

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Management
Skills Standard Title	Develop the volunteer recruitment strategy for the organisation
Skills Standard Descriptor	Develop suitable strategies to recruit suitable volunteers according to programmes requirements to fulfil organisation goals
Skills Proficiency Level	Level 4
Source Code	CCSSF-VCP-VM-5004-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Emerging approaches to expand the volunteers pool • Current trends and best practices in volunteer recruitment • Opportunities for skills-based volunteering in the organisation • Procedures for developing risk management guidelines in volunteer recruitment and selection
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 recruitment strategies, policies and processes in consultation with management • Identify new volunteer recruitment sources and platforms • Co-design interviews or tests for selecting volunteers • Establish new collaborations with communities or corporate organisations to expand volunteer pool • Develop risk management guidelines for selection and recruitment of volunteers
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 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: • Develop suitable strategies to maintain a healthy pool of volunteers to facilitate programmes and projects to benefit clients
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