



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHCORG25B Recruit and co-ordinate volunteers**

**Release: 1**

## **CHCORG25B Recruit and co-ordinate volunteers**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit deals with developing and supporting volunteer workers in an agency.  
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### **Application of the Unit**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

Not applicable.

### **Elements and Performance Criteria Pre-Content**

Not applicable.

### **Elements and Performance Criteria**

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#### **Element**

#### **Performance Criteria**

1 1. Develop effective leadership role

1.1 The role, responsibilities and parameters for exercising influence are identified and negotiated with key people in the organisation and community to ensure support

1.2 Authority and accountability are established

- according to organisation's guidelines and community requirements
- 1.3 Factors which will have an impact on leadership style and role are assessed and addressed in the development of individual and organisational practice
  - 1.4 Processes for support of volunteers are identified.
- 2 Provide direction
- 2.1 Consultation structures are developed and maintained to provide support for coordinated planning and decision making
  - 2.2 Strategic alliances with key people are developed and maintained to maximise personal and organisational effectiveness
  - 2.3 Effective communication and interpersonal skills are routinely modeled and promoted
  - 2.4 Appropriate continuous improvement processes are implemented to ensure ongoing effectiveness of work
  - 2.5 Where necessary, a waiting list of appropriate applicants is maintained.
  - 2.6 An on-going recruitment program is implemented as required.
- 3 Promote community work and maintain quality performance
- 3.1 The factors which influence the effectiveness of performance are researched and analysed
  - 3.2 Strategies for promoting the effectiveness of community work are developed and implemented
  - 3.3 Strategies for developing and maintaining quality performance are researched and established
  - 3.4 Performance standards and requirements are developed, negotiated, promoted and used to guide organisational and personal work delivery
  - 3.5 Implementation of changes in practices, policies and procedures is negotiated and promoted to gain support

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|---|--|-----|---|
| 4 | Identify the need and roles for volunteers in the organisation | 4.1 | Potential roles for volunteers are identified   |
|   |  | 4.2 | Roles are discussed and agreed upon by management   |
|   |  | 4.3 | Role descriptions are developed   |
|   |  | 4.4 | Processes for support of volunteers are identified  |
| 5 | Recruit volunteers   | 5.1 | Volunteers are sought through advertising in relevant media and community networks                            |
|   |  | 5.2 | Interviews with potential volunteers are arranged and completed   |
|   |  | 5.3 | Selections are made and management advised  |
|   |  | 5.4 | Successful volunteers are advised of their selection  |
|   |  | 5.5 | Where necessary, a waiting list of appropriate applicants is maintained                                       |
|   |  | 5.6 | An on-going recruitment program is implemented as required  |
| 6 | Orientate volunteers to organisation                           | 6.1 | Volunteers are provided with an orientation to the organisation   |
|   |  | 6.2 | Training for specific role is provided in a manner appropriate to the needs and resources of the organisation |
| 7 | On-going support of volunteers is provided                     | 7.1 | Regular meetings of volunteers are established  |
|   |  | 7.2 | A review of roles and performance is regularly undertaken   |
|   |  | 7.3 | Individual support and debriefing is provided when necessary  |

## Required Skills and Knowledge

Not applicable.

## Evidence Guide

### **Critical aspects of assessment:**

Volunteer recruitment and coordination meets both the needs of the organisation and support requirements for volunteer roles.

### **Essential knowledge:**

The impact of cultural or community attitudes on appropriate roles, relationships and approaches of the volunteer worker

The implications of differences in attitudes and values in working in the agency

Relevant legislation and public policies relating to the employment of unpaid workers

### **Essential skills:**

Coordination of people, processes and information

Provision of support to a diverse range of people

Conflict resolution/negotiation and mediation

Cross cultural communication and negotiation

Verbal and written communication

### **Resource implications:**

Access to appropriate workplace or community where assessment can take place, or

Simulation of realistic workplace or community setting for assessment

### **Consistency in performance:**

Consistency in performance should consider the volunteer recruitment and co-ordination requirements of the workplace.

### **Context for assessment:**

This unit can be assessed in the community or in a simulation which relates closely to the experience of the workplace and the community.

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## **Range Statement**

### **Volunteers may include:**

Unpaid workers who are in paid employment elsewhere

Unpaid workers who are not in paid employment

### **Roles of volunteers may include:**

Agency management

Direct service including reception, telephone advice lines, service user support

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## **Unit Sector(s)**

Not applicable.