

3 ELEMENTS OF VOLUNTEER RESOURCES MANAGEMENT

Successful involvement of volunteers requires the basic components listed below.

Grant seekers can complete this assessment to identify the strengths and weaknesses of the infrastructure that supports their organization's volunteer efforts.

Elements of Volunteer Resources Management	Currently in place to some degree	Currently in place to a large degree	Not currently being done	Not applicable or not relevant
Written statement of philosophy related to volunteer involvement				
Orientation for new paid staff about why and how volunteers are involved in the organization's work				
Designated manager/leader for overseeing management of volunteers agency-wide				
Periodic needs assessment to determine how volunteers should be involved to address the mission				
Written position descriptions for volunteer roles				
Written policies and procedures for volunteer involvement				
Organizational budget reflects expenses related to volunteer involvement				
Periodic risk management assessment related to volunteer roles				
Liability insurance coverage for volunteers				
Specific strategies for ongoing volunteer recruitment				
Standardized screening and matching procedures for determining appropriate placement of volunteers				
Consistent general orientation for new volunteers				
Consistent training for new volunteers regarding specific duties and responsibilities				
Designated supervisors for all volunteer roles				
Periodic assessments of volunteer performance				
Periodic assessments of staff support for volunteers				
Consistent activities for recognizing volunteer contributions				
Consistent activities for recognizing staff support for volunteers				
Regular collection of information (numerical and anecdotal) regarding volunteer involvement				
Information related to volunteer involvement is shared with board members and other stakeholders at least twice annually				
Volunteer resources manager and fund development manager work closely together				
Volunteer resources manager is included in top-level planning				
Volunteer involvement is linked to organizational or program outcomes				

How well do we manage volunteers?

1. We have a clear statement of the purpose of using volunteers.
 Yes No
2. We have a volunteer management policy covering recruitment and selection, roles and relationships, supervisory responsibilities, reimbursement policies, other personnel policies for volunteers, and retirement/replacement policy.
 Yes No
3. We have job descriptions (and person profiles) for all volunteer positions in the organisation.
 Yes No
4. Our volunteer recruitment policy is non-discriminatory and we try to reflect the diversity of our membership and the community at large
 Yes No
5. We provide volunteers with orientation, information and training to help them carry out their roles and activities.
 Yes No
6. We respect the abilities of our volunteers and their commitment of time and energy. We do not ask volunteers to undertake tasks which we would not assign to paid staff.
 Yes No
7. We plan and review the performance of our volunteers and let them know regularly how well they are doing. We also seek the views of volunteers on their own performance and on how the organisation could improve what it does.
 Yes No
8. We have policies and programmes for recognising the contributions of our volunteer workers.
 Yes No
9. We have a process for soliciting, reviewing and responding to suggestions, ideas and comments from volunteers.
 Yes No
10. We maintain records of the work done by volunteers, and the time they invest, and take this into account in our planning.
 Yes No



The volunteer coordinator in Ireland ... a jack of all trades?

The persons in organisations who have responsibility for managing volunteers may be *volunteers themselves or paid members of staff*. They rarely have the luxury of being able to devote all of their time to *coordinating voluntary effort*. For many, it is *only one part of their job*, and even those who have titles such as 'volunteer coordinator' or 'manager of volunteers' are frequently expected to complete *many other tasks*, including a large amount of administration. In addition to the obvious *interpersonal skills* which are necessary for this kind of work, *flexibility, creativity, management skills* and the *ability to delegate* are therefore crucial assets. Tasks include:

STRATEGIC PLANNING

- Research
- Identifying needs
- Designing volunteer programme
- Drafting and implementing policies and procedures
- Defining volunteer roles

RECRUITMENT AND PUBLIC RELATIONS

- Designing materials (posters, leaflets, newsletters, etc)
- Giving out information
- Advertising
- Dealing with media

INTRODUCING THE VOLUNTEER INTO THE ORGANISATION

- Screening (interviewing, etc)
- Selection
- Induction

DAY-TO-DAY WORK

- Implementing policies and procedures
- Organising ongoing training (arranging workshops, courses, etc)
- Developing rotas and ensuring cover
- Supervising
- Supporting, encouraging, empowering, appreciating and valuing volunteers
- Crisis management/damage limitation
- Harmonising paid and voluntary workers and dealing with personnel issues

EVALUATION

- Contacting volunteers that have discontinued
- Evaluating volunteer programme

ADMINISTRATION

- Undertaking secretarial duties
- Sourcing funding (grant applications, dealing with statutory agencies, etc)
- Accounting (budgeting, financial administration, etc)
- Organising insurance
- Ensuring health and safety
- Dealing with other legal issues
- Handling information technology
- Writing reports and being accountable to rest of organisation

OTHER

- Undertaking own training and development
- Networking
- Attending meetings
- Travelling