

Performance Factor	MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT
COMMUNICATION	Listens to others, expresses ideas both orally and in written communications. Provides relevant and timely information to management, co-workers, clients and volunteers.	Application Form Interview
TEAMWORK	Supports co-workers, volunteers, clients & their families. Respects the rights & contributions of others. Shares ideas. Cooperates with associated services.	Application Form Interview References
DECISION MAKING/PROBLEM SOLVING	Makes an effort to understand problems both client and volunteer based & administrative. Makes timely & practical decisions.	Application Form Interview References
DEPENDABILITY	Makes an effort to understand problems both client and volunteer based & administrative. Makes timely & practical decisions.	Application form Interview References
IT	PC literate and familiar with MS Office.	Application form Interview
KNOWLEDGE OF WORK	A basic understanding of the voluntary sector and the role of a volunteer.	Application form Interview
TIME MANAGEMENT	Uses time effectively and productively. Prioritises tasks and plans worktime.	Application form Interview
EXPENSE MANAGEMENT	Keeps accurate accounts and manages spending of small budgets.	Application form Interview
MANAGING CHANGE	Adapts well to necessary changes. Embraces new ideas and technology.	Application form Interview
HEALTH & SAFETY	Promotes a positive health and safety culture.	Application form Interview
GENERAL	Driving licence. Car owner. Ability to work occasional unsociable hours and meet flexible requirements.	Application form Interview