

**Body of Knowledge and Competencies in Certified Administrator Volunteer Services (CAVS),  
Healthcare Volunteer Management**

<b>A. Plan for Strategic Healthcare Volunteer Engagement</b>
1. Assess organizational needs and opportunities for volunteers
2. Promote organizational readiness (e.g., commitment, capacity, competency)
3. Research and analyze related programs and services
4. Develop goals and objectives for volunteer services
5. Develop policies and procedures for volunteer services
6. Develop supporting tools and resources for volunteer services (e.g. forms, databases)
7. Develop evaluation plan for volunteer services
8. Develop risk management or safety plan for volunteer services
9. Establish benchmarks for volunteer services
10. Implement evaluation plan for volunteer services
<b>B. Advocate for Healthcare Volunteer Involvement</b>
11. Design communication plan for volunteer services
12. Implement communication plan for volunteer services
13. Evaluate communication plan for volunteer services
14. Inform community/customers of volunteer service opportunities
15. Enlist community/customers in promoting volunteer service opportunities
16. Develop volunteers as internal and external advocates
17. Advocate for volunteer services (to internal and external customers and community)
18. Cultivate community/customer and partner relationships
19. Collaborate with customers
<b>C. Attract and Onboard a Healthcare Volunteer Workforce</b>
20. Identify current needs for volunteers
21. Develop volunteer position descriptions
22. Develop performance objectives for volunteer roles
23. Design recruitment strategy for volunteers
24. Implement recruitment strategy for volunteers
25. Respond to volunteer inquiries
26. Select applicants for interviews
27. Conduct applicant interviews
28. Administer screening process
29. Match volunteers with assignments
30. Evaluate placement of volunteers
31. Evaluate recruitment strategies
<b>D. Prepare Healthcare Volunteers for their Roles</b>
32. Develop onboarding protocol for volunteers
33. Design orientation for volunteers
34. Conduct orientation for volunteers
35. Coordinate role-specific training
36. Support on-going development of volunteers' skills

2018 CAVS Content Outline, Body of Knowledge

37. Evaluate volunteer orientation
38. Evaluate volunteer training
<b>E. Document Healthcare Volunteer Involvement</b>
39. Obtain permission to release volunteer information or photos
40. Establish secure storage for volunteer records
41. Create volunteer files
42. Maintain volunteer records (e.g. hours, activities, personal information)
43. Update external screening processes (e.g. background checks)
44. Generate statistical reports on volunteer services
45. Archive, destroy, or delete volunteer records
46. Contribute to budget process
47. Monitor resources that support volunteer engagement (financial, physical, human)
48. Provide information to support funding requests
49. Maintain records on partnership and stakeholder contacts and relationships
50. Maintain partnership agreements
<b>F. Manage Healthcare Volunteer Performance and Impact</b>
51. Train staff to work with volunteers
52. Monitor progress on volunteer performance objectives
53. Delegate tasks to volunteers
54. Supervise volunteers
55. Coach volunteers
56. Conduct volunteer performance reviews
57. Provide feedback to volunteers
58. Conduct corrective action procedures
59. Gather feedback from volunteers (e.g. surveys, exit interviews)
<b>G. Acknowledge, Celebrate and Sustain Healthcare Volunteer Involvement</b>
60. Develop volunteer recognition plan
61. Implement volunteer recognition plan
62. Evaluate volunteer recognition plan
63. Provide references for volunteers
64. Assess volunteer satisfaction
65. Develop retention plan
66. Monitor retention plan
67. Evaluate retention plan

**Enabling Knowledge and Skills in Healthcare Volunteer Management**

Competent performance of the tasks listed above requires a wide variety of knowledge and skills, including:

<b>Knowledge Of:</b>	<b>Ability To:</b>
Auxiliary management	Analyze data
Budget analysis	Analyze work to delegate tasks
Change management	Build relationships
Collaboration principles	Convey enthusiasm for volunteerism
Communication principles	Create data driven reports
Community needs	Develop written communications
Ethics	Ensure an inclusive work environment
Evaluation	Facilitate training activities
Fundraising	Motivate others
Goal and objective setting	Present to groups
Human resource laws	Resolve conflict
Marketing	Share stories to illustrate a point
Needs assessment	
Partnership development	
Policies and procedure development	
Project management	
Public relations	
Record keeping	
Recruitment principles	
Research methods	
Retail operations	
Risk Management	
Screening volunteers	
Strategic planning	
Training design	
Volunteer motivations	