



**Australian Government**

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

# **CHCORG525C Recruit and coordinate volunteers**

**Release: 1**

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### **Modification History**

### **Unit Descriptor**

This unit describes the knowledge and skills required to develop and support volunteer workers in an agency

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### **Application of the Unit**

The skills described in this unit may be applied across a range of community services workplace contexts

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### **Licensing/Regulatory Information**

### **Pre-Requisites**

### **Employability Skills Information**

This unit contains Employability Skills

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

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

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## Elements and Performance Criteria

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Element	Performance Criteria
1 Identify the need and roles for <b>volunteers</b> in the organisation	<ul style="list-style-type: none"><li>1.1 Identify potential <b>roles for volunteers</b></li><li>1.2 Discuss roles and reach agreement with management</li><li>1.3 Develop role descriptions</li><li>1.4 Identify processes to support volunteers</li></ul>
2 Recruit volunteers	<ul style="list-style-type: none"><li>2.1 Seek volunteers through advertising in relevant media and community networks</li><li>2.2 Arrange and complete interviews with potential volunteers</li><li>2.3 Make selections and advise management</li><li>2.4 Advise successful volunteers of their selection</li><li>2.5 Where necessary, maintain a waiting list of appropriate applicants</li><li>2.6 Implement an on-going recruitment program as required</li></ul>
3 Provide orientation to the organisation	<ul style="list-style-type: none"><li>3.1 Provide volunteers with an orientation to the organisation</li><li>3.2 Provide training for specific role in a manner appropriate to organisation needs and resources</li></ul>
4 On-going support of volunteers is provided	<ul style="list-style-type: none"><li>4.1 Establish regular meetings of volunteers</li><li>4.2 Regularly review roles and performance</li><li>4.3 Provide individual support and debriefing when necessary</li></ul>

## Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

### Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include knowledge of:

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:

It is critical that the candidate demonstrate the ability to:

Undertake volunteer recruitment and coordination to meet both the needs of the organisation and support requirements for volunteer roles

In addition, the candidate must be able to demonstrate relevant task skills; task management skills; contingency management skills and job/role environment skills

These include the ability to:

Demonstrate application of skills in:

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

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate this unit of competency:**

The individual being assessed must provide evidence of specified essential knowledge as well as skills

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

Consistency in performance should consider the volunteer recruitment and coordination requirements of the workplace

### **Access and equity considerations:**

All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

**Context of and specific resources for assessment:**

This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged

Resource requirements for assessment of this unit include access to:

an appropriate workplace or community where assessment can take place

simulation of realistic workplace or community setting for assessment

**Method of assessment:**

In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes

Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

**Volunteers may include:**

Unpaid workers who are in paid employment elsewhere

Unpaid workers who are not in paid employment

**Roles for volunteers may include:**

Agency management

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

## Unit Sector(s)