<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Volunteer Partnership</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Volunteer Programme Management</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Manage volunteer programmes, operations and logistics and develop volunteer programmes for the organisation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSC-CFC-1047-1.1</td>
<td>SSC-CFC-2047-1.1</td>
<td>SSC-CFC-3047-1.1</td>
<td>SSC-CFC-4047-1.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provider logistical support for the implementation of volunteer programmes</td>
<td>Support the implementation of volunteer programmes</td>
<td>Implement volunteer programmes for the organisation</td>
<td>Develop volunteer programmes for the organisation</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Knowledge**
- Volunteer management framework
- Types of volunteer groups
- Importance of volunteers in the organisation’s service delivery strategy
- Logistical support required for volunteer programmes
- Organisation’s volunteer programmes and policies
- Feedback collection methods
- Types of volunteer programmes in the organisation
- Components in volunteer orientation programmes
- Training curriculum for volunteers
- Relevant privacy legislations
- Codes of practice and standards of performance expectations of volunteers
- Incident reporting protocols
- Basic negotiation and conflict management techniques
- Components in volunteer management frameworks
- Performance management techniques
- Methods to identify volunteer requirements for organisation and programmes
- Strategies for training volunteers
- Volunteer management strategies, policies and procedures
- Risk management frameworks and methods
- Communication methods and techniques
- Best practices in volunteer management
- Interests of current volunteers
- Change management techniques
- Methods to develop strategies, policies and Standard Operating Procedures (SOPs) for volunteer management
- Resources required for volunteer programmes
- Strategies and best practices for developing a volunteer leadership network

**Abilities**
- Explain to volunteers the importance of volunteers in the organisation’s service delivery strategy
- Identify the methods to manage the types of volunteer groups targeted by the organisation based on the volunteer management framework
- Provide logistical and administrative support
- Update volunteers on organisational volunteer programmes and policies
- Organise orientation programme for volunteers
- Organise training for volunteers
- Support programme staff in providing training and guidance to volunteers to equip them with the required knowledge and expectations of role
- Identify volunteer requirements and needs for the organisation
- Implement volunteer management strategies, policies and procedures
- Work with programme leads to identify scope for volunteer involvement in service delivery
- Collaborate with programme leads to
- Develop volunteer management strategies, policies and procedures in consultation with management
- Develop initiatives to help programme leads to manage volunteers
- Deploy volunteers according to their interests and abilities and programme needs
| for volunteer programmes | • Provide feedback to volunteers on strengths and areas for improvement  
• Apply conflict management techniques to resolve basic conflicts amongst volunteers and escalate to management  
• Update the volunteer database in accordance with legal requirements  
• Draft incident reports | • manage volunteers within their programmes  
• Deploy volunteers according to identified job scopes  
• Implement orientations and trainings for volunteers to equip them with the knowledge to perform their roles  
• Monitor volunteers’ performances according to organisational goals and policies  
• Maintain the database of volunteers  
• Identify risk in volunteer programmes  
• Communicate to stakeholders the importance, scope and outcomes of volunteer involvements | • Develop orientations and trainings for volunteers to equip them with the knowledge to perform their roles  
• Create opportunities for volunteer-led initiatives and activities  
• Develop mitigating action plans for identified risks in volunteer programmes  
• Identify and monitor the budget and resources required for volunteer programmes.  
• Develop the framework and pathways for volunteer leadership  
• Identify synergies across programmes and departments to maximise the values and effectiveness of volunteer programmes |