

VOLUNTEER PROGRAMMING FOR MAXIMUM IMPACT

Evidence Item: #1

Conduct a needs assessment for your organization's mission-centric implementation of volunteerism

VOLUNTEER PROGRAM NEEDS ASSESSMENT					
<i><u>COMPLETE</u> the needs assessment and tally up your scores per section</i>					
I. Support System					
0 - Not Completed 1 - In process 3 - Somewhat 5 - Completely X - Non-applicable	0	1	3	5	X
A specific individual has a designated role as the organization's Volunteer Coordinator/Manager					
The Volunteer Coordinator/Manager has an updated written job description with clearly defined job responsibilities					
The Volunteer Coordinator/Manager has received appropriate training and a plan is in place to provide continual professional development opportunities					
An employee transition or succession plan is in place for the Volunteer Coordinator/Manager position					
Administration and Board of Directors understand the role of volunteers as being necessary to accomplish the mission, build capacity and ensure organizational sustainability					
Staff understands the importance of the volunteer program and their support roles					
Staff and leadership are trained to work effectively with volunteers					
Column Subtotals					
Total Section I Score		(+7) Average			

II. Planning					
0 - Not Completed 1 - In process 3 - Somewhat 5 - Completely X - Non-applicable	0	1	3	5	X
The vision and goals of the volunteer program are clearly defined and communicated to staff, board, volunteers and stakeholders					
Program strategies are a coherent set of activities designed to achieve the specified goals or set of objectives.					
Necessary resources including budget, space, and tools have been specifically designated for the volunteer program					
Written volunteer policies and procedures are in place and are clearly communicated and enforced with all volunteers					
The organization has clear discrimination policies					
Risk assessment is done for all volunteer placements and liability coverage is in place for all volunteers					
Column Subtotals					
Total Section II Score		(+6) Average			

III. Recruitment					
0 - Not Completed 1 - In process 3 - Somewhat 5 - Completely X - Non-applicable	0	1	3	5	X
Written, up-to-date position descriptions are provided for all volunteer assignments					
Current and accurate volunteer records are securely maintained					
Online volunteer registration software is utilized effectively in the volunteer recruitment and registration process					
Alternate registration options are available to eliminate barriers to volunteering (language translation, paper copies, phone registration)					
An ongoing volunteer recruitment plan is fully developed and implemented					
National Days of Service and other notable dates (National Volunteer Week, etc) are utilized as part of the organization's volunteer recruitment and recognition efforts					
Volunteer positions are promoted to the general community through a variety of mediums including social media, volunteer fairs, marketing collateral, media, etc.					
A variety of resources are tapped as part of the volunteer recruitment plan including corporate-employee volunteer programs, faith-based, school-based, skills-based, court-related/community service, etc.					
The recruitment plan includes targeted strategies to diversify the volunteer network (age, gender, race, socioeconomic, etc)					
Individuals with disabilities are encouraged to apply for volunteer positions and are welcome participants					
Column Subtotals					
Total Section III Score		(+9 average)			

IV. Screening & Selection					
0 - Not Completed 1 - In process 3 - Somewhat 5 - Completely X - Non-applicable	0	1	3	5	X
A volunteer application is utilized as part of the screening process					
An interview is held with each prospective volunteer to determine qualifications, expectations, and a mutually acceptable assignment					
There is a process of timely follow-up for each volunteer applicant					
All legal screening requirements are implemented for all relevant positions including background checks and health screens					
The organization provides a variety of opportunities (virtual volunteering, episodic/one-time opportunities, group opportunities, etc.) or is willing to flex opportunities to meet a variety of volunteer needs and interests					
Volunteers who do not meet the written criteria including reference checks and other screening processes are turned down					
Column Subtotals					
Total Section IV Score		(+6 average)			

V. Program Management					
0 - Not Completed 1 - In process 3 - Somewhat 5 - Completely X - Non-applicable	0	1	3	5	X
The organization has a communication plan that includes volunteers and utilizes a variety of methods including email, newsletters, website etc.					
All volunteers report to a designated volunteer coordinator or supervisor					
One-time/day-of-event volunteers have a clear understanding of their volunteer assignment and responsibilities, and know who to report to with questions					
The organization provides formal or informal training for all volunteers including one-time/episodic volunteers					
All volunteers receive an orientation that relates their work or project to the organizational mission					
All volunteers are involved in an evaluation process that provides feedback regarding their performance and encourages volunteer input					
The organization implements policies that provide formal and informal recognition of volunteers' time commitment and contributions					
An ongoing volunteer recognition plan is fully developed and implemented					
Column Subtotals					
Total Section IV Score		(+8 average)			

VI. Program Sustainability					
0 - Not Completed 1 - In process 3 - Somewhat 5 - Completely X - Non-applicable	0	1	3	5	X
Volunteers are used as skilled resources in roles other than Board members					
A method of documenting and verifying volunteer involvement is maintained through a system to collect data on volunteers mobilized, hours contributed and resulting impact					
Processes are in place to collect qualitative and anecdotal data					
Methods for evaluating volunteer satisfaction and retention rates implemented					
A system is in place for performance measurement and evaluation of the efficacy of the volunteer program					
Volunteers are encouraged to assume leadership roles for projects through team or project leader programs or other grassroots planning programs					
A revenue source or fundraising plan is designated to support the volunteer program					
Column Subtotals					
Total Section IV Score		(+7 average)			

PLANNING WORKSHEET/FEEDBACK				
<i><u>INPUT</u> the average section scores and complete the planning worksheet</i>				
Section	Average	Organizational Strengths	Areas for Improvement/ Review	Priority High, Moderate, Low, N/A
I. Support System				
II. Planning				
III. Recruitment				
IV. Screening & Selection				
V. Program Management				
VI. Program Sustainability				