

<p>Policy Development</p> <p>Record keeping</p>	<ul style="list-style-type: none"> • Policy Development • Relevant Legislative requirements • Organizational requirements • Electronic and manual records management systems • Computer applications for Volunteer Resources Management 	<ul style="list-style-type: none"> • Writing • Process management/Improvement • Computer • File management • Organizational • Detail oriented Practical application skills including: <ul style="list-style-type: none"> • Database design • Spreadsheets • Word Processing • Website design and maintenance • E-mail 	<ul style="list-style-type: none"> • write policies and procedures • develop forms • design and implement effective record keeping systems • Ability to utilise computer technology to enhance all aspects of the volunteer program and its administration
<p>3. Job Design</p>	<ul style="list-style-type: none"> • Volunteer Resources Management Literature • Elements of an assignment description • Risk Management • Job Enrichment • Career Pathing • Demographics and trends 	<ul style="list-style-type: none"> • Consulting • Problem-solving • Analytical • Creative thinking 	<ul style="list-style-type: none"> • assist staff/clients articulate and identify needs • analyse and prioritize needs • identify how volunteers can address needs • analyze risks and build in risk management strategies • develop meaningful volunteer roles that meet client, staff and volunteer needs.

<p>4. Recruitment</p>	<ul style="list-style-type: none"> • Community resources • Marketing theory and practice • Partnerships and Collaborations 	<ul style="list-style-type: none"> • Writing • Public Speaking • Public relations • Advertising • Media relations • Team 	<ul style="list-style-type: none"> • identify target groups • develop recruitment initiatives and materials and displays geared to defined target groups • design effective ads, PSA's, and other recruitment materials • write a media release • work with community organizations to recruit and provide opportunities for volunteers • involve current internal resources in recruitment • identify potential partnerships • develop framework and parameters for collaboration
<p>5. Screening</p>	<ul style="list-style-type: none"> • National campaign on screening • Screening tools and techniques • High risk behaviours • Risk management • Interviewing techniques • Human Rights legislation 	<ul style="list-style-type: none"> • Interviewing 	<ul style="list-style-type: none"> • Ability to identify red flags throughout the screening process, on applications and during interviews • Ability to assess applicant's knowledge, skills, abilities and motivation • Ability to draw out important information during a reference check

6. Matching and Placement	<ul style="list-style-type: none"> • Motivations for Volunteering • Adult learning principles 	<ul style="list-style-type: none"> • Assessment skills • Matching volunteers with appropriate assignments/roles • Presentation • Training design • Writing • Audio Visual 	<ul style="list-style-type: none"> • Matching volunteer skills and interests to available opportunities • Identify when it is desirable to attempt to develop new opportunities to utilise a volunteer's skills • Design and deliver individual and group orientations • Develop orientation materials • Utilize a variety of media for orientation • develop appropriate training procedures
7. Supervision and Monitoring	<ul style="list-style-type: none"> • Management theory around effective supervision and performance management • Volunteer management theory and practice 	<ul style="list-style-type: none"> • Problem solving • Interpersonal skills • Coaching • Advocacy 	<ul style="list-style-type: none"> • receive and give feedback from volunteers and clients • coach supervising staff • analyze and solve problems • handle disciplinary matters with tact and diplomacy • redirect or terminate volunteers
8. Evaluation	<ul style="list-style-type: none"> • Evaluation theory and practice 	<ul style="list-style-type: none"> • Analytical • Interpersonal skills 	<ul style="list-style-type: none"> • apply evaluation theory in a meaningful way to the volunteer program • conduct evaluations of the volunteers as required
9. Recognition	<ul style="list-style-type: none"> • Volunteer Motivations • Demographics and trends 	<ul style="list-style-type: none"> • Event management • Public relations • Communication 	<ul style="list-style-type: none"> • provide formal and informal recognition for volunteers
10. Volunteer/ Staff relations	<ul style="list-style-type: none"> • Staff attitudes and motivations • Adult learning theory 	<ul style="list-style-type: none"> • relationship building • team building • conflict resolution • group facilitation 	<ul style="list-style-type: none"> • develop strategies for overcoming myths and barriers to volunteer involvement