AGENCY REPRESENTATIVE_____

AGENCY NAME_____

DATE OF ASSESSMENT_____

VOLUNTEER PROGRAM INVENTORY

Instructions

In response to the statements on the next pages, determine if the listed process/system/asset exists in your organization.

- Check YES, if your organization has the item in place.
- Check NO, if you do not have the item in place.
- Check SOME WHAT, if you have the item in place, but it could use some work.
- Check DON'T KNOW, if you are not able to determine if the item exists.
- Check N/A (or Not Applicable), if the item is not needed.

If it does or does not, mark how much of a priority it is to be created or refined. If it is not a priority at all, select "N/A."

- 1 = top priority
- 5 = low priority

Why is this resource useful?

A volunteer program inventory helps you and your organization catalog the key components of your volunteer program. Completing the inventory will help you identify the processes, systems, and templates that you'd like to create as well as point out existing components in need of refinement. The ultimate goal is to produce new or refined assets that expand your organization's capacity to work with volunteers.

Item (Process/System/Asset)	Does this already exist in your organization?					Priority (if item needs to be created or refined) 1 = top priority/5 = low priority					
	Yes	**No**	**Some what**	**Don't Know**	**N/A**	**1**	**2**	**3**	**4**	**5**	**N/A**
Organizational Support											
Orientation for new paid staff about why and how volunteers are involved in the organizations' work											
Information related to volunteer involvement is shared with board members and other stakeholders at least twice annually											
Periodic needs assessment to determine how volunteers should be involved to address the mission											
Organizational budget reflects expenses related to volunteer involvement											
Periodic assessments of staff support for volunteers											
Staffing											
My organization has a designated person for overseeing the											

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Item (Process/System/Asset)	Does this already exist in your organization?					Priority (if item needs to be created or refined) 1 = top priority/5 = low priority					
	Yes	No	Some what	Don't Know	N/A	1	2	3	4	5	N/A
management of volunteers across the organization											
All volunteer roles have a designated supervisor											
Those supervising volunteers have the skills, training and time to effectively manage volunteers											
Policies and Procedures											
My organization has a comprehensive set of volunteer-specific policies and procedures											
These policies and procedures are reviewed and updated regularly											
These policies and procedures are communicated regularly to staff and											
Volunteer Handbook											
My organization has a volunteer handbook											

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Item (Process/System/Asset)	Does this already exist in your organization?					Priority (if item needs to be created or refined) 1 = top priority/5 = low priority					
	Yes	No	Some what	Don't Know	N/A	1	2	3	4	5	N/A
The handbook has been reviewed or updated in the last 12 months											
The handbook is provided to all volunteers											
All volunteer jobs have official job descriptions											
Volunteers are provided with a copy of their job description											
Recruitment											
My organization has a need for more volunteers											
My organization regularly assesses its needs for number and type of volunteers											
My organization actively recruits volunteers											

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Item (Process/System/Asset)	Does this already exist in your organization?					Priority (if item needs to be created or refined) 1 = top priority/5 = low priority					
	Yes	**No**	**Some what**	**Don't Know**	**N/A**	**1**	**2**	**3**	**4**	**5**	**N/A**
My organization has enough time and resources to spend on recruitment											
Screening/Interviewing											
My organization utilizes a standard screening process for volunteers											
My organization has a volunteer application											
My organization performs background checks on its volunteers											
My organization assesses volunteers skills and motivations for volunteering											
Orientation & Training											
All volunteers receive an orientation before they volunteer											

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Item (Process/System/Asset)	Does this already exist in your organization?					Priority (if item needs to be created or refined) 1 = top priority/5 = low priority					
	Yes	**No**	**Some what**	**Don't Know**	**N/A**	**1**	**2**	**3**	**4**	**5**	**N/A**
Volunteers are presented with policies and procedures before they volunteer											
Volunteers clearly understand what is expected of them prior to volunteering											
Volunteers are provided with ongoing opportunities for training and development											
Staff regularly assess volunteer performance and provide volunteers with feedback											
Data Management											
My organization utilizes a volunteer management system to track volunteer data											
My organization could benefit from a better program for managing volunteers											

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Item (Process/System/Asset)	Does this already exist in your organization?					Priority (if item needs to be created or refined) 1 = top priority/5 = low priority					
	Yes	**No**	**Some what**	**Don't Know**	**N/A**	**1**	**2**	**3**	**4**	**5**	**N/A**
Information about volunteer contact information, recent communications, hours, etc, is easily accessible											
The information we have about our program is up-to-date and accurate											
Volunteer Recognition											
My organization has consistent activities for recognizing volunteers											
All of the volunteers in my organization get recognized at least once annually											
Volunteer recognition is well-received or well-attended at my organization											
Program Evaluation											

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Item (Process/System/Asset)	Does this already exist in your organization?					Priority (if item needs to be created or refined) 1 = top priority/5 = low priority					
	Yes	No	Some what	Don't Know	N/A	1	2	3	4	5	N/A
The volunteer program at my organization has clear, measurable objectives											
My organization regularly assesses volunteer satisfaction through surveys or other formal feedback											
Leaders in my organization spend time reviewing metrics and deliverables											
Other											
Written mission statement about how volunteers support the work of the organization											
Inclusion of the volunteer program in the organizations strategic plan											

Adapted from McCurley, S., & Lynch, R. (2011). *Volunteer management: Mobilizing all the resources of the community* (3rd ed., Chapter 3, pp. 41–51). Plattsburgh, NY: InterPub Group.

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