



Australian Government

CHCVOL004 Manage volunteer workforce development

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> 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>

Assessment Requirements for CHCVOL004 Manage volunteer workforce development

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- developed 1 volunteer workforce development plan

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- Universal declaration on volunteering* and current national volunteering codes and standards
- organisation standards, codes, policies, procedures and processes
- relevant state and national legislation, and public policies relating to the engagement of unpaid workers
- differentiation between paid and unpaid workers roles
- impact of cultural or community attitudes on appropriate roles, relationships and approaches of the volunteer worker
- implications of differences in attitudes and values towards volunteers from management and staff
- trends and characteristics impacting volunteer involvement
- volunteer motivations and how these will change through involvement with a volunteer role or organisation, e.g. 'honeymoon' period, 6-12 months, 12 months plus
- recognition strategies for volunteers, including events, certificates, training, reimbursements, badges, rewards and increased responsibilities

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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