

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Development
Skills Standard Title	Develop strategies to engage and retain volunteers
Skills Standard Descriptor	Develop and review strategies to achieve stronger volunteer engagement, recognise volunteers' contribution and build closer volunteer relations; thereby improving the retention of volunteers in the organisation.
Skills Proficiency Level	Level 4
Source Code	CCSSF-VCP-VD-5006-1
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 and approaches for building relationships with strategic volunteer groups • Retention and recognition strategies for strategic volunteer groups • Methods for tracking volunteer engagement
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 strategies and plans to build an environment of recognition and support for volunteers • Identify and communicate values of volunteers to organisations and key stakeholders • Design measures to improve the engagement level of volunteers • Develop feedback and engagement channels for volunteers • Work with programme staff to develop guidelines and strategies for engaging volunteers • Develop strategies to build and engage volunteer network • Design methods to measure and track engagement level of volunteers • Review strategies to engage and recognise volunteers and identify enhancements required
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</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

DISCLAIMER: SOME CONTENT BELOW IS REFERENCED FROM SKILLS FRAMEWORK

<i>person they are taking care of.</i>	• 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: • Develop volunteer engagement strategies using best practices and methods to engage and retain volunteers to achieve organisational goals.