

## 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 Archeological 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;
- Mgr=Facility/Program Manager
  - VPM = Volunteer Program Manager
  - VS= Volunteer Supervisor
  - Staff
  - Vols = Volunteers in your proram
- (Need s a rating tool – smiley faces/whatever to equate with a 1-5 system.)

Element of Volunteer Mgmnt	Mgr	VPM	VS	Staff	Vols
Needs Assessment					
Volunteer Job Development					
Recruitment					
Interview					
Screen					
Placement					
Orientation					
Training					
Supervision					
Volunteer/Staff Relationships					
Problem Solving					
Recognition					
Evaluation					
Record Keeping					
Budget					

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.