

Volunteer Management Checklist

Please read each of the statements below and rate your organization as candidly as possible using a scale of 1 to 5:

- | | | |
|------------------------------------|---|------------------|
| Does not meet minimum requirements | 1 | (lowest rating) |
| Falls short of some requirements | 2 | |
| Meets all expectations | 3 | |
| Exceeds some expectations | 4 | |
| Exceeds all expectations | 5 | (highest rating) |

No	Statement	Rating
1	We have a well defined volunteer policy	
2	We have a volunteer co-ordinator who deals with volunteers	
3	We have a defined/formulated set of activities that volunteers can choose to undertake	
4	We conduct an induction / orientation programme for volunteers when they join	
5	We conduct ongoing training programmes for volunteers	
6	We have motivation tools in place for volunteers	
7	We have a system in place to monitor and evaluate volunteers	
	Overall Rating (Σ/n)	

For parameters which have been rated 3 and below, we recommend working on an improvement plan. The format given below lists out certain action steps that could be implemented for improvement. This is not an exhaustive list of solutions, but are meant to act as triggers to help you think of what could be applicable to your organization depending on the size of your organization and your strategic and annual plan, based on how you rate yourself currently. You may choose to add actions that could be totally unique to your organization, depending on the nature and scope of volunteering.

Volunteer Management Programme - Plan of Improvement

(1) Parameter to improve - Volunteer Policy

No	Action Step	By When	By Whom	Review Date
1	Document volunteer practices in a Volunteer Policy Manual			
2	Update manual on a regular basis			
3	Circulate / make manual accessible to all concerned			
4				

(2) Parameter to improve - Volunteer Co-ordinator

No	Action Step	By When	By Whom	Review Date
1	Designate one person to act as a single window for all volunteer contact			
2	Draw up job description for Volunteer Co-ordinator (VC)			
3	Have a system in place for regular co-ordination / liasoning between VC & other heads			

(3) Parameter to improve - Defined Set of Activities

No	Action Step	By When	By Whom	Review Date
1	Define diverse activites that volunteers can take up based on the organization's needs			
2	Define job specifications for each activity			
3	Draw up ideal volunteer profile for each activity			
4	Appoint a person in charge of each activity			

(4) Parameter to improve - Screening / Interview Process

No	Action Step	By When	By Whom	Review Date
1	Job descriptions to be worked out for each volunteer activity			
2	Design Tools for Screening Interview process			
3	Conduct interviews to discuss possible contributions from potential volunteers			
4	Process for documenting interview outcomes to be in place			
5				
6				

(5) Parameter to improve - Induction / Orientation / Training programmes

No	Action Step	By When	By Whom	Review Date
1	Develop induction programme which covers organisation information & job knowledge for each activity			
2	Have qualified people in place to induct new volunteers for each activity			
3	Induction programme to happen within ___ days of a volunteer signing up			
4	Training programmes to be updated regularly			
5	Training programmes are conducted at a minimum of every ___ months			
6				

(6) Parameter to improve - Motivation Tools

No	Action Step	By When	By Whom	Review Date
1	Have multiple tools in place to motivate volunteers			
	- get togethers			
	- mementoes			
	- recognition platforms (mention in newsletter, certificate of excellence etc)			
2				

(7) Parameter to improve - Monitoring System

No	Action Step	By When	By Whom	Review Date
1	System in place to document activities completed by a volunteer			
2	Design Exit interview form			
3	Update database of volunteers - activitiy wise, area wise			
4	Database to be updated regularly to weed out inactive volunteers			
5	Define and calculate monetary value of volunteers performing specific functions			
6				
7				