

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Development
Skills Standard Title	Implement strategies to engage and retain volunteers
Skills Standard Descriptor	Implement volunteer engagement strategies to engage and retain volunteers in accordance to organisation's goals.
Skills Proficiency Level	Level 3
Source Code	CCSSF-VCP-VD-4003-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Approaches and techniques for building relationships with different volunteer groups • Volunteer retention and recognition strategies • Training and professional development planning processes • Volunteer engagement frameworks and methods
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: • Implement the volunteer resource plan to reflect a climate of recognition and support for volunteers • Monitor the engagement level of volunteers • Maintain feedback and engagement channels with volunteers • Identify professional development opportunities for volunteers • Work with programme staff to implement guidelines and strategies to engage volunteers • Implement strategies to build and engage volunteer network
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: • Monitor and improve volunteer engagement and retention levels with targeted opportunities, activities and programmes based on suggestions and feedback • Build relationship with and amongst volunteers
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