

APPENDIX B

ORGANIZATIONAL ASSESSMENT TOOL

Use this assessment tool alongside the curriculum – to identify the specific areas that need improvement in your organization – so that you can implement an effective volunteer management program.

Identifying and Selecting Volunteers	Done!	Needs Work		Not Applicable
		Some	Much	
Are people in the community aware of what your organization does and are they willing to support its efforts?				
Do you have a broad idea of what volunteers can do for your organization and the people it serves?				
Have you thought strategically about the benefits and challenges associated with including volunteers in your organization?				
Do you understand the importance of volunteers to your program and are you familiar with potential volunteer jobs?				
Are you familiar with the three types of volunteer motivation and their importance to volunteer identification?				
Do you identify staff roles in working with volunteers?				
Do you develop job descriptions, for each volunteer position, that clearly outline roles?				
Have you created volunteer job descriptions that are adaptable to the needs of individual volunteers?				
Are you familiar with different recruitment methods and their most common applications?				
Do you target your recruitment based on each volunteer job description to enlist specific types of volunteers?				
Are you comfortable screening and placing volunteers in positions that are best suited to their needs?				

Orienting and Training Volunteers	Done!	Needs Work		Not Applicable
		Some	Much	
Do you understand the importance of orientation to new volunteers?				
Are you familiar with the different types of orientation practices and their purposes?				
Are you comfortable with the rights and responsibilities of staff and volunteers in any volunteer management program?				
Do you understand the importance of proper training procedures?				
Are you knowledgeable about the levels of learning and learning styles?				
Are you familiar with different types of training programs and methods, and their most efficient applications?				
Utilizing Volunteers				
Are you capable of placing volunteers in positions that best match their skills and abilities?				
Are you comfortable delegating responsibility to volunteers and middle managers?				
Do you understand the diverse volunteer pool currently available and any special requirements for each group?				
Do you utilize episodic volunteers? <ul style="list-style-type: none"> • Volunteers with a stipend? • Teen volunteers? • Entire families as volunteers? • Senior volunteers? • Virtual volunteers? • College-aged volunteers? • Volunteers with disabilities? • Unemployed volunteers? • Volunteer middle managers? 				
Are you familiar with the special circumstances and implications associated with the volunteer groups listed above?				

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Recognizing Volunteers	Done!	Needs Work		Not Applicable
		Some	Much	
Do you understand the importance of volunteer recognition?				
Can you see the volunteer achievements and daily activities that deserve recognition?				
Are you comfortable with different recognition methods and practices?				
Do you understand the difference between formal and informal recognition and how to use each method?				
Do you understand and implement the eight principles of recognition?				
Evaluating Volunteers				
Do you understand the importance of evaluation for volunteers, staff and the whole program?				
Do you understand how to plan and execute an evaluation?				
Do you know how often evaluations should be conducted?				
Do you understand the scientific and mathematic concepts of collecting, analyzing, and interpreting results and their practical applications?				
Do you effectively present evaluation findings?				