

Evaluate Your Volunteer Processes

Self-Assessment Tool



Evaluate Your Volunteer Processes

How do you evaluate your volunteer systems? Do you have a monitoring process and up-to-date job descriptions? What's your recognition program like? Use the rating system to the right to assess your processes. The first column identifies the importance of each factor.

Rating	Indicator	1 = Needs Work	2 = Some Met	3 = Met
M	The organization has a clearly defined purpose of the role that volunteers have within the organization.			
M	Job descriptions exist for all volunteer positions in the organization.			
B	The organization has a well-defined and communicated volunteer management plan that includes a recruitment policy, description of all volunteer jobs, an application and interview process, possible stipend and reimbursement policies, statement of which staff has supervisory responsibilities over what volunteers, and any other volunteer personnel policy information.			
M	The organization follows a recruitment policy that does not discriminate, but respects, encourages and represents the diversity of the community.			
M	The organization provides appropriate training and orientation to the agency to assist the volunteer in the performance of their volunteer activities. Volunteers are offered training with staff in such areas as cultural sensitivity.			
B	The organization is respectful of the volunteer's abilities and time commitment and has various job duties to meet these needs. Jobs should not be given to volunteers simply because the jobs are considered inferior for paid staff.			
B	The organization does volunteer performance appraisals periodically and communicates to the volunteers how well they are doing, or where additional attention is needed. At the same time, volunteers are requested to review and evaluate their involvement in the organization and the people they work with and suggest areas for improvement.			
B	The organization does some type of volunteer recognition or commendation periodically and staff continuously demonstrates their appreciation towards the volunteers and their efforts.			
N	The organization has a process for reviewing and responding to ideas, suggestions, comments and perceptions from volunteers.			
N	The organization maintains contemporaneous records documenting volunteer time in program allocations. Financial records can be maintained for the volunteer time spent on programs and recorded as in-kind contributions.			
Indicator ratings: M =Must Have; B =Best to Have; N = Nice to Have				
TOTAL SCORE				

Indiana Nonprofit Resource Network provides affordable, accessible, and high quality training and custom consulting services such as board retreats. Visit <http://www.inrn.org> for more information.

You may freely copy and distribute this document, but please give us credit.
Share this document:

