

Volunteer Skills Analysis & Skills Checklist

Using the Skills Analysis

- From your organisation's Volunteer Role Description or the Person Specification fill out Column 1 e.g. for a befriending role column 1 could contain – listening skills or understanding of Confidentiality
- In Column 2 state how you know that the volunteer has the skills, knowledge or attitude required. It could be from information they have received in the Volunteer Handbook, their personal experience, previous volunteering, previous job or training e.g. developed listening skills when working in customer services or have read organisation's Confidentiality Policy. If you are unsure put level unknown.
- In Column 3 enter the gap identified – it could be a training need or more detailed information that needs to be given e.g. volunteer said they feel their listening skills could be developed or they feel they need to understand confidentiality better.
- In column 4 enter the action that will be taken - training, information session, leaflets giving information, a support session or perhaps mentoring from a more experienced volunteer e.g. Listening skills course or book on Confidentiality course. State who will take the action forward and if needed the timeframe for the action.

Using the Volunteer's Personal Skills Checklist

- Complete Column 1 and let the volunteer complete the rest of the form ticking the appropriate box according to how competent they feel.
- Then meet to discuss the outcomes and any future training and development needs identified.

If you are working with volunteers who will be acting in an admin role and using IT you could carry out an IT skills analysis – download one from the Lasa website at the following link -

<http://www.ictknowledgebase.org.uk/fileadmin/ICT/pdf/trainingneedsanalysis.pdf>

Volunteer Skills Analysis

Role –

Date -

| Skills, Knowledge or Attitude needed to carry out the role | Evidence – how you know they have the Skills, Knowledge or Attitude | Skill, Knowledge or Attitude gap identified | Action to be taken – by whom & when |
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Volunteer's Personal Skills Checklist – Co-ordinator to complete Column 1

Role –

Date –

Read the Skills, Knowledge or Attitude needed to carry out your role in Column 1 – these are taken from the Volunteers' Role Description or Person Specification. Then tick the column that you feel applies to you. Talk this through with your co-ordinator to plan any future Training and Development.

| Skills, Knowledge or Attitude needed to carry out my role. | I am confident | Quite confident | Need to improve | Not confident |
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