

# Volunteer Management Assessment

## Planning/Resources

1. We know *why* we want volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
2. We know *who* we define as volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
3. We have written goals for the volunteer program and the volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
4. We have a diverse volunteer force that reflects our community. Yes\_\_\_\_\_ No\_\_\_\_\_
5. We have written policies and procedures for volunteer involvement. Yes\_\_\_\_\_ No\_\_\_\_\_
6. Employees are trained to work with volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
7. We have a budget for the volunteer program. Yes\_\_\_\_\_ No\_\_\_\_\_
8. Volunteers are included in program decisions. Yes\_\_\_\_\_ No\_\_\_\_\_
9. We have a specified volunteer manager with a written job description. Yes\_\_\_\_\_ No\_\_\_\_\_
10. The volunteer program is evaluated annually. Yes\_\_\_\_\_ No\_\_\_\_\_
11. We have a risk management (liability) plan for volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_

## Volunteer Job Design

12. We have written job descriptions for all positions, and update annually. Yes\_\_\_\_\_ No\_\_\_\_\_
13. We have positions for people with different abilities and schedules. Yes\_\_\_\_\_ No\_\_\_\_\_
14. Every area of our organization has developed volunteer opportunities. Yes\_\_\_\_\_ No\_\_\_\_\_
15. Information in our job descriptions is utilized for recruitment purposes. Yes\_\_\_\_\_ No\_\_\_\_\_
16. Jobs are designed to utilize the volunteer's time well. Yes\_\_\_\_\_ No\_\_\_\_\_

## Recruitment

17. Our recruitment plan utilizes a variety of materials and strategies. Yes\_\_\_\_\_ No\_\_\_\_\_
18. Our agency website includes a volunteer recruitment message. Yes\_\_\_\_\_ No\_\_\_\_\_
19. Our needs, expectations and vol. benefit are included in our materials. Yes\_\_\_\_\_ No\_\_\_\_\_
20. We seek new sources and strategies for volunteer recruitment. Yes\_\_\_\_\_ No\_\_\_\_\_
21. Everyone participates in volunteer recruitment. Yes\_\_\_\_\_ No\_\_\_\_\_

## Interviewing and Screening

22. Each volunteer completes an application and agreement. Yes\_\_\_\_\_ No\_\_\_\_\_
23. Each vol. is interviewed to determine a proper "fit" with the position. Yes\_\_\_\_\_ No\_\_\_\_\_
24. We check references and the background of our volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
25. We have criteria for our volunteer positions and use them. Yes\_\_\_\_\_ No\_\_\_\_\_

26. Follow up contact is made with each vol. within 30 days of placement. Yes\_\_\_\_\_ No\_\_\_\_\_
27. We sometimes say NO to volunteers because we don't need them. Yes\_\_\_\_\_ No\_\_\_\_\_
28. We sometimes say NO to volunteers because they are not qualified. Yes\_\_\_\_\_ No\_\_\_\_\_
29. We return calls promptly to potential volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
30. We do a health screening of vols, when appropriate for the position. Yes\_\_\_\_\_ No\_\_\_\_\_

### Orientation and Training

31. A standard orientation is provided for all volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
32. Volunteers receive necessary training for their positions. Yes\_\_\_\_\_ No\_\_\_\_\_
33. Agency in-service training and staff meetings are open to volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_

### Staff/Volunteer Relationships

34. Working with volunteers is considered part of every staff position. Yes\_\_\_\_\_ No\_\_\_\_\_
35. We recognize staff who work well with volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_
36. All volunteers are assigned a supervisor. Yes\_\_\_\_\_ No\_\_\_\_\_
37. Volunteers have regular reviews with their supervisors. Yes\_\_\_\_\_ No\_\_\_\_\_
38. Volunteers are busy and have meaningful work. Yes\_\_\_\_\_ No\_\_\_\_\_

### Recognition

39. We recognize vols for their accomplishments and share the stories. Yes\_\_\_\_\_ No\_\_\_\_\_
40. We say thank you to our volunteers every day. Yes\_\_\_\_\_ No\_\_\_\_\_
41. Volunteers have an advocate and a voice in our organization. Yes\_\_\_\_\_ No\_\_\_\_\_
42. Volunteers are recognized in our newsletter. Yes\_\_\_\_\_ No\_\_\_\_\_
43. We have both informal and formal recognition of volunteers. Yes\_\_\_\_\_ No\_\_\_\_\_

### Recordkeeping

44. Confidential records are kept for each volunteer. Yes\_\_\_\_\_ No\_\_\_\_\_
45. We record the hours of each volunteer. Yes\_\_\_\_\_ No\_\_\_\_\_
46. We have a volunteer database or software program. Yes\_\_\_\_\_ No\_\_\_\_\_
47. Vol. program accomplishments are regularly reported to the Board. Yes\_\_\_\_\_ No\_\_\_\_\_

Adapted from *Measuring Up* by McCurley & Vineyard and *Volunteer Management Audit* by Susan Ellis, both available at [www.energizeinc.com](http://www.energizeinc.com).

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