



# Representation

## skills and qualities

Volunteering to work with children, young persons and elderly means being an adviser, an advocate, a counsellor and at times just being a listener. Familiarity with the social welfare system, laws and procedures is an important aspect of this position. In this role, there is often work that involves other professionals like teachers, doctors, nurses, police and lawyers. At times it requires acting on behalf of these professionals and at times challenging their decisions to make sure the very best options are available to help these individuals.

**Volunteering in this sector one should have or can expect to gain the following skills and qualities:**

### **Generalist skills/qualities**

- ✱ People skills (listening and developing rapport)
- ✱ Planning and organizational skills
- ✱ Communication skills
- ✱ Basic literacy and numeracy skills

### **Specialist Skills/qualities**

- ✱ Teaching and creating a learning environment
- ✱ Problem-solving skills
- ✱ Patience
- ✱ Enthusiasm, tact and a sense of humour
- ✱ Adaptability
- ✱ Respect
- ✱ Knowledge or willingness to learn
- ✱ Discretion

### **Transferable skills/qualities**

- ✱ Human Relations
- ✱ Decision making abilities
- ✱ Reliability
- ✱ Willingness to accept responsibility