Orient, Onboard and Train Volunteer Process Summary
Process Owner: Volunteer Coordinator
Issue Date: August 23, 2017

PROCESS PURPOSE AND PRODUCTS *Why is it important that this process exists?*	• Initial orientation for all volunteers. This is a two-part process: general and role-specific (Candidate Support Coordinator and Faculty). Orientation includes mission, culture, facility and role. Volunteers are ready to execute their roles.
CUSTOMERS AND REQUIREMENTS *The names of the people who receive the products/services of the process and their requirements.*	• Volunteer: Achieve a high-quality onboarding by feeling appreciated, welcome, and equipped for the role. • Directors who need volunteers: Volunteers are ready to begin role-specific <u>training</u>.

PROCESS STEPS

Outline timing and involved people of key steps.

Key Steps	Frequency/Timing	Who
General Onboarding:		
• Schedule bi-weekly small group orientations	Every other Thursday evening	Dir of VC/CC
• Handout "welcome folder" with Volunteer Handbook and other attachments	Every other Thursday evening	Dir of VC/CC
• Send follow-up e-mail to ask about role, needs and questions and introduce to Dir of Ed		
• Schedule 1:1 or small group for role-specific orientation	Every other Thursday evening	Dir of VC/CC
• Identify volunteer goals	As needed	Dir of VC/CC
• Meet with the volunteer on the first day	As needed	Sponsors or directors who supervise volunteers
• Update the Volunteer Dashboard (orientation complete)	As needed	Dir of VC/CC
Candidate Support Coordinator:		
• Make arrangements to observe one or more coaching sessions with an experienced coach	As needed	
• Assign and meet with CSC sponsor	As needed	
• Formal assessment and qualification (ready to go)	As needed	
• Ongoing assignments made	As needed	
Faculty:		
• Make arrangements to observe one or more classes	As needed	
• Assign and meet with Faculty sponsor	As needed	
• Formal assessment and qualification (ready to go)	As needed	
• Ongoing assignments made	As needed	

TOOLS

Tools used to execute the process.

Orientation Checklist	Attach
Welcome Folder (with various docs)	
Volunteer Handbook	Attach

MEASURES *What measures are used to know if the process is performing and that customer requirements are being met?*	• Informal volunteer, Director feedback and Sponsor: Did the orientation meet your needs? Are the volunteers ready to do their role? Ask each role for a 1-10 rating.
ASSESSMENT OF SYSTEM PERFORMANCE *How is the process performing?*	• Yellow-green. It's pretty good but needs a disciplined, systematic approach. We're integrating the Sponsor role.
IMPROVEMENT PLAN *What is the plan to improve the effectiveness of the process?*	• Evaluation process. • Consider intern sending the follow-up e-mail. • Develop the web site to include all key docs needed by the volunteers, e.g. "what to expect on the first day". • Create an assessment/tracking form. • Consider a time measure: application to ready for role.