

Nonprofit Service Organizations--Volunteer Management Needs Assessment

Organization: _____

Individual(s) Completing Assessment: _____

I. Planning/Support System					
	0 Not completed	1 In process	3 Somewhat	5 Completely	√ Training Needed
Administration, Board of Directors and Staff understand the role of volunteers as being necessary to accomplish mission, build capacity and insure sustainability					
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.					
A specific individual has been designated as the volunteer manager.					
Necessary resources including budget, space, and tools have been specifically designated for a volunteer program.					
Staff and board leadership are trained to work effectively with volunteers					
	Column Subtotals				
	Totals Section 1 Score		(÷7) Average		
Comments:					
II. Effective Recruitment and Cultivation					
	0 Not completed	1 In process	3 Somewhat	5 Completely	√ Training Needed
Written, up-to-date position descriptions are provided for all volunteer assignments.					
Current and accurate volunteer records are securely maintained					
Internet volunteer registration software is utilized effectively in the volunteer recruitment and registration process.					
An ongoing volunteer recruitment plan is fully developed and implemented					
National Days of Service are utilized as a part of the organization's volunteer recruitment plan.					
Volunteer positions are promoted to the general community through a variety of mediums including volunteer fairs, internet registration software, websites, advertisements and pamphlets, media releases, etc.					
A variety of resources are tapped as a part of the volunteer recruitment plan including: corporate-employee volunteer programs, faith-based, school-based, court-related/community-service, one-time/project based, etc.					
The recruitment plan includes strategies to recruit diverse groups in terms of race, age, socio-economic status, etc.					
Individuals with disabilities are encouraged to apply for volunteer positions and are welcome participants					
	Column Subtotals				
	Totals Section II Score		(÷8) Average		
Comments:					
III. Screening					

	0 Not completed	1 In process	3 Somewhat	5 Completely	√ Training Needed
A volunteer application is utilized as a 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 follow up for each volunteer applicant.					
All legal screening requirements are implemented for all relevant volunteer positions including background checks and health screens					
The organization provides a variety of opportunities(in example: virtual volunteering, episodic/one-time opportunities, group opportunities, etc.) or is willing to flex opportunities to meet a variety of volunteer needs and interests in terms of time, location, and interests.					
Volunteers who do not meet the written criteria including reference checks and other screening processes are turned down.					
Column Subtotals					
Totals Section III Score		(÷6) Average			
Comments:					
IV. Volunteer Support					
	0 Not completed	1 In process	3 Somewhat	5 Completely	√ Training Needed
The organization has a communication plan that includes volunteers and utilizes a variety of methods including email, newsletters, website, and phone					
All volunteers report to a designated volunteer manager or supervisor.					
The organization consistently distributes an up-to-date written handbook to all volunteers.					
The organization provides formal or informal training for all volunteers including on-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.					
Column Subtotals					
Totals Section IV Score		(÷7) Average			
Comments:					

V. Program Sustainability					
	0 Not completed	1 In process	3 Somewhat	5 Completely	✓ Training Needed
Volunteers are used as skilled resources in roles other than Board members.					
A method for documenting and verifying volunteer involvement is maintained through a system including volunteer sign in sheets and other methods documenting numbers of volunteers mobilized, hours contributed, and resulting impact (i.e. clients served, cans collected, dollars raised, etc.)					
Methods for evaluating volunteer satisfaction and retention rates are implemented.					
Volunteers are encouraged to assume leadership roles for projects through team or project leader programs or other grassroots planning programs.					
Column Subtotals					
Totals Section V Score		(÷4) Average			
Comments:					

Planning Worksheet/Feedback

Issue	Average	Organizational Strengths	Areas for Improvement/Review	Resources Needed <i>(Examples, Research, Type of Training, etc.)</i>	Priority High, Moderate, Low, N/A
I. Planning/Support System					
II. Effective Recruitment & Cultivation					
III. Screening					
IV. Volunteer Support					
V. Program Sustainability					