

Evidence Item 1

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

Complete the needs assessment and tally up your scores per section

1. Support system						
	0 - Not completed 1 - In process 3 - Somewhat 5 - Complete 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 1 score		(+7) average			

2. Planning						
	0 - Not completed 1 - In process 3 - Somewhat 5 - Complete 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 2 score		(+6) average			

3. Recruitment						
	0 - Not completed 1 - In process 3 - Somewhat 5 - Complete 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 strategies to bring a range of perspectives and experiences into your volunteer network to better reflect the community you serve.						
Individuals with disabilities are encouraged to apply for volunteer positions and are welcome participants.						
	Column subtotals					
	Total Section 3 score	(+9) average				

4. Screening and selection						
	0 - Not completed 1 - In process 3 - Somewhat 5 - Complete 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 1 score		(+6) average			

5. Program management						
	0 - Not completed 1 - In process 3 - Somewhat 5 - Complete 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 5 score		(+8) average			

6. Program sustainability						
	0 - Not completed 1 - In process 3 - Somewhat 5 - Complete 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 5 score		(+7) average			

Planning and feedback worksheet

Input the average section scores and complete the planning worksheet

Section	Average	Organizational Strengths	Areas for improvement	Priority (High, Moderate, Low, N/A)
1. Support system				
2. Planning				
3. Recruitment				
4. Screening and selection				
5. Program management				
6. Program sustainability				