

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

<b>TSC Category</b>	Volunteer Partnership					
<b>TSC</b>	Volunteer Retention and Engagement					
<b>TSC Description</b>	Conduct volunteer engagement and develop strategies to engage and retain volunteers					
<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-2049-1.1</b>	<b>SSC-CFC-3049-1.1</b>	<b>SSC-CFC-4049-1.1</b>		
		Support the implementation of strategies to engage and retain volunteers	Implement strategies to engage and retain volunteers	Develop strategies to engage and retain volunteers		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Volunteer engagement strategies</li> <li>Volunteer management frameworks</li> <li>Methods and tools for training needs analysis</li> <li>Organisational policies and procedures relating to volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Approaches and techniques for building relationships with different volunteer groups</li> <li>Volunteer retention and recognition strategies</li> <li>Training and professional development planning processes</li> <li>Volunteer engagement frameworks and methods</li> </ul>	<ul style="list-style-type: none"> <li>Best practices and approaches for building relationships with strategic volunteer groups</li> <li>Retention and recognition strategies for strategic volunteer groups</li> <li>Methods for tracking volunteer engagement</li> </ul>		
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Provide support to retain volunteers</li> <li>Support the implementation of training and professional development plans for volunteers</li> <li>Maximise volunteer retention by communicating the values of volunteers' roles and contribution</li> <li>Communicate organisational support and commitment in order to retain volunteers</li> <li>Support the implementation of volunteer engagement activities for volunteers</li> <li>Contribute to the development of</li> </ul>	<ul style="list-style-type: none"> <li>Implement the volunteer resource plan to reflect a climate of recognition and support for volunteers</li> <li>Monitor the engagement level of volunteers</li> <li>Maintain feedback and engagement channels with volunteers</li> <li>Identify professional development opportunities for volunteers</li> <li>Work with programme staff to implement guidelines and strategies to engage volunteers</li> <li>Implement strategies to build and engage volunteer network</li> </ul>	<ul style="list-style-type: none"> <li>Develop strategies and plans to build an environment of recognition and support for volunteers</li> <li>Identify and communicate values of volunteers to organisations and key stakeholders</li> <li>Design measures to improve the engagement level of volunteers</li> <li>Develop feedback and engagement channels for volunteers</li> <li>Work with programme staff to develop guidelines and strategies for engaging volunteers</li> </ul>		

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		strategies and initiatives to retain volunteers		<ul style="list-style-type: none"> <li>• Develop strategies to build and engage volunteer network</li> <li>• Design methods to measure and track engagement level of volunteers</li> <li>• Review strategies to engage and recognise volunteers and identify enhancements required</li> </ul>		
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