## TSC Category

**Human Resource Management**

### TSC

**Volunteer Management**

### TSC Description

Manage recruitment, training, deployment and participation of volunteers

<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>TOU-HRM-1040-1.1</td>
<td>TOU-HRM-2040-1.1</td>
<td>TOU-HRM-3040-1.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support implementation of organisational procedures to manage volunteers</td>
<td>Implement organisational procedures to manage volunteers</td>
<td>Develop organisational procedures to manage volunteers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Knowledge

- Types of events that require volunteer support
- Techniques for conducting volunteer orientation
- Techniques for conducting on-the-job training for volunteers
- Techniques for volunteer supervision
- Techniques to resolve and manage volunteer conflicts and complaints
- Profile of volunteers required for events
- Volunteer management systems
- Sources of recruiting volunteers
- Legal, industrial and organisational requirements when utilising volunteers
- Techniques to recruit and select volunteers
- Training and development of volunteers
- Manpower needs of events
- Recruitment and selection plan development
- Volunteer management system development
- Volunteer role job specifications and descriptions development
- Volunteer retention plan development

### Abilities

- Support recruitment of volunteers based on profiles of volunteers required for events
- Conduct orientations for volunteers
- Support allocation of work assignments to volunteers
- Brief volunteers on roles and responsibilities
- Conduct debrief to volunteers on event details
- Provide on-the-job training to volunteers to
- Analyse volunteer role requirements according to event requirements
- Maintain relationships with recruitment agencies for continued volunteer pipelines
- Implement volunteer recruitment and selection plans according to event requirements
- Develop volunteer retention plans according to organisational policies and procedures
- Develop manpower needs according to event requirements
- Develop volunteer management systems
- Develop job specifications and descriptions of volunteer roles
- Develop volunteer recruitment and selection plans
- Evaluate training and development plans of volunteers
<table>
<thead>
<tr>
<th>Meet organisational and event goals and objectives</th>
<th>Technical skills and competencies (TSC) reference</th>
<th>Evaluate effectiveness of volunteer retention plans in consultation with relevant stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Deploy volunteers</td>
<td>• Facilitate deployment of volunteers</td>
<td></td>
</tr>
<tr>
<td>• Monitor volunteers’ performance</td>
<td>• Organise training and development of volunteers</td>
<td></td>
</tr>
<tr>
<td>• Apply conflict resolution techniques to manage conflicts among volunteers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

©SkillsFuture Singapore
Effective date: April 2018, Version 1.1