

## Organizational Assessment Regarding Volunteer Management

| <b>Questions</b><br><i>Please answer the questions by ranking your response from 1 (low) to 5 (high).</i>   | <b>Score</b> |
|---|--------------|
| 1. Our volunteer program has adequately trained our staff in how to work with volunteers  |              |
| 2. Our staff make the best use of volunteer time and skills when the staff work with volunteers in our organization   |              |
| 3. We have current job descriptions that clearly describe their role, purpose and tasks.  |              |
| 4. We carefully screen and match our volunteers to the tasks and jobs we have created within our organization.  |              |
| 5. We provide our volunteers with our organizations written policies, procedures, organizational philosophy in a manner that is useful to the volunteer.                  |              |
| 6. Our organization measures the impact of volunteers within our organization and on the outcomes we are trying to achieve.   |              |
| 7. We have a system to collect and record information on our volunteers and their involvement in the organization.  |              |
| 8. We provide recognition activities that are meaningful and appropriate to the volunteers participating in our organization.   |              |
| 9. We have a strong communication program for our volunteers using best practices that is consistent with our brand.  |              |
| 10. Our organization provides professional development and training for volunteers that is targeted and appropriate to their situation.                                   |              |
| 11. The administrative and management staff provides strong support to the volunteers and the program.  |              |
| 12. We have reviewed our program made changes to adapt to the generational differences and expectations of our volunteers.  |              |
| 13. The staff in the organization understands the importance of volunteers and work to ensure a strong volunteer experience for all of the volunteers they interact with. |              |
| 14. Our volunteers are trained in our mission and support the brand we are trying to achieve in the community.  |              |
| 15. Volunteer management is a priority within our organization with appropriate staffing and resources dedicated support the volunteers.                                  |              |
| <b>Total</b>  |              |

## Scoring of the Assessment

Please total your points in the right hand column.

### Scores Reflect

**30- 45 Needs Work** - Your program needs a hard look to see how you could improve volunteer management and practices to improve the experience for the volunteers.

**46-60 Doing Well but Not Quite There** – Your program is doing well but could use some adjustments to go to excellent. What action plan could you put together to improve the volunteer management practices of your organization.

**61-75 Excellent Achievement** – Congratulations, you have a great volunteer program and are doing many things right. Have you thought about helping others with their programs?