

Volunteer Program Development

Use this brief assessment to identify areas where your organization's efforts to support volunteers are strong, and areas where it can improve.

The organization...

Has a clear mission and defined goals that include volunteers.

- ☐ The mission and goals are clear enough to attract volunteers
- ☐ The mission and goals are communicated regularly to the public and to volunteers
- ☐ Volunteer activities are tied to the mission and goals
- ☐ The board of directors supports the development and management of volunteer activities

Offers a variety of opportunities for volunteers to act on behalf of the organization's mission and goals.

- ☐ Volunteers are asked to take on meaningful tasks
- ☐ Volunteer receive a written position description that describes such things as their role and responsibilities, estimated number of hours to perform the tasks, and who their supervisor is
- ☐ Volunteers are given opportunities to increase their level of activity or to increase their responsibilities

Allocates resources to manage a volunteer program, including offering ongoing support and training to its volunteers.

- ☐ Volunteer information such as contact information, length of service, and activity is maintained and tracked
- ☐ Volunteers receive an orientation to the organization and training (if appropriate) to help them perform their volunteer activities

Is clear about what it expects of volunteers and regularly assesses volunteers and the volunteer program.

- ☐ Volunteers know what is expected of them from the written volunteer position description they receive, from an orientation, and any other appropriate written policies and procedures (non-discrimination, performance of duties, etc.)
- ☐ Volunteer managers regularly meet with volunteers to give and receive feedback
- ☐ The staff and/or board assess the success of the volunteer program in relation to organizational goals at least on an annual basis



Recognizes volunteers for their contributions to the organization.

- ☐ The volunteer program uses a variety of ways to recognize and reward the work of individual volunteer and/or groups of volunteers
- ☐ The organization regularly highlights the contributions of volunteers publicly through a local newspaper, on its website, at events, or in the organization's newsletter

Ensures that volunteer activities are both functional and social (it's fun to volunteer!)

- ☐ The organization offers social or recreational opportunities for volunteers
- ☐ New volunteers are introduced and attention is paid to nurturing good relations between volunteers
- ☐ Staff and board members view volunteers as a resource to help advance the organization's goals