

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Psychosocial and Spiritual Care

Title	Coordinate Volunteer Work
Code	110813L4
Range	This Unit of Competency is applicable to practitioners who provide volunteer services in the elderly care service industry. The application requires performing skilled tasks in familiar and some new working environments, and its execution requires analytical and decision-making skills. Practitioners should be able to match suitable volunteers to provide their services to the elderly persons, and maintain good relationships with them, according to the organization's policies and procedures on voluntary work, service development and community needs, as well as the volunteer's skills, expertise and interests.
Level	4
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on volunteer work</p> <ul style="list-style-type: none"> • Understand the organization's plans and practice manual on volunteer work • Understand the organization's development policy on voluntary work, and the demand for volunteers • Understand the needs of the client for voluntary work • Understand the skills of matching volunteers to provide their services to the elderly persons • Understand the skills of building and maintaining good relationships with volunteers • Understand the methods and importance of recording the information on volunteer matching and service hours • Understand the methods of assessing the effectiveness of volunteer matching, and their importance of coordinating volunteer work <p>2. Coordinate volunteer work</p> <ul style="list-style-type: none"> • Develop the elderly's qualifications for receiving volunteer services, according to the organization's policies and guidelines on voluntary work, such as: <ul style="list-style-type: none"> ○ Living alone ○ Living together with another elderly ○ Lack of support network ○ Decreased or loss of mobility ○ Different chronic diseases ○ Different emotional conditions, etc. • Learn about the characteristics of the volunteers through their application forms, telephone enquiries, interviews, staff observations, etc., and enter the relevant information into the system to help future matches, such as: <ul style="list-style-type: none"> ○ Service category interests ○ Strengths and limitations ○ Days and hours of availability ○ Activities interested to participate in, etc. • Coordinate the volunteer matching and provide volunteer work for the clients, according to the needs of the organization, community and elderly persons, such as: <ul style="list-style-type: none"> ○ The organization's service scope, such as: assisting in the care of the elderly persons during activities, becoming a staff, and acting as an event planner, etc. ○ The community's needs, such as: home cleaning, organized together with housing estates

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	<ul style="list-style-type: none"> ○ The elderly's needs, such as: consultation escorts, home repairs, short-term home care, food delivery, shopping, etc. ○ Attendance rate of each session, etc. ● Clearly explain the elderly's information and conditions to the matched volunteers, depending on the type of elderly receiving their services, such as: name, gender, medical history, mobility, and the scope of assistance required, etc. ● Clearly explain the volunteer's information to the matched elderly, such as; name, gender, visiting time, etc. ● Remind the elderly persons and volunteers that no money is involved in voluntary work, except in designated circumstances, which is handled by the service unit/center, such as: <ul style="list-style-type: none"> ○ The elderly persons need to pay for the transportation expenses during escort services ○ The elderly persons need to purchase the repair parts, or ask the volunteers to purchase on behalf of them, and pay them back afterwards ○ The organization provides volunteer allowances, such as: fixed or reimbursable transportation allowances, meal allowances, etc. ● Record the volunteer's number of the service hours every time upon completion of the voluntary service, for the calculation purposes of the Social Welfare Department and the organization's future Award Presentation Ceremony ● Perform various assessments to review the effectiveness of volunteer matching, and to identify areas of improvements, such as: <ul style="list-style-type: none"> ○ Learn about the volunteer's experiences, feelings and difficulties of this service ○ Learn about the elderly's satisfaction on the volunteer's service, commendable areas, and areas that require improvement ○ Learn about the volunteer's performance and attitudes from the staff responsible for the activity ● Regularly organize volunteer training and gathering sessions, in order to create opportunities for continuous learning and networking, in order to help consolidate their required knowledge and skills, and strengthen the relationships with other volunteers ● If personal data is involved while coordinating volunteers, explain to the elderly and volunteer that they must comply with the "Personal Data (Privacy) Ordinance" and sign the relevant consent form <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Fully understand the volunteer's abilities and the elderly's service needs and conditions, in order to avoid mismatches and affecting the self-efficacy of the volunteers ● Maintain good relationships with the volunteers, coordinate the voluntary work to provide services for the elderly persons
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to match suitable volunteers to provide their services for the elderly persons, according to the organization's policies and procedures on voluntary work, service development and community needs, in order to help the elderly persons deal with difficulties and improve the self-efficacy of volunteers; and ● Able to utilize professional skills to maintain good relationships with volunteers, to help coordinating their work.
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