



Australian Government

Department of Education, Employment and Workplace Relations

CHCORG525D Recruit and coordinate volunteers

Release: 1

CHCORG525D Recruit and coordinate volunteers

Modification History

Not Applicable

Unit Descriptor

Descriptor

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

Application of the Unit

Application

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

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|--|
| 1. Identify the need and roles for <i>volunteers</i> in the organisation | 1.1 Identify potential <i>roles for volunteers</i> 1.2 Discuss roles and reach agreement with management 1.3 Develop role descriptions 1.4 Identify processes to support volunteers |
| 2. Recruit volunteers | 2.1 Seek volunteers through advertising in relevant media and community networks 2.2 Arrange and complete interviews with potential volunteers 2.3 Make selections and advise management 2.4 Advise successful volunteers of their selection 2.5 Where necessary, maintain a waiting list of appropriate applicants 2.6 Implement an on-going recruitment program as required |

ELEMENT**PERFORMANCE CRITERIA**

3. Provide orientation to the organisation

3.1 Provide volunteers with an orientation to the organisation

3.2 Provide training for specific role in a manner appropriate to organisation needs and resources

4. On-going support of volunteers is provided

4.1 Establish regular meetings of volunteers

4.2 Regularly review roles and performance

4.3 Provide individual support and debriefing when necessary

Required Skills and Knowledge

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 do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

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

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 effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

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
- Communicate the importance of recognising and addressing environmental responsibility and sustainable practice issues

REQUIRED SKILLS AND KNOWLEDGE

Evidence Guide

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

EVIDENCE GUIDE

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.

RANGE STATEMENT

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)

Not Applicable