

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

Functional Area - Psychosocial and Spiritual Care

Title	Perform Volunteer Training
Code	110814L4
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 design and coordinate with different professional staff to provide diversified volunteer training, according to the organization's procedures, guidelines, and service development, as well as the needs of the community, in order to display the volunteer's potentials, to care for and serve the community.
Level	4
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on volunteer training</p> <ul style="list-style-type: none"> • Understand the organization's plans and guidelines on volunteer training • Understand the purpose of volunteer training, such as: <ul style="list-style-type: none"> ○ Understand the meaning of voluntary work ○ Understand the appropriate attitudes for volunteers ○ Understand the policy objectives and the content of the plans of the organization/individual volunteer groups ○ Acquire relevant knowledge and skills, etc. • Understand the resources that the organization provides, such as: <ul style="list-style-type: none"> ○ Financial budget ○ Time ○ Venue ○ Staffing arrangements ○ Preparation of necessary materials and supplies, etc. • Understand the process of performing volunteer training • Understand the methods and skills required to assess volunteer training • Understand the importance of volunteer training for staff with different professional backgrounds • Understand the skills of writing volunteer training programs and review reports • Understand the methods and techniques for reviewing the progress and effectiveness of volunteer training <p>2. Perform volunteer training</p> <ul style="list-style-type: none"> • Conduct analysis based on the organization's service development, and the needs of the community, in order to define the goals of volunteer training, such as: <ul style="list-style-type: none"> ○ Volunteer demands for the organization to develop new services ○ Changes in the demographic structure of the community, such as: the increase in the population of elderly persons living alone or living with another elderly ○ The elderly's special service needs, such as: stroke, cognitive impairment, etc. • Develop and define the content and details of the volunteer training, according to the planned training objectives, such as: <ul style="list-style-type: none"> ○ The concept of voluntary work, such as: understanding the organization's expectations for voluntary work, the characteristics and needs of the service target group, and the needs and resources of the community, etc. ○ Voluntary work skills, such as: communication skills with the elderly persons, self-knowledge, etc.

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	<ul style="list-style-type: none"> ○ Skills training, such as: skills for visits, first aid training, skills for leading activities, etc. ○ Management skills, such as: service planning skills, resource management, leadership training, etc. ● Invite and coordinate staff from different professions or regions to assist in providing training, according to the content of volunteer training, such as: <ul style="list-style-type: none"> ○ Physiotherapists and occupational therapists to provide skills training, such as: support skills, skills for home safety assessment, etc. ○ Nurses to provide skills training, such as: assessment of the elderly's medication management abilities, first aid training, etc. ○ Medical social workers to provide community resources and referral channels, etc. ● Arrange the volunteers to experience training, and appoint them to provide their elderly services accompanied and guided by the staff ● Conduct assessments using various methods, in order to review the deficiencies and effectiveness of volunteer training, such as: <ul style="list-style-type: none"> ○ Arrange debriefing to review the experience and effectiveness of training and service experience with the volunteers ○ Collect opinions from the recipients of volunteer services through different methods, including: their level of satisfaction, areas where the volunteers are commendable, and required areas of improvement, etc. ● Write review reports to identify areas of improvement and make adjustments for future reference <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Fully understand the training needs to ensure that the content of volunteer training meets the needs of the region and volunteers ● Accurately analyze the abilities and limitations of individual volunteers, and provide individual training and guidance as needed
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to develop appropriate volunteer training according to the organization's procedures, guidelines, and service development, as well as the needs of the community; and ● Able to coordinate co-workers of different professions according to training needs, and provide diversified volunteer training, in order to display the volunteer's potentials, to care for and serve the community.
Remark	