportunities to stay up to date c) Recognise the boundaries of their own role as a volunteer including where and when they should seek support
1.2 Aspects of volunteering	<ul style="list-style-type: none"> a) The organisation's values and structure b) Where volunteers fit into the wider team c) The impact volunteers can have and the difference they can make d) Common perceptions of volunteers by staff and by individuals receiving services e) How volunteer roles complement rather than replace staff roles f) How volunteer roles provide added value to individuals in a care environment h) insurance cover for volunteers 	<ul style="list-style-type: none"> a) Carry out their duties within the wider context of care delivery b) Be safe in their volunteer role
1.3 Relationships	<ul style="list-style-type: none"> a) How a volunteer's relationship with an individual is different from a personal relationship or that of an employee b) The range of relationships that individuals have in their role as a volunteer 	<ul style="list-style-type: none"> a) Maintain professional relationships with staff and individuals receiving services
1.4 Partnership	<ul style="list-style-type: none"> a) The support structure around volunteering b) The need for mutual respect 	<ul style="list-style-type: none"> a) Be part of a team and volunteer in partnership with others b) Develop key relationships



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<p>1.5 Skills development</p>	<ul style="list-style-type: none"> • a) Why it is important to complete mandatory education and training prior to, and during a volunteer role • b) Why on-going learning and development can be beneficial to volunteers • c) How to access learning opportunities • d) How to develop skills through peer support • e) When to seek support for learning and development • f) How to reflect on learning, using evidence from their own volunteering role to inform their development • g) How volunteering may assist with gaining a career in health and care where desired 	<ul style="list-style-type: none"> • a) Develop their own knowledge, skills and understanding • b) Seek appropriate support for learning and development for their role and setting including peer support • c) Reflect on their own progress
<p>1.6 Stress</p>	<ul style="list-style-type: none"> • a) Common signs and indicators of stress in themselves and others • b) Identify circumstances that tend to trigger stress in themselves • c) Ways to manage stress • d) How and where to access support if feeling stressed 	<ul style="list-style-type: none"> • a) Recognise when they are under stress • b) Seek help when stressed
<p>1.7 Personal security</p>	<ul style="list-style-type: none"> • a) The measures that are designed to protect their own security when volunteering and the security of those they support • b) The organisation's process for checking the identity of anyone requesting access to premises or information. 	<ul style="list-style-type: none"> • a) Keep safe in the work environment • b) Keep others safe in the work environment