

# SKILLS-PLUS

## *Bridging Volunteer Experience and Career Development*

### *Introducing Skill-Plus Tools*

- The Skills-Plus Tools are part of the series, Building The Bridge: New Strategies to Engage Today's Volunteers
- The tools respond to the research findings in “*Bridging the Gap – Enriching the Volunteer Experience to Build a Better Future for Our Communities*”, as well as other research carried out by leading corporations in the field

### *Purpose of Skills-Plus Tools*

**The purpose of Skills-Plus is to facilitate the linkage between volunteer experience and occupational core competencies so that:**

- Nonprofits can structure volunteer opportunities to access workplace skills and competencies
- Workplaces can strategically support employee volunteers to meet community and competency-development goals
- Both non-profits and workplaces can use the tool as the basis to define and measure benefits, value and the return on investment (ROI) of employer-supported volunteering

### *What are the Skills-Plus Tools?*

- A Volunteer Opportunity template
- 19 sample volunteer opportunities
- A Competency Matrix
- A Community Investment Scenario
- A Skills-Based Volunteering Card Game
- A Training Resource for workplaces, employees and nonprofit organizations on the purpose and use of the tool

#### **Building the Bridge:**

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# Competency Matrix

This matrix contains a range of competencies that can be developed through various types of volunteer opportunities. Next to each competency, you will find numbers that correspond to sample volunteer opportunities. When you click on the number it will take you to a sample volunteer opportunity that can develop this particular competency. It will also describe related occupations that require this competency and provide links to the National Occupational Classification system, hosted by Human Resources and Skills Development Canada. In this way, you can explore both volunteer types and occupations that either require or develop the competency of interest. When you are on a Volunteer Opportunity Description and want to return to the matrix, simply click the "MATRIX" button at the top or bottom of the page. When you are on the National Occupational Classification system site, click the pdf icon at the bottom of your screen to return to Skills-Plus. Please note that when you are linked to the National Occupational Classification system site, you may have to scroll down and click on the specific occupation of interest.

## INTERPERSONAL

- client service #3 #6 #9 #13
- team building #2 #4 #5 #8
- collaboration #2 #11 #14 #15
- coaching #6 #7 #13 #15 #19
- consultation #13 #15 #16
- network building #4 #11 #12
- supervision #4 #5 #8
- cultural awareness/sensitivity #5 #6 #17 #19

## COMMUNICATION

- interpersonal communication #5 #11 #19
- communicate in plain language #1 #6 #7
- supportive communication #5 #7 #18 #20
- public speaking/presentation skills #3 #4 #12 #15
- facilitation and training #4 #15
- conflict resolution #2 #6 #8 #18
- public and media relations #2 #10 #11 #12
- written communication #1 #13 #14 #15

## ORGANIZATIONAL \*

- analysis #6 #10 #13 #14 #15
- needs assessment #6 #13 #14 #18
- plan and co-ordinate #5 #8 #18
- manage meetings and groups #2 #4 #8 #15 #18
- change management #11 #14 #16
- project management #10 #15
- systems thinking #11 #13 #16 #15
- time management #4 #8 #9 #10

\* competencies represent benefit to organization versus only ability to organize

## INCREASED KNOWLEDGE

- nonprofit sector knowledge #2 #6 #16 #15
- understanding diversity #5 #7 #17 #18
- community knowledge/awareness #1 #2 #3 #7 #9 #11 #12 #16 #17
- self knowledge #7 #15 #17

## FUNDRAISING (and finance)

- fund development #4 #10 #12
- event management #4 #8
- resource management #2 #16
- financial planning #10 #16

## TECHNOLOGY OR OFFICE ADMINISTRATION

- process management #9 #13
- computer skills #9 #14

## + LEADERSHIP

- develop others #14 #18
- motivate others #5 #8 #12 #15 #18
- decision-making/prioritizing #2 #4 #17
- strategic thinking #2 #11 #15
- creative thinking #10 #18
- problem solving #3 #7 #8 #1 #16 #18 #19
- thought leadership (innovation) #2 #4 #14
- stewardship #2

## + PERSONAL QUALITIES

- sensitivity #5 #8 #17 #19
- accountability #1 #2
- empathy #5 #7 #17
- adaptability #3 #6 #7 #8 #10 #17 #18 #19
- respect #5 #18
- ethical framework #2 #6 #13
- continuous learning #12 #17
- self-motivation #1 #14
- flexibility #4 #5 #6

## List of Volunteer Opportunity Descriptions Linked to GetInvolved.ca Categories

|                                     |   |
|-------------------------------------|---|
| <b>Outreach</b>                     | <a href="#">Meal Group Coordinator (#5)</a>   |
| <b>Crisis Intervention</b>          | <a href="#">Victim Support (also Counseling) (#17)</a>                                    |
| <b>Accounting</b>                   | <a href="#">Board Treasurer (also Board work) (#16)</a>                                   |
| <b>Coaching</b>                     | <a href="#">Job Coach: Mock Interviewer (#7)</a>  |
| <b>Marketing and Communications</b> | <a href="#">Social Media Consultant (#14)</a>   |
| <b>Sports and Recreation</b>        | <a href="#">Minor Sports Convener (#8)</a>  |
| <b>IT</b>                           | <a href="#">On-call Troubleshooter (#6)</a>   |
| <b>Board Work</b>                   | <a href="#">Board Member (#2)</a>   |
| <b>Counseling</b>                   | <a href="#">Mental Health Phone Counsellor</a>  |
| <b>Event Coordination</b>           | <a href="#">Fundraising Walk Coordinator (also Fundraising) (#4)</a>                      |
| <b>Fundraising</b>                  | <a href="#">Door to Door Canvasser (#3)</a>   |
| <b>General Administration</b>       | <a href="#">Office Assistant (#9)</a>   |
| <b>Legal</b>                        | <a href="#">Risk Assessor (#13)</a>   |
| <b>Management Consulting</b>        | <a href="#">Strategic Planning Consultant (#15)</a>                                       |
| <b>PR</b>                           | <a href="#">Public Speaker (#12)</a>  |
| <b>Medical Assistance</b>           | <a href="#">Health Care Communicator (same as Translation) (#19)</a>                      |
| <b>Mentoring and Training</b>       | <a href="#">Youth Group Mentor (#18)</a>  |
| <b>Translation</b>                  | <a href="#">Health-care Communicator (same as Medical Assistance)</a>                     |
| <b>Writing and Research</b>         | <a href="#">Public Policy Researcher/Writer (also Marketing and Communications) (#11)</a> |
| <b>Bilingual</b>                    | <a href="#">Agency Communications Translator (also Translation) (#1)</a>                  |

This tool has been developed to align with the matching tool on [www.getinvolved.ca](http://www.getinvolved.ca)

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# Volunteer Opportunity Title

GOAL

COMPETENCIES DEVELOPED

TIME COMMITMENT

RELATED OCCUPATIONS

BENEFITS

COMPETENCIES REQUIRED

# Volunteer Opportunity Title

## AGENCY COMMUNICATIONS TRANSLATOR

1

### GOAL

- To ensure that organizational stakeholders have access to agency documents and communication in both official languages.

### TIME COMMITMENT

- occasional, virtual

### BENEFITS

- Ensure accessibility of information
- Share your language skills
- Learn about the organizations' activities and successes
- Work from home at your convenience

### COMPETENCIES REQUIRED

- Fluent in French and English
- Some translation experience
- Attention to detail
- Understanding of technology including social media and websites

### COMPETENCIES DEVELOPED

- Written communication
- Communicating in plain language
- Community knowledge/awareness
- Self-motivation
- Accountability

### RELATED OCCUPATIONS

- **5125** Translators, Terminologists and Interpreters
- **1453** Customer Service, Information and Related Clerks
- **5124** Professional Occupations in Public Relations and Communications

## Volunteer Opportunity Title

# BOARD MEMBER

# 2

### GOAL

- To provide good governance to a non-profit organization and steward its resources so that it can effectively and efficiently fulfill its mandate.

### TIME COMMITMENT

- 2 years, approximately 8 hours per month including one evening meeting except in December and July, August

### BENEFITS

- Use your strengths and skills to significantly impact the success of the organization
- Ensure provision of valuable community services
- Engage in a variety of activities and responsibilities including; financial management, publicly representing the organization, strategic planning and outcome evaluation.

### COMPETENCIES REQUIRED

- Leadership
- Accountability
- Team player
- Fiscal responsibility
- Adaptability

### COMPETENCIES DEVELOPED

- Stewardship
- Public and media relations
- Community knowledge/awareness
- Nonprofit sector knowledge
- Thought Leadership
- Decision-making/prioritizing
- Strategic thinking
- Collaboration
- Manage meetings and groups
- Team building
- Conflict Resolution
- Accountability
- Ethical Framework

### RELATED OCCUPATIONS

- **001** Legislators and Senior Management
- **01-09** Middle and other Management Occupations
- This would be a great opportunity for a mid-management employee to hone leadership and interpersonal skills or for a senior manager/executive to share and expand competencies.

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## Volunteer Opportunity Title

# DOOR-TO-DOOR CANVASSER

# 3

### GOAL

- To carry out a residential campaign that will raise revenue for a national charity so that it can provide services to local citizens.

### TIME COMMITMENT

- One month

### BENEFITS

- Support an organization that is making a difference
- See immediate results of your efforts
- Receive training about the organization and its campaign
- Interact with people in your neighbourhood
- Hone your interpersonal and sales skills

### COMPETENCIES REQUIRED

- Communication skills
- Friendly
- Reliable
- Trustworthy

### COMPETENCIES DEVELOPED

- Public speaking/presentation skills
- Client service
- Public relations
- Adaptability
- Problem solving
- Community knowledge/awareness

### RELATED OCCUPATIONS

- **0611** Sale, Marketing, and Advertising
- **0121** Managers in Insurance, Real Estate, and Financial Brokerage
- **0621** Retail Sales and Trade

## Volunteer Opportunity Title

# FUNDRAISING WALK COORDINATOR

4

### GOAL

- To raise significant revenue for a health charity so that it can provide needed research and services.

### TIME COMMITMENT

- Average of 8 hours per month for a period of one year. No time commitment during summer. Walk is in May.

### BENEFITS

- Lead a team of volunteers who want to make a difference
- Learn about the organization and its campaign
- Interact with a variety of people
- Gain satisfaction from event success and revenue results
- Hone your leadership and interpersonal skills

### COMPETENCIES REQUIRED

- Plan and co-ordinate
- Interpersonal communication
- Reliability

### ACCOUNTABILITY

- Commitment to the organization and this campaign

### COMPETENCIES DEVELOPED

- Event management
- Fund development
- Team building
- Manage meetings and groups
- Network building
- Decision-making
- Thought leadership
- Adaptability
- Public speaking/presentation skills
- Supervision and Facilitation/Training
- Flexibility
- Time Management

### RELATED OCCUPATIONS

- **001** Legislators and Senior Management
- **01-09** Middle and Other Management Occupations
- Team leaders (no NOC classification)
- Project Manager (no separate NOC classification)

## Volunteer Opportunity Title

# MEAL GROUP CO-ORDINATOR

5

### GOAL

- To plan, organize and lead an employee volunteer group that will provide a dinner once per month to homeless men at a community shelter.

### TIME COMMITMENT

- 6 months
- Approximately 8 hours flex-time per month

### BENEFITS

- Hands-on work that provides exposure to community diversity and needs
- Responsible for all aspects of the meal including: shop, cook, organize, serve and clean-up
- Interact with employees from throughout your organization
- Have fun

### COMPETENCIES REQUIRED

- Organizational skills
- Enthusiasm
- Reliability and follow-through
- Non-judgmental

### COMPETENCIES DEVELOPED

- Plan and co-ordinate
- Interpersonal communication
- Team building
- Project management

- Motivate others
- Sensitivity
- Empathy
- Respect
- Supervision
- Cultural Awareness
- Supportive Communication
- Understanding diversity
- Flexibility

### RELATED OCCUPATIONS

- **01-09** Middle and other Management Occupations
- **121** Clerical Supervisors
- **122** Administrative and Regulatory Occupations
- **621** Sales and Service Supervisors
- **624** Chefs and Cooks
- **645** Occupations in Food and Beverage Services
- **664** Food Counter Attendants, Kitchen Helpers and Related Occupations
- Plus, team leaders
- Plus, associate/entry level employees who have the required competencies.

## Volunteer Opportunity Title

# ON-CALL TROUBLESHOOTER

6

### GOAL

- To provide technical support and advice to agency staff and volunteers when questions or problems arise related to computer hardware and software.

### TIME COMMITMENT

- Occasional, for one year

### BENEFITS

- Use your technical expertise to help people to understand and resolve technology issues.
- Increase the capacity of a nonprofit organization to collect and use information effectively.

### COMPETENCIES REQUIRED

- Information Technology knowledge and experience
- Ability to analyze, diagnose and correct database issues.
- Interpersonal communication

### COMPETENCIES DEVELOPED

- Needs assessment
- Client Service
- Communicate in plain language
- Coaching
- Flexibility
- Adaptability
- Nonprofit sector knowledge
- Ethical framework (confidentiality)
- Confliction Resolution
- Analysis
- Non-profit knowledge

### RELATED OCCUPATIONS

- **2171** Information Systems Analysts and Consultants
- **0213** Communications and Information Systems Managers

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## Volunteer Opportunity Title

# JOB COACH: MOCK INTERVIEWER

7

### GOAL

- To assist women to enter or re-enter the workforce through honing their interview skills and increasing their self-confidence.

### TIME COMMITMENT

- Occasional
- Orientation and Training – 5 hours upfront
- Individual matches require 8 hours of in-person flex time over a two month period.

### BENEFITS

- Learn about the organization, people served and how to use your professional skills to mentor and support low income, transitioning or immigrant women.
- See the impact of increased confidence and capabilities on the success of individual job seekers.
- Create positive change in the lives of women.
- Build the local talent pool.

### COMPETENCIES REQUIRED

- Understanding of the job market and recruitment requirements
- Interview skills

### COMPETENCIES DEVELOPED

- Coaching
- Problem-solving
- Communicating in plain language
- Adaptability
- Leadership
- Understanding diversity
- Knowledge of the community
- Cultural Awareness
- Supportive Communication
- Self Knowledge
- Empathy

### RELATED OCCUPATIONS

- **0112** Human Resource Directors, Managers and Supervisors
- **1121** Human Resource Specialists
- **1223** Personnel and Recruitment Officers

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## Volunteer Opportunity Title

# MINOR SPORTS CONVENER

8

### GOAL

- To co-ordinate a successful season of children's minor sports including recruiting and supporting coaches and officials, scheduling games, and ensuring that game standards are followed.

### TIME COMMITMENT

- 6 months
- 4 hours per week between March 1 and August 31. Plus, between May 1 and July 31 attend games two weekday evening per week from 6:30-8:30 p.m.
- This position could be shared between two people as Co-Conveners

### BENEFITS

- Provide a fun, healthy, recreation experience for children and families
- Try something new that will increase your skills and confidence
- Work with other volunteers who want to support children
- Gain satisfaction from a well-organized and executed minor sports season

### COMPETENCIES REQUIRED

- Knowledge of the sport
- Communication Skills
- Organizational skills
- Coaching Certification an asset

### COMPETENCIES DEVELOPED

- Planning and coordinating
- Motivate others
- Team building
- Manage meetings and groups
- Problem-solving
- Supervision
- Event management
- Conflict resolution
- Sensitivity
- Adaptability

### RELATED OCCUPATIONS

- **1211** Supervisors, General Office and Administrative Support Clerks
- **1221** Administrative Officers
- **1222** Executive Assistants
- **5252** Coaches
- **4167** Recreation, Sports and Fitness Program Supervisors and Consultants
- **5254** Program Leaders and Instructors in Recreation, Sport and Fitness

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## Volunteer Opportunity Title

# OFFICE ASSISTANT

9

### GOAL

- To assist with the smooth running of the organizations' office including administrative duties and greeting the public.

### TIME COMMITMENT

- ½ day per week for a minimum of 3 months, can be weekday afternoons or Tuesday evenings.

### BENEFITS

- Perform a wide variety of duties including answering the phone, data entry, receipting donations, reception, and organizing materials.
- Expand your areas of experience
- Help people who are looking for information about services and community resources

### COMPETENCIES REQUIRED

- Communication Skills
- Organizational skills
- Basic computer skills

### COMPETENCIES DEVELOPED:

- Client service
- Process management
- Time management
- Computer skills
- Community knowledge/awareness

### RELATED OCCUPATIONS:

- **1241** Secretaries
- **1411** General Office Clerks
- **1414** Receptionists and Switchboard Operators
- **1422** Data Entry Clerks
- **1431** Accounting and Related Clerks
- **1441** Administrative Clerks
- **1453** Customer Service, Information and Related Clerks

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## Volunteer Opportunity Title

# FUNDING PROPOSAL RESEARCHER/WRITER

10

### GOAL

- To attain new funding sources for a local charity so that it can expand its services.

### TIME COMMITMENT

- 6 months, virtual, flex-time

### BENEFITS

- Gain an understanding of the charitable sector
- Learn about corporate, government and foundation funding
- Support an organization that is making a difference
- See the results of your efforts
- Work from home and at your convenience within a set time frame.

### COMPETENCIES REQUIRED

- Organizational
- Written communication
- Technology
- Research
- Analysis

### COMPETENCIES DEVELOPED

- Fund development
- Project management
- Time management
- Decision-making/prioritizing
- Adaptability
- Creative thinking
- Strategic thinking
- Public and media relations
- Analysis
- Financial Planning

### RELATED OCCUPATIONS

- **4163** Business Development Officers and Marketing Researchers and Consultants
- **4165** Health Policy Researchers, Consultants and Program Officers
- **4122** Post-Secondary Teaching and Research Assistants
- **5123** Journalists
- **5121** Authors and Writers

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## Volunteer Opportunity Title

# PUBLIC POLICY RESEARCHER/WRITER

11

### GOAL

- To support an anti-poverty campaign by researching issues and writing communication materials that will impact public policy.

### TIME COMMITMENT

- 6 months, virtual, flex-time

### BENEFITS

- Gain an understanding of the scope and implications of poverty in Canada
- Contribute to the reduction of poverty.
- Interact with a committed group of staff and volunteers
- See the results of your efforts
- Work from home and at your convenience within a set time frame

### COMPETENCIES REQUIRED

- Organizational
- Written communication
- Technology
- Research
- Analysis

### COMPETENCIES DEVELOPED:

- Public and media relations
- Collaboration
- Interpersonal communication
- Network building
- Community knowledge/awareness
- Change management
- Problem solving
- Strategic thinking
- System Thinking

### RELATED OCCUPATIONS

- **4163** Business Development Officers and Marketing Researchers and Consultants
- **4165** Health Policy Researchers, Consultants and Program Officers
- **4122** Post-Secondary Teaching and Research Assistants
- **4164** Social Policy Researchers, Consultants and Program Officers
- **5123** Journalists
- **5121** Authors and Writers

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## Volunteer Opportunity Title

# PUBLIC SPEAKER

# 12

### GOAL

- To build community awareness and support for the organization by speaking to community groups about its activities, accomplishments, and partnership opportunities.

### TIME COMMITMENT

- Occasional, 1 year
- Once trained, the volunteer can book engagements to speak on behalf of the organization as often as desired.

### BENEFITS

- Learn about a valuable community organization
- Assist the organization with public awareness, fundraising and volunteer recruitment
- Schedule is flexible

### COMPETENCIES REQUIRED

- Comfortable speaking in public
- Interpersonal communication

### COMPETENCIES DEVELOPED

- Network building
- Public and media relations
- Communicating in plain language
- Fund development
- Motivate others
- Community awareness/knowledge
- Continuous learning
- Public Speaking/presentations

### RELATED OCCUPATIONS

- **0611** Sales, marketing and advertising managers
- **01-09** Middle and other management occupations
- **5124** Professional occupations in public relations and communications
- **1433** Customer Service Representatives, Financial Services
- **1453** Customer Service, Information and Related Services
- **6421** Retail Sales Persons and Sales Clerks

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## Volunteer Opportunity Title

# RISK ASSESSOR

13

### GOAL

- To work with the Board of Directors and staff to identify operational risks, and to develop a plan to reduce or manage these risks.

### TIME COMMITMENT

- 6 weeks

### BENEFITS

- Short-term project with long-term benefit
- Reduce the risk of harm to vulnerable clients
- Reduce the liability concerns of volunteer Board members
- Work with a variety of people including the Board, staff and community stakeholders

### COMPETENCIES REQUIRED

- Legal expertise, particularly in charity law and liability
- System thinking
- Strategic thinking
- Interpersonal communication
- Analysis

### COMPETENCIES DEVELOPED

- Needs assessment
- Communicating in plain language
- Written communication
- Problem-solving
- Process management
- Consultation
- Coaching
- Client service
- Non-profit sector knowledge
- Analysis
- Systems Thinking
- Ethical Framework

### RELATED OCCUPATIONS

- **4112** Lawyers and Quebec Notaries
- **001** Legislators and Senior Management
- **1122** Professional Occupations in Business Services to Management including: business management consultant, business methods analyst, organizational analysis consultant, management analyst

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## Volunteer Opportunity Title

# SOCIAL MEDIA CONSULTANT

14

### GOAL

- To assist a nonprofit organization to meet its marketing and communication goals through the effective use of social media.

### TIME COMMITMENT

- Short-Term (under 3 months)
- Most of this position can be completed as a virtual volunteer while consulting, developing recommendations, and formulating a plan of action.

### BENEFITS

- Use your marketing and social media skills to assist a nonprofit
- See the impact of your contribution on public awareness, fundraising, volunteer recruitment and community support
- Gain exposure to a new sector

### COMPETENCIES REQUIRED

- Marketing or public relations
- Technology
- Understanding of social media (Facebook, Twitter, YouTube, etc.)

### COMPETENCIES DEVELOPED

- Needs assessment
- Analysis
- Collaboration
- Written communication
- Interpersonal communication
- Change management
- Develop others
- Thought leadership
- Creative thinking
- Self-motivation
- Computer Skills

### RELATED OCCUPATIONS

- **2175** Web designers and developers
- **0611** Sales, marketing and advertising managers
- **5124** Professional occupations in public relations and communications
- **2171** Information systems analysts and consultants

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## Volunteer Opportunity Title

# STRATEGIC PLANNING CONSULTANT

# 15

### GOAL

- To work with the Board of Directors to design and carry out an inclusive strategic planning process that will result in a 5-year plan incorporating organizational priorities, activities, and expected outcomes.

### TIME COMMITMENT

- 6 months

### BENEFITS

- Use your management and leadership skills to significantly impact the future of the organization
- Build the capacity of the organization to meet its mission and respond to changes in the environment.
- Work with a variety of people including the Board, staff and community stakeholders

### COMPETENCIES REQUIRED

- Leadership
- Interpersonal communication
- Experience with strategic planning

### COMPETENCIES DEVELOPED

- Facilitation and training
- Manage meetings and groups
- Public speaking/presentation skills
- Project planning
- Collaboration
- Coaching
- Written communication
- Analysis
- Systems Thinking
- Knowledge of nonprofit sector
- Consultation

### RELATED OCCUPATIONS

- **001** Legislators and Senior Management
- **01-09** Middle and other Management Occupations
- **0123** Manager, Management Consulting Service

- This would be a great opportunity for a mid-management employee to hone planning and leadership skills or for a senior manager/executive to share and expand competencies.

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## Volunteer Opportunity Title

# TREASURER

# 16

### GOAL

- To provide good governance to the organization as a member of the Board focusing on financial planning and management.

### TIME COMMITMENT

- Two-year term
  - 2 hour Board meetings one evening per month except summer
- + 6-8 hours flex time per month

### BENEFITS

- Use professional skills to sustain and grow valuable community services
- Work with a group of committed leadership volunteers
- Represent the organization in community networking

### COMPETENCIES REQUIRED

- Accounting designation (CA, CGA or CMA)
- Collaboration
- Systems Thinking
- Non-profit knowledge
- Financial Planning

### COMPETENCIES DEVELOPED

- Consultation
- Verbal and written communication
- Problem-solving
- Change management
- Leadership
- Knowledge of the community

### RELATED OCCUPATIONS

- **1111** Financial Auditors and Accountants

## Volunteer Opportunity Title

# VICTIM SUPPORT

# 17

### GOAL

- To work in partnership with police to provide round-the-clock emotional and practical support to individuals who are victims of crime or tragedy.

### TIME COMMITMENT

- 1 year
- Two 6-hour on-call shifts per month – days, evenings, nights or weekends

### BENEFITS

- Intensive upfront and ongoing training provided in areas such as abuse, bereavement, basic counseling and crisis intervention techniques
- Learn about available community services and make referrals as needed
- Directly and immediately help people in crisis
- Variety of exposure, locations and activities

### COMPETENCIES REQUIRED

- Compassionate
- Non-judgmental
- Reliable
- Interpersonal communication

### COMPETENCIES DEVELOPED

- Needs assessment
- Decision making/prioritizing
- Supportive communication
- Conflict resolution

- Sensitivity
- Adaptability
- Continuous learning
- Community knowledge/awareness
- Knowledge of Self
- Cultural Awareness
- Understanding diversity
- Self Knowledge
- Empathy

### RELATED OCCUPATIONS

- **4153** Family, marriage and other related counsellors
- **4212** Community and social service workers
- **415** Psychologists, Social Workers, Counsellors, Clergy and Probation Officers
- **31** Professional occupations in health
- **3152** Registered nurses
- No professional background is required - this would be an opportunity for someone at any employment level and in any occupation to develop and enhance their competencies.

## Volunteer Opportunity Title

# YOUTH GROUP MENTOR

18

### GOAL

- To provide a constructive recreational and social experience to at-risk youth in order to expand their opportunities and choices.

### TIME COMMITMENT

- Saturday mornings – can be weekly or bi-weekly for a period of 6 months

### BENEFITS

- Make a difference in the lives of youth who are at-risk
- Help youth to gain social and life skills
- As part of a team, plan and participate in a variety of fun activities and informal interactions
- Volunteer in pairs or small groups with adult family members, friends or business colleagues

### COMPETENCIES REQUIRED

- Organizational skills
- Sensitivity
- Positive role model

### COMPETENCIES DEVELOPED

- Interpersonal communication
- Plan and Co-ordinate
- Needs assessment
- Coaching
- Develop others
- Problem solving
- Manage groups
- Respect
- Adaptability
- Understanding diversity
- Supportive Communication
- Creative Thinking

### RELATED OCCUPATIONS

- **01-09** Middle and other Management Occupations
- **1121** Specialists in Human Resources
- **4212** Community and Social Service Workers
- **4213** Employment Counselors
- **414** Secondary and Elementary School Teachers and Educational Counsellors
- **415** Psychologists, Social Workers, Counsellors, Clergy and Probation Officers
- Any individual with the required competencies and a sincere interest in youth development can choose this position and make a difference in the lives of young people.

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## Volunteer Opportunity Title

# HEALTH CARE COMMUNICATOR

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### GOAL

- To ensure that staff and patients in the hospital emergency department clearly communicate and understand key medical information.

### TIME COMMITMENT

- Occasional, on-call when available – can be days, evenings, nights or weekends.

### BENEFITS

- training provided on hospital processes, translation guidelines and cultural sensitivity
- work with a variety of people
- learn about available community resources
- directly and immediately help people in urgent need of medical care

### COMPETENCIES REQUIRED

- Fluent in at least one language other than English or French
- Compassionate
- Level-headed
- Reliable
- Patient

### COMPETENCIES DEVELOPED

- Sensitivity
- Interpersonal communication
- Communicating in plain language
- Supportive communication
- Cultural awareness
- Problem solving
- Adaptability
- Cultural Awareness

### RELATED OCCUPATIONS

- **5125** Translators, Terminologists and Interpreters
- **3413** Nurse Aides, Orderlies and Patient Service Associates
- **4212** Community and Social Service Workers
- **6471** Visiting Homemakers, Housekeepers and Related Occupations
- This would be a great opportunity for someone at any employment level and in any occupation to develop and enhance their communication and interpersonal skills.

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## Scenario#1 The Community Investment Committee: Decision-Making Grid

The Community Investment Committee meets once a month to review the requests received from community organizations for donations, sponsorships, gifts-in-kind, pro-bono services, and employer-supported volunteering. The committee is in the process of revising the decision-making grid. There are six members of the committee; the Director of Marketing, The Manager of Staff Development (from the Human Resources Department), the Chair of the Employee Social Committee, the Vice-President of Finance, an employee representative (non-management position), and an external member from a community organization.

You are a member of the committee. Review the grid below and assign a percentage for each component, with a total of all components adding to 100. While they may all be important, for this exercise, avoid distributing the 100 points evenly. You can change or add new components if you like. In the Comments column, note your reasons for the weighting and for any changes you wish to recommend.

| COMPONENT   | RATING      | COMMENTS |
|---|-------------|----------|
| <b>MARKETING</b>  |             |          |
| Will this provide promotional opportunities?<br>Are the anticipated participants part of our targeted demographic?                                    | /           |          |
| <b>SKILLS &amp; COMPETENCY DEVELOPMENT</b>  |             |          |
| Will the activity provide staff with an opportunity to enhance their skills?<br>Will the activity provide opportunities for leadership development?   | /           |          |
| <b>STAFF SOCIAL ACTIVITY</b>  |             |          |
| Will this provide an opportunity for staff to work together as a team?<br>Will this provide opportunities for staff to get to know each other better? | /           |          |
| <b>FINANCE</b>  |             |          |
| Is economically feasible and is it within our budget?<br>Will there be any tax benefits?  | /           |          |
| <b>EMPLOYEE SUPPORT</b>   |             |          |
| Is this an issue or cause that employees would support?<br>Is this an activity that is likely to engage employees' interests?                         | /           |          |
| <b>COMMUNITY NEEDS</b>  |             |          |
| Is this meeting a community priority?<br>Are there others investing in this?  | /           |          |
| <b>ORGANIZATIONAL CAPACITY</b>  |             |          |
| Does the requesting organization have the capacity to carry out the initiative?   | /           |          |
|   | /           |          |
| <b>TOTAL</b>  | <b>/100</b> |          |