

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Volunteer Partnership					
<b>TSC</b>	Volunteer Recruitment					
<b>TSC Description</b>	Conduct volunteer recruitment activities					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>SSC-CFC-1048-1.1</b>	<b>SSC-CFC-2048-1.1</b>	<b>SSC-CFC-3048-1.1</b>	<b>SSC-CFC-4048-1.1</b>		
	Provide administrative and logistical support for volunteer recruitment	Support the recruitment of volunteers	Implement volunteer recruitment strategy for the organisation	Develop the volunteer recruitment strategy for the organisation		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Volunteer management frameworks</li> <li>Types of volunteers</li> <li>Types of volunteer recruitment activities</li> <li>Logistical support required for volunteer recruitment activities</li> </ul>	<ul style="list-style-type: none"> <li>Types of recruitment methods for volunteers</li> <li>Interview techniques and processes</li> <li>Purpose and information in volunteer collaterals</li> <li>Organisation's policies and Standard Operating Procedures (SOPs) related to volunteer management</li> <li>Volunteer screening methods</li> <li>Volunteer recruitment platforms</li> <li>Risk management processes in volunteer recruitment and selection</li> </ul>	<ul style="list-style-type: none"> <li>Legislation and guidelines regarding volunteers' recruitment</li> <li>Organisation recruitment methods and training processes</li> <li>Range of volunteer recruitment strategies, policies and procedures</li> <li>Volunteer selection methods</li> <li>Range of volunteer sources, profiles and recruitment platform</li> <li>Approaches to expand the volunteer pool</li> <li>Roles and responsibilities of volunteers</li> <li>Risk management strategies in volunteer recruitment and selection</li> </ul>	<ul style="list-style-type: none"> <li>Emerging approaches to expand the volunteers pool</li> <li>Current trends and best practices in volunteer recruitment</li> <li>Opportunities for skills-based volunteering in the organisation</li> <li>Procedures for developing risk management guidelines in volunteer recruitment and selection</li> </ul>		
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Describe to potential volunteers on the importance and contributions of volunteers to the organisation's service delivery strategy</li> <li>Identify interests of the type of volunteer group targeted by the organisation</li> <li>Support volunteer recruitment activities by</li> </ul>	<ul style="list-style-type: none"> <li>Develop job descriptions for volunteers</li> <li>Execute volunteer recruitment in line with SOPs</li> <li>Suggest potential volunteer sources and recruitment platforms</li> <li>Collate volunteer application and shortlist in accordance with role profile requirements</li> </ul>	<ul style="list-style-type: none"> <li>Define the purpose and role of volunteers</li> <li>Identify profiles and number of volunteers required</li> <li>Identify potential volunteer recruitment sources and recruitment strategies</li> <li>Develop recruitment and selection checklist and evaluation methods</li> </ul>	<ul style="list-style-type: none"> <li>Develop volunteer recruitment strategies, policies and processes in consultation with management</li> <li>Identify new volunteer recruitment sources and platforms</li> <li>Co-design interviews or tests for selecting volunteers</li> <li>Establish new collaborations with</li> </ul>		

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	<p>providing logistical and administrative support</p>	<ul style="list-style-type: none"> <li>• Interview volunteers under guidance</li> </ul>	<p>based on programme needs</p> <ul style="list-style-type: none"> <li>• Conduct risk assessment of volunteer position and identify risk mitigating actions in recruitment process</li> <li>• Implement volunteer recruitment strategies, policies and processes</li> <li>• Assess suitability of volunteers for programmes</li> <li>• Evaluate effectiveness of recruitment strategies methods and platforms</li> <li>• Collaborate with communities or corporate organisations to secure a strong pool of volunteers</li> </ul>	<p>communities or corporate organisations to expand volunteer pool</p> <ul style="list-style-type: none"> <li>• Develop risk management guidelines for selection and recruitment of volunteers</li> </ul>		
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