

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Volunteer Partnership					
<b>TSC</b>	Volunteer Programme Management					
<b>TSC Description</b>	Manage volunteer programmes, operations and logistics and develop volunteer programmes for the organisation					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>SSC-CFC-1047-1.1</b>	<b>SSC-CFC-2047-1.1</b>	<b>SSC-CFC-3047-1.1</b>	<b>SSC-CFC-4047-1.1</b>		
	Provide logistical support for the implementation of volunteer programmes within the organisation	Support the implementation of volunteer programmes	Implement volunteer programmes for the organisation	Develop volunteer programmes for the organisation		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Volunteer management framework</li> <li>Types of volunteer groups</li> <li>Importance of volunteers in the organisation's service delivery strategy</li> <li>Logistical support required for volunteer programmes</li> </ul>	<ul style="list-style-type: none"> <li>Organisation's volunteer programmes and policies</li> <li>Feedback collection methods</li> <li>Types of volunteer programmes in the organisation</li> <li>Components in volunteer orientation programmes</li> <li>Training curriculum for volunteers</li> <li>Relevant privacy legislations</li> <li>Codes of practice and standards of performance expectations of volunteers</li> <li>Incident reporting protocols</li> <li>Basic negotiation and conflict management techniques</li> </ul>	<ul style="list-style-type: none"> <li>Components in volunteer management frameworks</li> <li>Performance management techniques</li> <li>Methods to identify volunteer requirements for organisation and programmes</li> <li>Strategies for training volunteers</li> <li>Volunteer management strategies, policies and procedures</li> <li>Risk management frameworks and methods</li> <li>Communication methods and techniques</li> </ul>	<ul style="list-style-type: none"> <li>Best practices in volunteer management</li> <li>Interests of current volunteers</li> <li>Change management techniques</li> <li>Methods to develop strategies, policies and Standard Operating Procedures (SOPs) for volunteer management</li> <li>Resources required for volunteer programmes</li> <li>Strategies and best practices for developing a volunteer leadership network</li> </ul>		
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Explain to volunteers the importance of volunteers in the organisation's service delivery strategy</li> <li>Identify the methods to manage the types of volunteer groups targeted by the organisation based on the volunteer management framework</li> <li>Provide logistical and administrative support</li> </ul>	<ul style="list-style-type: none"> <li>Update volunteers on organisational volunteer programmes and policies</li> <li>Organise orientation programme for volunteers</li> <li>Organise training for volunteers</li> <li>Support programme staff in providing training and guidance to volunteers to equip them with the required knowledge and expectations of role</li> </ul>	<ul style="list-style-type: none"> <li>Identify volunteer requirements and needs for the organisation</li> <li>Implement volunteer management strategies, policies and procedures</li> <li>Work with programme leads to identify scope for volunteer involvement in service delivery</li> <li>Collaborate with programme leads to</li> </ul>	<ul style="list-style-type: none"> <li>Develop volunteer management strategies, policies and procedures in consultation with management</li> <li>Develop initiatives to help programme leads to manage volunteers</li> <li>Deploy volunteers according to their interests and abilities and programme needs</li> </ul>		

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	for volunteer programmes	<ul style="list-style-type: none"> <li>• Provide feedback to volunteers on strengths and areas for improvement</li> <li>• Apply conflict management techniques to resolve basic conflicts amongst volunteers and escalate to management</li> <li>• Update the volunteer database in accordance with legal requirements</li> <li>• Draft incident reports</li> </ul>	<p>manage volunteers within their programmes</p> <ul style="list-style-type: none"> <li>• Deploy volunteers according to identified job scopes</li> <li>• Implement orientations and trainings for volunteers to equip them with the knowledge to perform their roles</li> <li>• Monitor volunteers' performances according to organisational goals and policies</li> <li>• Maintain the database of volunteers</li> <li>• Identify risk in volunteer programmes</li> <li>• Communicate to stakeholders the importance, scope and outcomes of volunteer involvements</li> </ul>	<ul style="list-style-type: none"> <li>• Develop orientations and trainings for volunteers to equip them with the knowledge to perform their roles</li> <li>• Create opportunities for volunteer-led initiatives and activities</li> <li>• Develop mitigating action plans for identified risks in volunteer programmes</li> <li>• Identify and monitor the budget and resources required for volunteer programmes.</li> <li>• Develop the framework and pathways for volunteer leadership</li> <li>• Identify synergies across programmes and departments to maximise the values and effectiveness of volunteer programmes</li> </ul>		
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