

This assessment tool can help guide a group discussion about an organisation's volunteer programme. Ideally such a discussion should include the management committee members, staff, direct service volunteers and service recipients, but could be used as a self assessment tool by anyone associated with a voluntary organisation.

First check the indicators that have been completed or accomplished. Next, indicate the amount of improvement that you think is needed for that indicator . None or Not Applicable, Some, or Much Improvement Needed.

Volunteer Co-ordination/Management Assessment Tool

Organisational Culture

Indicator	Done	Needs Improvement?		
		None?	Some	Much
The organisation has a broad view of what volunteer participation can do for the organisation and the people it serves.				
Volunteers within the organisation represent the diversity within the community				
The organisation has strategically thought about the benefits and challenges related to volunteer involvement within the organisation				
The organisation has developed written statement of philosophy as to why the welcomes volunteers				
Volunteers are viewed as the non salaried personnel department				

Elements of a Successful Volunteer Programme

Indicator	Done	Needs Improvement?		
		None?	Some	Much
The organisation has planned for the resources that will be necessary to support volunteers.				
Training and supervision resources for volunteers have been identified				

Job descriptions have been developed for volunteer positions.				
Flexibility has been built into volunteer positions as a means of accommodating different skills and schedules				
People in the community understand what the organisation does and are eager to support its efforts				
There is a screening and selection process in place to aid in matching new volunteers with appropriate positions				
All volunteers participate in an orientation session that provides them with an understanding of policies, procedures, rights and responsibilities.				
Volunteers receive start up and ongoing in service training.				
Positive volunteer employee relationships are nurtured and problems are dealt with quickly.				
There is a clear leader either in the organisation that is seen as having responsibility for coordinating and staffing volunteer programs				
Supervision is provided to all volunteers to provide support communication and accountability.				
The work of volunteers and the impact of their activities evaluated on a regular basis.				
Volunteers receive formal and informal recognition of their contributions.				
Records are kept of what volunteers are doing and results are reported and shared with volunteer, administration community and funding sources.				
The organisation regularly seeks input from volunteers				

Planning

Indicator	Done	Needs Improvement?		
		None?	Some	Much
There is a clear vision for the potential of volunteers within the organisation.				
There are clear goals for what volunteers are expected to accomplish.				

There are written policies for and about volunteers.				
The organisation has allocated appropriate resources (financial, space, training, supervision).				
The organisation has developed a risk management plan for paid and volunteer staff.				

Volunteer Work Design

Indicator	Done	Needs Improvement?		
		None?	Some	Much
Tasks that are based on agency and clients needs have been identified.				
Discrete volunteer job assignments that can be completed in 2 to 3 hour blocks of time have been identified.				
The organisation has a plan for seeking out volunteers with the potential to do a good job.				
Written task descriptions have been developed for each volunteer work assignment.				

Volunteer / Employee Relationships

Indicator	Done	Needs Improvement?		
		None?	Some	Much
The managers of the organisation have anticipated and addressed the causes of the tension between employees and volunteers				
Employees have been consulted relative to the role of volunteers within the organisation.				
Problems between staff and volunteers are resolved quickly.				
There are strategies and events in place that are intended to build relationships between employees and volunteers.				

Recruitment

Indicator	Done	Needs Improvement?		
		None?	Some	Much
The organisation determines where it will most likely find the most desirable candidates and then selects a technique to match the source.				
Targeted recruitment efforts based on each volunteer job description are conducted instead of generic volunteer recruitment campaigns.				
There are strong publicity, public relations and market nag campaigns in place that have built a positive image of the organisation within the community.				
There has been a strategic effort to diagnose and address reasons why people might NOT want to get involved in the organisation				
The organisation has a clear understanding of why people would want to volunteer.				

The organisation is prepared to accept applications and is welcoming to prospective volunteers