Australian Government

# CHCVOL004 Manage volunteer workforce development

**Release: 1**

# CHCVOL004 Manage volunteer workforce development

## Modification History

| Release | Comments |
|---|---|
| Release 1 | This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. New Unit |

## Application

This unit describes the skills and knowledge required to develop and support volunteer programs and volunteer workforce in an organisation or agency. Workers at this level will be responsible for coordinating and overseeing volunteer programs across a range of contexts.

This unit applies to a range of sectors.

*The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.*

## Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| *Elements define the essential outcomes* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 1. Review and develop volunteer program policies and systems | 1.1 Research volunteering trends impacting volunteer involvement |
| | 1.2 Develop strategies for the inclusion of volunteering into key organisation policies and strategies |
| | 1.3 Develop strategies for the implementation and review of volunteer programs systems and processes in line with current national volunteering standards and/or organisation requirements |
| 2. Develop a volunteer workforce plan | 2.1 Review volunteer positions and measure their contribution to the organisation and service provision |
| | 2.2 Identify and develop potential growth areas of volunteer involvement opportunities |
| | 2.3 Develop a demographic profile of the volunteer |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| *Elements define the essential outcomes* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| | workforce |
| | 2.4 Analyse and respond to volunteer motivation and satisfaction |
| | 2.5 Implement a volunteer training needs analysis to identify training opportunities |
| 3. Develop strategies to enhance the volunteer workforce | 3.1 Apply findings regarding volunteer motivation and satisfaction to volunteer retention strategies |
| | 3.2 Implement appropriate strategies to recognise and/or reward volunteers |
| | 3.3 Identify volunteer recruitment opportunities |
| | 3.4 Develop training opportunities for volunteers |
| | 3.5 Develop and implement additional volunteer retention strategies |
| 4. Implement opportunities for volunteer management team development | 4.1 Identify and implement professional development opportunities for volunteer managers (paid and/or unpaid) within the organisation |
| | 4.2 Review the success of volunteer management development strategies and identify opportunities for continuous improvement |

# Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

*Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.*

# Unit Mapping Information

No equivalent unit.

# Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53