

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Development
Skills Standard Title	Implement volunteer programmes for the organisation
Skills Standard Descriptor	Review and implement volunteer programmes with organisation stakeholders including risk identification, service delivery and deployment volunteers.
Skills Proficiency Level	Level 3
Source Code	CCSSF-VCP-VD-4002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Components in volunteer management frameworks • Performance management techniques • Methods to identify volunteer requirements for organisation and programmes • Strategies for training volunteers • Volunteer management strategies, policies and procedures • Risk management frameworks and methods • Communication methods and techniques
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 volunteer requirements and needs for the organisation • Implement volunteer management strategies, policies and procedures • Work with programme leads to identify scope for volunteer involvement in service delivery • Collaborate with programme leads to manage volunteers within their programmes • Deploy volunteers according to identified job scopes • Implement orientations and trainings for volunteers to equip them with the knowledge to perform their roles • Monitor volunteers' performances according to organisational goals and policies • Maintain the database of volunteers • Identify risk in volunteer programmes • Communicate to stakeholders the importance, scope and outcomes of volunteer involvements

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: • Execute the volunteer programmes including risk identification, service delivery and deployment volunteers.