

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Development
Skills Standard Title	Evaluate the effectiveness of volunteer programmes to determine if they meet their stated objectives
Skills Standard Descriptor	Appraise the volunteer programmes with the data collected from volunteer activities and volunteers' performance to evaluate if the stated objectives and timeline are achieved according to the organisation goals.
Skills Proficiency Level	Level 3
Source Code	CCSSF-VCP-VD-4001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Programme evaluation frameworks and methods • Methods to track volunteer programme effectiveness • Methods to analyse data
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: • Identify goals for volunteer programmes in collaboration with programme managers and management • Implement tracking mechanisms to collect data on effectiveness of volunteer programmes • Analyse the data from volunteer activities and performance of the volunteer • Evaluate volunteer programmes according to stated goals and timelines • Identify areas for improvement based on evaluation outcomes
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: • Provide evidence-based evaluation for implemented volunteer programmes
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