

## Who are they for?

Development workers provide information, advice, training, guidance and help to support groups and communities. This helps groups to improve the quality and sustainability of the services they run and to establish and deliver their mission. The standards are relevant to:

- People working in many different areas of development work, such as organisational development, funding advice, learning and development.
- Individuals working in voluntary and community organisations who may not be dedicated development workers but nonetheless have some responsibility for providing information, advice, training, guidance and support to voluntary and community groups.

## How can they be used in practice?

- The National Occupational Standards provide the basis for accredited training and qualifications.
- They can provide the foundation for progression and staff development, and inform supervision and appraisal processes.
- They can help staff transfer between sectors.
- They offer a common framework and provide workers with confidence their's is a 'proper' job.
- They can be used to help managers develop realistic job descriptions.

For more information about the Development Worker National Occupational Standards please go to:  
**[www.skills-thirdsector.org.uk](http://www.skills-thirdsector.org.uk)**

**Skills – Third Sector**  
The Circle  
33 Rockingham Lane  
Sheffield S1 4FW

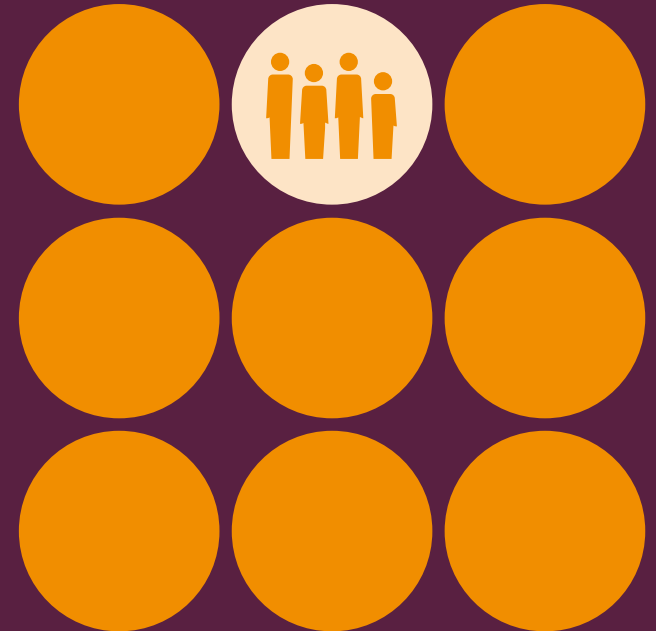
[www.skills-thirdsector.org.uk](http://www.skills-thirdsector.org.uk)  
[info@skills-thirdsector.org.uk](mailto:info@skills-thirdsector.org.uk)  
0845 450 3860

Charity no: 1132476

If you would like to be kept up to date or are interested in finding out more about standards and how they can be used please email your contact details to [info@skills-thirdsector.org.uk](mailto:info@skills-thirdsector.org.uk) and we can add you to the mailing list.

The standards Skills - Third Sector has developed are for Fundraising, Volunteer Managers, Campaigners, Development Workers and Trustees and Management Committee Members.

## Development Workers National Occupational Standards At a glance



**skills**  
**THIRD SECTOR**

# What are National Occupational Standards?

**These National Occupational Standards (NOS) define a framework of good practice for development workers. They outline the competences, skills, knowledge and understanding that development workers need in order to carry out their role effectively.**

The standards:

- Provide a breakdown of the tasks, knowledge and skills development workers need to do their jobs well.
- Allow organisations to benchmark performance to robust national standards of best practice.
- Allow individuals to be very clear about what is expected of them.
- Are outcome based and look at WHAT needs to be done, but are not prescriptive in HOW to do it.

Development worker National Occupational Standards cover the breadth of the development work function. There are ten core units that cover the kinds of activities that all development workers need to be able to do, and seven optional units, taken from other specialist National Occupational Standards, that may cover job roles carried out by some, but not all, development workers.

## Core units

1. Understanding and engaging your clients
2. Know and understand the environment in which a development worker operates
3. Maintain effective development work relationships with clients
4. Provide information to clients
5. Help the client to analyse their organisation and decide the way forward
6. Help the clients to implement changes within their organisation
7. Enable groups and communities to become autonomous
8. Evaluate and develop own contribution as a development worker
9. Identify the learning and development needs of the groups you work with
10. Support the development of relationships and partnerships

## Optional Units

In addition, development workers may need to:

11. Undertake research for the service and its clients
12. Make effective presentations
13. Manage a project
14. Manage a budget
15. Promote the needs, interests and rights of individuals and groups in the community
16. Lobby for influence
17. Support clients in developing sustainable income

