

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Management
Skills Standard Title	Partner Volunteers in Service Delivery
Skills Standard Descriptor	Assist in managing volunteers to meet organisational needs
Skills Proficiency Level	Level 2 <i>(Previously 'Intermediate' under CCSSF)</i>
Source Code	CCSSF-VCP-VM-3002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Understanding volunteer profiles, such as: ○ Interest ○ Physical ability ○ Language ability ○ Intention of volunteering • Understand programme needs • Identify suitable volunteers from an existing database for programmes and activities • Basic volunteer management skills, such as: ○ Alerting client of event ahead of time ○ Monitoring their session ○ Gathering feedback from clients and volunteers and forwarding them to the relevant supervisor ○ Follow-up after session • Ways to motivate volunteer, such as ○ Make them feel welcome ○ Assuring them on their performance ○ Communicate regularly ○ Show appreciation • Organisational guidelines and policies relating to : ○ Volunteer management skills ○ Assisting in managing volunteers • Relevant legal and/or industrial requirements in relation to support care functions, which may include: ○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore)

	○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore) ○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council) ○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health) ○ Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff
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: • Shortlist volunteers for planned activities according to their profile • Engage volunteers according to programme needs • Gather feedback from volunteers and clients and forward to supervisor • Motivate volunteers in their assignment • Recognise volunteers for their positive contribution
Person Centred Care <i>This refers to having a person centred care mind set to drive the care giver to respect and recognise the decisions/choices of the person they are taking care of.</i>	Underlying principles: • Treating clients 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
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: • Engaging volunteers for a programme, motivating and monitoring their performance throughout the execution of the programme and its activities