

VOLUNTEER RESOURCES MANAGEMENT PRACTICES INVENTORY

	Yes	No	Don't Know	Doesn't Apply
Overall written agency policy on volunteers	—	—	—	—
Separate budget for volunteer program	—	—	—	—
Budgeted funds at individual department level for volunteers	—	—	—	—
Formal staff training in volunteer management	—	—	—	—
Written job descriptions for volunteers	—	—	—	—
Minimum time commitment for volunteers	—	—	—	—
Use of mass media recruitment (TV, radio, Internet)	—	—	—	—
An outreach plan to diversify volunteer recruitment	—	—	—	—
Formal interview process	—	—	—	—
Criminal record checks of potential volunteers	—	—	—	—
Reference checks of potential volunteers	—	—	—	—
Health screening of potential volunteers	—	—	—	—
Probationary or trial period for new volunteers	—	—	—	—
Written volunteer agreement	—	—	—	—
Formal volunteer orientation for volunteers	—	—	—	—
Formal training session for new volunteers	—	—	—	—
Scheduled evaluation for all volunteers	—	—	—	—
Annual volunteer recognition event	—	—	—	—
Ongoing recognition of volunteers	—	—	—	—
Reimbursement of volunteer expenses	—	—	—	—
Insurance coverage for volunteers	—	—	—	—
Formal volunteer exit interview	—	—	—	—
Use of volunteers to help the Volunteer Coordinator	—	—	—	—
Use of volunteer management computer software	—	—	—	—

VOLUNTEER JOB DESIGN

Title:

Accountable To:

Role of the Position:

Responsible For:

-
-
-
-

Duties:

-
-
-
-
-
-
-
-
-
-

Schedule/Time Commitment:

Days/hours -- # hours per month

Tenure:

Length of time to serve (1 year, 6 months, etc.)

Support available:

Administrative, office space, computer, other volunteers, etc.
Evaluation?

Orientation/Training Required:

TEASER CHECKLIST: ARE WE DOING THE BEST WE CAN WITH VOLUNTEER INVOLVEMENT?

Test your understanding of your volunteer involvement by indicating your opinion next to each item below:

Y = Yes

N = No

? = I don't know

Our organization...

- has access to highly skilled volunteers as on-call consultants or advisors.
- lists current volunteer opportunities with free Internet registry sites.
- participates in local National Volunteer Week celebrations.
- has a volunteer corps that reflects the diversity of our community.
- knows what volunteers are saying about us to their friends.
- provides training for staff to work with volunteers.
- is tapping into the new trends in volunteerism, such as singles and families as volunteers, online service (virtual volunteering), and student service-learning.
- invites financial donors to participate as volunteers to increase their long-term loyalty.
- fulfills legal requirements for screening volunteers.
- benefits from national and local days of service like "Make a Difference Day.
- is implementing the best practices of volunteer management.
- sees the connection between direct-service volunteers, fundraising volunteers, board members, student interns, loaned executives, and other people who contribute time and talent to us without going onto our payroll.
- gets and uses input from volunteers on how we might improve our services.
- can create useful assignments for volunteers who offer us unexpected skills.
- has a vision for what we would like the volunteer program to look like in 10 years.

Now – ask your executive director, department heads, and other decision-makers to take this “quiz.”

Do these questions make you wonder if you are maximizing volunteer involvement on behalf of your agency? They should! Volunteerism is all about tapping the community to help meet agency needs. The only limits are imagination and not providing effective support once volunteers have been recruited. (If you answered N or ? to more than half the questions, a Volunteer Management Audit may need to be in your future!)

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