

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Development
Skills Standard Title	Develop volunteer programmes for the organisation
Skills Standard Descriptor	Manage volunteer programmes activities, operations and logistics and develop volunteer programmes for the organisation
Skills Proficiency Level	Level 4
Source Code	CCSSF-VCP-VD-5005-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Best practices in volunteer management • Interests of current volunteers • Change management techniques • Methods to develop strategies, policies and Standard Operating Procedures (SOPs) for volunteer management • Resources required for volunteer programmes • Strategies and best practices for developing a volunteer leadership network
Ability <i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	The ability to: • Develop volunteer management strategies, policies and procedures in consultation with management • Develop initiatives to help programme leads to manage volunteers • Deploy volunteers according to their interests and abilities and programme needs • Develop orientations and trainings for volunteers to equip them with the knowledge to perform their roles • Create opportunities for volunteer-led initiatives and activities • Develop mitigating action plans for identified risks in volunteer programmes • Identify and monitor the budget and resources required for volunteer programmes. • Develop the framework and pathways for volunteer leadership • Identify synergies across programmes and departments to maximise the values and effectiveness of volunteer programmes

DISCLAIMER: SOME CONTENT BELOW IS REFERENCED FROM SKILLS FRAMEWORK

Person Centred Care <i>This refers to having a person centred care mindset to drive the caregiver to respect and recognise the decisions/choices of the person they are taking care of.</i>	Underlying principles: • Treating clients or staff members with dignity and respect by being aware of and supporting personal perspectives, values, beliefs, culture and preferences; respecting their privacy while encouraging independence of the individual; and listening to each other and working in partnership to design and deliver services • Respect the decisions and choices of the client or staff members, within legal limits, ethical considerations and organisational guidelines
Performance Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Manage volunteers and the development of volunteer programmes, including logistics, budget utilisation, deployment and development of volunteers; and the conceptualisation of the volunteer programmes according to organisation goals