Volunteer Program Assessment

1. Big Picture
Check one:
___ I know what my program does and what we want to accomplish with volunteers
___ We want whatever we can get from volunteers
___ We know we’re supposed to want volunteers, so we do

Goal of our program: In a nutshell (2-3 sentences max) what function does your program/facility serve?

Goal of the volunteer program: Make a short statement about how volunteers fit in to that picture.

2. Volunteer Management

Approximately how many volunteers does your program involve?

Approximately how many hours of service per year?

Do some staff act as Volunteer Supervisors? Yes No Don’t know
How many?

Is there a Volunteer Program Manager? Yes No Don’t know
How many hours/week?

What is that persons actual job title?

What is that persons grade?

Are the duties related to volunteer management included in Performance Factors? Yes No Don’t know

3. Complexity: Please indicate if your program utilizes the types of volunteers below – and if so, give examples of the tasks or groups.

Program Volunteers: Y N DK
(list some job titles)

Episodic Volunteer: Y N DK
(list some tasks)

Community Groups or Organizations (Examples include Friends Groups, Beekeepers Association, MD Archeaological Society, etc) Y N DK
(List as many of these groups as you can)

Does the Department have any formal agreements with any of these groups? Y N DK
(If yes, which ones?)

Other: (explain)
4. Consider each element of volunteer management below. Provide a rating for how well you think your program is managing a given element from the perspective of five roles:
   a. Mgr=Facility/Program Manager
   b. VPM = Volunteer Program Manager
   c. VS= Volunteer Supervisor
   d. Staff
   e. Vols = Volunteers in your program

(Need s a rating tool – smiley faces/whatever to equate with a 1-5 system.

<table>
<thead>
<tr>
<th>Element of Volunteer Mgmnt</th>
<th>Mgr</th>
<th>VPM</th>
<th>VS</th>
<th>Staff</th>
<th>Vols</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs Assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer Job Development</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recruitment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interview</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Placement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orientation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervision</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer/Staff Relationships</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem Solving</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recognition</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evaluation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Record Keeping</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Roses & Thorns – In terms of the above elements of volunteer management, what three areas does your program do best? What are the three major barriers or problem areas that keep your program from volunteer nirvana?
   a. Best Elements
      1. 
      2. 
      3. 
   
   b. Most Challenging Elements
      1. 
      2. 
      3. 

Thank you, this information will help us to look at how volunteers are currently managed in our Department and associated attitudes towards that model.