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

Functional Area - Management

Title	Develop Volunteer Development Programs
Code	110845L5
Range	This Unit of Competency is applicable to practitioners who are responsible for planning volunteer work in the elderly care service industry.The application requires the demonstration of in-depth expertise or theoretical knowledge in a range of technical, professional or managerial working environments, and its execution requires careful thinking, critical analysis and decision-making skills.Practitioners should be able to develop and volunteer development programs according to the organization's volunteer development goals, resources and volunteer needs, in order to facilitate the organization's service development.
Level	5
Credit	2 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on volunteer development programs
	
	• Understand the organization's development strategies and guidelines on voluntary work
	• Understand the importance of volunteer development on the organization's development, such as:
	   o Make good use of the volunteer's ability, time, knowledge and experience, in order to enrich the organization's resources
	   o Make good use of the volunteer's opinions, in order to improve the quality of services
	   o Mature volunteer development programs can establish clear and positive images for the organization
	• Understand the organization's allocated resources for the volunteer development programs, such as:
	   o Funds
	   o Manpower
	   o Venue
	   o Time, etc.
	• Understand the important elements of volunteer development programs, such as:
	   o Promote the methods to become a volunteer
	   o Methods and skills to maintain volunteers
	   o Methods to display the volunteer's potential, etc.
	• Understand the organization's service development and demand for volunteers
	
	2. Develop volunteer development programs
	
	• Assess the organization's needs for volunteers through different methods, such as:
	   o Understand the current and future service developmental policies of various departments
	   o Understand the current development conditions of volunteers in various departments
	   o Understand the service gap in the community, etc.
	• Develop different natured volunteer services/groups according to the assessment results
	• Develop mechanisms for recruiting volunteers, such as:
	   o Design volunteer application forms and related computer software
	   o Establish a recruitment plan, such as: street stations, contact other service units in the community, contact private organizations to cooperate in organizing volunteer programs, etc.
	• Develop volunteer training programs, such as:

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- o Provide training according to the volunteer's abilities and interests, as well as the needs of the organization/service plan
- o Mobilize full-time staff in the organization, or invite relevant instructors in the community to provide training, etc.
- Establish service matching mechanisms for volunteers, such as:
  - o Arrange volunteers to join relevant volunteer services/groups according to their abilities and interests
  - o Match suitable volunteers to provide their services according to the needs of the organization/service target groups, etc.
- Specify the schedule of the electronic health record program
- Specify the job nature and responsibilities of the staff that executes electronic health records, such as:
  - o Welfare workers responsible for monitoring abnormal data
  - o Nurses responsible for following-up the elderly's health
  - o Social workers responsible for executing targeted activities, etc.
- Arrange regular volunteer gatherings to help improve cohesion and teamwork
- Develop reward plans for volunteers to encourage and commend them on their contributions, such as:
  - o Record the quantity of their service hours every time they have provided their services
  - o Complete the calculation of voluntary work service hours before the annual deadline, etc.
- Establish effectiveness assessment mechanisms for volunteer services/programs, regularly review and assess the effectiveness of voluntary work, and perform timely amendments and improvements accordingly

3. Exhibit professionalism

- Ensure that the volunteer development programs, including the recruitment, training and job matching of volunteers, meet the organization's service needs
- Able to increase the participation of volunteers and facilitate the organization's service development

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<td>Assessment Criteria</td>
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The integrated outcome requirements of this Unit of Competency are:

- Able to develop volunteer development programs according to the organization's goals and service development; and
- Able to utilize the appropriate skills to recruit and maintain volunteers, help consolidate their services, and facilitate the organization's service development.

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