

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Volunteer Development
Skills Standard Title	Develop mechanisms to evaluate the effectiveness of volunteer programmes
Skills Standard Descriptor	Develop evaluation mechanisms to track effectiveness and improve the quality and outcomes of the volunteer programmes in meeting its stated objectives.
Skills Proficiency Level	Level 4
Source Code	CCSSF-VCP-VD-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: • Best practices in volunteer programme evaluation • Methods to develop and review policies and processes for volunteer performance and programme evaluation • Characteristics of effective volunteer programmes
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: • Determine data to be collected to track effectiveness of volunteer programmes • Develop tracking mechanisms to collect data and measure effectiveness of volunteer programmes • Determine analysis required to evaluate effectiveness of volunteer programmes • Recommend areas for improvement to management based on evaluation outcomes • Develop and review policies and Standard Operating Procedures (SOPs) on volunteer performance evaluation and volunteer programme evaluation
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: • Create and design relevant tools and systems to monitor effectiveness of volunteer programmes • Use data analysis to improve quality of future volunteer and to fulfil programme objectives
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