

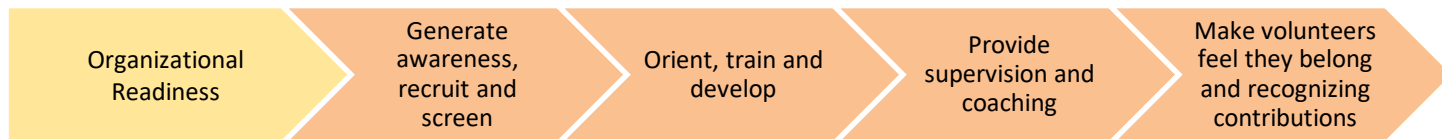
Volunteer Management Best Practices Overview

Last Update: December 12, 2022

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This document shares the framework for the Volunteer Management Best Practices tool. [Click here](#) to learn more. Contact me at tony.aloise@lifesolutions-network.org for the tool or to arrange a facilitated assessment.



Organizational Readiness:

The following are things you typically do once per year. They may be led by the Volunteer Coordinator but many people in the organization are probably involved. Use the [Volunteer Management Best Practices Tool](#) to do an assessment and identify priority activities.

- General planning, including organization design, volunteer vision development or renewal and goal setting.
- Recognize the need for and value the role of volunteers including board and staff readiness and resource allocation (money, facility).
- Define rules and expectations including developing policies and processes and associated record keeping.
- Establish effective volunteer management including staffing of a volunteer coordinator with a personal development plan.
- Create clear assignments including developing position descriptions, develop a [Volunteer Model](#).
- Reduce risk (client and program) including completion of a risk assessment.

The following are key operational processes and are probably in motion throughout the year. Consider developing [Process Summaries](#) for each.

Generate Awareness, Recruit & Screen:

- Develop a recruiting strategy, create awareness in the community through speaking events and media, review prospective volunteer's application, conduct interviews, complete an assessment and necessary background check and drug test, align skills and interest with needs, and approve or decline the prospect's application.

Orient, Train and Develop:

- Develop volunteers by providing an overall orientation to the organization and providing initial training and ongoing training. Consider developing a [Mentor Development Roadmap](#).

Provide Supervision & Coaching:

- Help volunteers be their best by supervising, scheduling, mentor/mentee matching, coaching, monitoring and closing of mentor/mentee relationships.

Make Volunteers Feel They Belong and Recognizing Contributions:

- Retain volunteers by communicating through e-mail and newsletters, encourage participation in planning, appreciate contribution through informal and formal "thank you's" (and release poor performing volunteers).