A resource tool "bridging the gap from individuals to groups, getting past isolation, taking time to share stories, enjoy and take care of each other, and work together toward a better world." - Paul Born

COMMUNITY VOLUNTEER HANDBOOK

Hope and Area Volunteer Program

by Jodi McBride, Andrea Parker, & Lisa Sehn
Community Volunteer Handbook

HOPE & AREA VOLUNTEER PROGRAM

Prepared by
Jodi McBride, Andrea Parker, and Lisa Sehn
for the
Hope & Area Volunteer Program

with a special thanks to our funder, Fraser Health, partners and community members:

*Cover photos from left to right: iHomework youth creating safe LGBTQ2S spaces at Yale First Nation Band office; Fraser Canyon Hospital/Fraser Lodge at Brigade Days; Communities in Bloom putting up Christmas lights.

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Community Volunteer Handbook
Hope and Area Volunteer Program
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Introduction

Funded by Fraser Health, this Community Volunteer Handbook is part of Hope and Area Volunteer Program’s (HAVP) efforts to improve health and wellbeing in the District of Hope and Fraser Canyon, through volunteerism. It provides a general overview of volunteer management processes to create a vibrant volunteer program, ultimately building relationships and deepening community in Hope, BC and surrounding communities.

This handbook is intended as a compilation of information and practical resources to help you deepen community through your volunteer program. It includes infographics, templates and resources you can begin using immediately to strengthen organizational processes and systems, understand and engage volunteers, supervise and evaluate volunteer programs, and recognize and retain quality volunteers.

In *Deepening Community: Finding Joy Together in Chaotic Times*, Paul Born (2014) states, “Community is not automatic, and it is not automatically optimal...We cannot stand on the sidelines and just hope that things will work out. Instead we must find ways to bridge the gap from individuals to groups, getting past isolation, taking time to share stories, enjoy and take care of each other, and work together toward a better world.”

"We must nurture community by sharing our gifts [and] seeing the gifts of others"

-Beatty, 2011
Brainstorming Ideas

- How do your volunteer opportunities improve health and well-being?
Health Benefits of Volunteering

Volunteering is an important way to benefit organizations within community, and gain physical and psychological health benefits. Through volunteering people broaden their minds, and begin recognizing community and personal impacts of giving back.

Volunteering gives a sense of accomplishment, opportunity to socialize and make professional connections, and helps learn and develop skills. Such benefits help eliminate stress, depression, and anxiety, because when individuals recognize what they are capable of, they trigger reward centers in the brain making them happier. Further Carnegie Mellon University research shows “older adults who volunteer for at least 200 hours per year decrease their risk of hypertension, or high blood pressure, by 40 percent” (Rea, 2013, para. 2). Volunteering builds healthy communities, and healthy individuals.
Brainstorming Ideas
Hope Volunteers

Volunteer Services in Hope and Area

Hope and Area has over 50 charities, organizations, and groups who use volunteers to carry out their work and give back to the community. This includes nonprofits, registered charities, religious organizations, First Nations, and committees.

Hope, BC, has a service area of about 10,000 people, is located within the traditional territory of the Sto:lo people, and encompasses collective and First Nation communities including Chawathil First Nation, Union Bar Band, Skawahlook First Nation, Shxw’ow’hamel First Nation, Yale First Nation, Peters Band, Seabird Island Band, Popkum First Nation, and Cheam First Nation (Advantage Hope, 2016, p. 12). Also, surrounding communities include Boston Bar, Spuzzum, Dogwood Valley, and Sunshine Valley. Volunteer groups HAVP engaged with from 2017-2018 show the largest volunteer needs and opportunities lay with committees/other at 26%, followed by nonprofits (20%) and health/sports groups (17%).
Brainstorming Ideas

- What age group volunteers for your organization?
Who Volunteers?
According to VolunteerHub (2019), the age group who volunteers most is 40-64 year-olds, at 31%. Respectively, Hope and Area’s largest age demographic is 40-64 year-olds who make up 57% of the population. This is a great pool of volunteers and potential volunteers ready to be engaged!

Hope and Area volunteers and organizations have unique trends and gaps, such as:
- People look for group activities, but few organizations have capacity to offer them.
- Many people come with professional skills but are looking for volunteer tasks that are different from their work life.
- Organizations are expected to clearly define volunteer roles and boundaries, but many volunteers want flexibility to create their own opportunities.
- Many organizations want long-term commitment, but many volunteers are looking for short-term opportunities.
- Many organizations focus on what they need, but besides helping others, many volunteers come with their own goals to be met (Volunteer Canada, 2016).
Brainstorming Ideas

- What are some ways you can attract diverse generations to volunteer for your organization?
Engaging with Volunteers

All generations want to give back in some way by giving their support to a variety of causes. However, what giving back looks like is different for each generation. Below are snapshots of each generation and how to best engage volunteers from each demographic.

How to engage the Matures - Born 1945 and before:

- Ask them what they like to do, rather than assigning tasks.
- Provide frequent and consistent communication.
- Offer family volunteer opportunities as increased multi-generations are now living together.
- Accommodate physical needs, such as not too much standing or lifting heavy objects.

How to engage Baby Boomers – Born between 1946-1964:

- Use multi-channel promotion. Baby boomers now more than ever are finding information from varying sources, whether through word-of-mouth, direct mail, or online sources.
- Highlight benefits of volunteering such as health benefits, making a difference, social networking, learning new skills, and custom schedules.
- Let them know how their volunteerism has impact.
Brainstorming Ideas
How to engage Gen X – Born between 1965-1976:

- Create a list of 15-minute volunteer jobs (i.e. make phone calls, craft emails, update a website, promote organization on social media).
- Provide comfortable, flexible roles, schedules, and environment.
- Offer technology-centered tasks.
- Use positive language.

How to engage Millennials born between 1977-1995:

- Offer random acts of responsivity where they live. For example, turning lights off after 7:00pm to save energy.
- Offer avenues to develop and sharpen skills such as team building, problem solving and adaptability, to assist in professional development. For example, how to use social media content tools.
- Ask them to be your brand voice on social media or manage your social media content.
- Provide social volunteer opportunities such as worker bees.
Brainstorming Ideas
How to engage Gen Z – Born 1996 and after:

- Keep everything simple and concise.
- Tell your organization’s story.
- Leverage social media.
- Connect your cause with how it impacts them directly.
- Communicate through email, text, or Facebook.
Brainstorming Ideas

- In what ways can you demonstrate the Canadian Code for Volunteer Involvement to your volunteers and potential volunteers?
Canadian Code for Volunteer Involvement

The Canadian Code for Volunteer Involvement helps provide volunteers with opportunities within your organization. It then becomes responsibility of everyone in your organization to deliver these opportunities in a respectful, meaningful, and inclusive way. The Code provides a road map for your organization to acknowledge volunteers as an important resource and treat them fairly and responsibly. This is not about a law or policy; rather the Code recognizes and reflects changing realities of volunteer engagement and management practice, and supports work of those who manage and support volunteer involvement within an organization. It is designed to be inclusive and accessible to diverse people groups, cultures, communities, opportunities, and approaches.

Values

Volunteerism has a powerful impact on individuals, community organizations, and Hope and Area at large. Use these values and image (Appendix A) to engage with potential volunteers and start conversations:

- Volunteer involvement is fundamental to a healthy and democratic society.
- Volunteer involvement is vital for strong, inclusive and connected communities.
- Volunteer involvement builds capacity of organizations.
- Volunteer involvement is personal.
- Volunteering is about building relationships.

Guiding Principles

- Volunteers have rights. Charities and non-profits recognize volunteers are vital human resources and commit to appropriate infrastructure to support volunteer engagement (BC Human Rights Code, Personal Information Protection Act, and Criminal Records & Criminal Records Review Act, Appendix B).
- Volunteers have responsibilities. Volunteers make a commitment and are accountable to the organization (See Volunteer Agreement, Appendix C).

Organizational Standards

1. **Mission-based approach**: the organization acknowledges, articulates and supports the vital role of volunteers in achieving its purpose or mission. Volunteer roles are linked to organizational mission.

2. **Human resources**: volunteers are welcomed and treated as integral members of the organization, and are provided appropriate resources for volunteer involvement. Volunteers are viewed as staff with specific job roles (See Volunteer Job Description, Appendix D).
Brainstorming Ideas

- What areas of organizational standards are you excelling at? What areas need improvement?
3. **Infrastructure for volunteer involvement:** The organization adopts a policy framework and procedures, defining and supporting volunteer involvement, including designating a qualified volunteer support person.

4. **Evaluation:** tracking, measuring, and reporting on impact. The organization measures and evaluates volunteer effectiveness of supporting organizational mission. An evaluation process is in place to assess volunteers and their satisfaction. Standardized documents and record keeping procedures align with current legislation (Appendix B).

5. **Volunteer engagement:** volunteer recruitment uses a broad range of strategies to reach diverse volunteers. Volunteer roles align with organizational mission and involve volunteers in meaningful ways reflecting their skills, interests, needs, and background. Volunteers receive training specific to their role and needs (See pages 9-11).

6. **Risk management:** Risk management policies and procedures are in place to assess, manage, or mitigate risks to volunteers, clients, or others participating in a volunteer-led program (See Volunteer Agreement, Appendix C).

7. **Screening:** the organization has a transparent, clearly communicated screening process which is consistently applied organization-wide (See Interview Qs and Volunteer Application, Appendix E-F).

8. **Support and supervision:** volunteers are supported and supervised appropriately, and given frequent opportunity to provide feedback (See Volunteer Satisfaction Questionnaire, Appendix G-H).

9. **Recognition:** volunteer contributions will be recognized formally and informally, within the organization, and communicated to volunteers (See pages 18-19).
Brainstorming Ideas

- How do you currently recruit and retain volunteers? How can you engage HAVP to help your volunteer needs?
Volunteer Recruitment & Screening

Recruitment
Volunteer recruitment is the first step in building a strong, consistent volunteer base and strengthen organizational impact. “The quality of your volunteer recruiting program will determine the scope and impact of your organization, so it’s important to have the highest quality recruiting program possible” (Levinson, Adkins, & Forbes, 2010). In a small community it’s easy to rely on word of mouth for volunteer recruitment, but when combined with other strategies, your volunteer base can grow into a vibrant group of supporters.

Recruitment strategies must be carefully planned and clearly, consistently communicated, ensuring you are recruiting the right volunteers. Follow these steps to recruit volunteers who best meet your needs.

Identify your organization’s mission, vision, and values:
Having a clear mission, vision, and values is critical in identifying how volunteers fit in with your organization. Your mission statement identifies the scope of your organization’s operations and reflects its values and priorities. It helps you make consistent decisions, motivate others, build organizational unity, integrate objectives with goals, and enhance communication. It can help you market your organization by succinctly describing its culture and purpose (Empowering America’s Grassroots, 2005, p.1-1, 1-2).

Use Hope & Area Volunteer Program to Recruit Volunteers
Your Community Volunteer Coordinator
The Hope and Area Volunteer Program (HAVP) was created to improve health and well-being of Hope and Area, by partnering with organizations to engage volunteers and support organizations who use volunteers. HAVP’s Community Volunteer Coordinator helps reduce duplication of volunteer recruitment efforts by recruiting and placing volunteers with suitable organizations.

How it works:

a) The Community Volunteer Coordinator eases the burden of recruitment by maintaining and developing a Volunteer Pool of people interested in community volunteer opportunities.
Brainstorming Ideas

- How do you welcome newcomers to Hope and Area? How can you set up a process to refer newcomers to the Welcome Program?
b) The Community Volunteer Coordinator connects with organizations to inquire about their ongoing volunteer needs. Organizations reach out to and update the Community Volunteer Coordinator as their liaison for changing/ongoing needs. For example, one time volunteer needs for special events.

c) The Community Volunteer Coordinator refers individuals to specific organizations or volunteer roles.

d) Each organization trains volunteers according to their specific needs.

e) Each organization follows regulations by conducting and keeping on record Criminal Record Checks.

f) The Community Volunteer Coordinator and organizations maintain open communication to stay current on success of referrals and needs.

Welcome Program
The Welcome Program laisses with businesses and service providers to collate important information into a Welcome Pack. Newcomers to Hope and Area receive a Welcome Pack with information such as coupons, maps, gift certificates, swag, etc... and are connected with the Community Volunteer Coordinator. Anyone is able to refer newcomers to the coordinator to receive their Welcome Pack. The Welcome Program helps reach new community members and connect them with local resources, attractions, and volunteer opportunities. Many newcomers are eager to volunteer and the Welcome Program helps them find their place in the community, build support networks, and become active, involved community members.
Brainstorming Ideas

- What are your current volunteer screening practices? How can these 10 steps strengthen your processes?
Screening:
For volunteer screening best practices, follow this easy to use *10 Steps of Screening* by Volunteer Canada (2016).

The Importance of Screening
Screening practices are ongoing and go beyond the selection process. Screening promotes better volunteer matching, improved quality and safety of programs and reduced risks and liability.

The 10 steps of screening give clear guidelines for developing screening policies and practices.

10 Steps of Screening

1. **Assessment**
   Identify and assess the risks and essential components of each program and related positions.

2. **Position - Assignment**
   Write meaningful, complete and accurate position descriptions.

3. **Recruitment**
   Develop fair and consistent selection systems and include key information about the organization and position in promotional materials.

4. **Application Forms**
   Request standard information about the applicant and specific information related to the position.

5. **Interview**
   Develop specific questions and a consistent interview format for each position, with accurate and objective written records.

6. **References**
   Check references in accordance with pre-determined position requirements and comply with legislation.

7. **Police Checks**
   Assess the risks associated with the position to determine whether or not a Police Check is required. Review information from a Police Check report as it relates to the requirements of the volunteer assignment. Request a Vulnerable Sector Check, when appropriate, and in accordance with relevant legislation.

8. **Orientation and Training**
   Provide clear information about the mission, values and policies of the organization and the specific tasks, procedures and scope of the position.

9. **Support and Supervision**
   Provide appropriate support and supervision and offer volunteers the ability to give and receive feedback.

10. **Follow-up and Feedback**
    Proactively seek feedback from program participants, clients, patients and family members.

The 2012 Edition of the Screening Handbook provides clear guidelines for developing screening policies and practices that reflect an organization’s commitment to safe and meaningful volunteer engagement.

For more information, contact:
info@volunteer.ca.
Brainstorming Ideas

• Which of the in-house tips for retention and recognition can you start applying immediately? Which can you make plans to begin applying in 6 months to a year?
Volunteer Retention and Recognition

How HAVP Retains and Recognizes Volunteers
HAVP retains and recognizes volunteers through frequent communication, follow ups, and community-wide appreciation events. HAVP coordinates and hosts multiple events throughout the year to acknowledge, encourage, and inspire volunteers, showing appreciation for their community-mindedness. Events bring together volunteers from different organizations, providing opportunity to meet each other and share experiences, as they often work in silos. We encourage service providers to attend and invite their volunteers to join them.

In-house Tips for Retention and Recognition
Use these tips and resources to do in-house volunteer care:

1. Place volunteers correctly. These individuals are volunteering for your organization because they feel your cause or purpose fits with their life and values.
2. Show volunteers their results. Provide stories or data to show them the impact they have.
3. Give volunteer options. Promote other volunteer opportunities to reduce boredom.
4. Keep in touch. Know how your volunteers prefer to be contacted.
5. Ask volunteers to provide feedback.
6. Connect/engage with volunteers on social media.
7. Get to know volunteers on a personal level, acknowledging them as individuals.
8. Thank volunteers and make them feel appreciated.
9. Hold volunteer appreciation events, at least annually, and be sure to personally invite each volunteer.
10. Highlight volunteer achievements monthly in your newsletters, group emails, print media, and social media.
Brainstorming Ideas

- What are some fun ways you can recognize volunteers?
Volunteer Recognition Resources

Follow us on Pinterest for fun, inexpensive ways to recognize and encourage your volunteers.

Follow us on Pinterest @readrightsgociety

Volunteer Appreciation Board

Here is a glimpse of ideas you will find.
Brainstorming Ideas
We hope this manual provides useful information and practical tools to strengthen your volunteer management processes, creating a flourishing, vibrant community of volunteers. Please use the information, infographics, templates, and resources in this manual to support your work.

For further support and to connect with the Community Volunteer Coordinator, call or email:

Email: volunteer@readrightssociety.com

Phone: 604-206-8013

We sincerely hope HAVP and this resource are a tool “bridging the gap from individuals to groups, getting past isolation, taking time to share stories, enjoy and take care of each other, and work together toward a better world” (Born, 2014).

*Volunteers are the Gems of Hope*
References


**Images Credits**

Hope, B.C. aerial view: http://www.britishcolumbia.ca

Eagle carving overlooking the Fraser River: http://www.hopebc.ca

‘Volunteers Build Resilient Communities’ graphic: http://www.volunteer.ca
Appendix A: The Value of Volunteering
Appendix B: Legislation

BC Human Rights Code
The Code’s purpose is to make sure people can participate equally in economic, social, political and cultural life of British Columbia. The Code does this by forbidding discrimination based on certain personal characteristics in areas of daily life. For more information and to read the Code, visit the BC Human Rights Tribunal:  [http://www.bchrt.bc.ca/human-rights-duties/index.htm](http://www.bchrt.bc.ca/human-rights-duties/index.htm)

Personal Information Protection Act (PIPA)
The Personal Information Protection Act (PIPA) is an Act about privacy in the private sector. PIPA describes how all private sector organizations must handle personal information of its employees and the public (your customers) and creates common-sense rules about collecting, using and disclosing personal information. To read PIPA in full, visit: [http://www.bclaws.ca/civix/document/id/complete/statreg/03063_01](http://www.bclaws.ca/civix/document/id/complete/statreg/03063_01)

Criminal Records & Criminal Records Review Act
The Criminal Records Review Act ensures people who work with or may have potential for unsupervised access to children or vulnerable adults undergo a criminal record check by the Criminal Records Review Program (CRRP). For more information about CRRP visit: [https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check](https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check)
Appendix C: Volunteer Agreement

Volunteer Agreement:
A volunteer agreement is the foundation of the working relationship between an organization and its volunteers. A volunteer agreement clarifies expectations of both parties in relation to length of time commitment, confidentiality, attendance at training, and adherence to the organizational policies and procedures. Below (page 19) is a sample volunteer agreement, which can be adapted to suit the needs of your organization.
Volunteer Agreement

This Volunteer Agreement demonstrates how we value our volunteers. We want to assure you we appreciate your contribution to our organization. We are dedicated to ensuring you have a quality volunteer experience which is both productive and rewarding.

We agree to accept the volunteering services of:
(Name)_______________________ beginning on________________ and ending on ________________.
The volunteer agrees to volunteer for_______ hours on the following days:
☐ Monday  ☐ Tuesday  ☐ Wednesday  ☐ Thursday  ☐ Friday  ☐ Saturday  ☐ Sunday

The volunteer role is: __________________________________________________________________.
The volunteer will be supervised by____________________________________________________.

Organisation commits to the following:

- To provide adequate information and training so you may meet expectations as described in your volunteer role description.
- To allow for a six-week trial period.
- To explain what is required of you and to support and provide encouragement to help you achieve the desired results.
- To assign you with a named supervisor who will provide you with regular support and supervision meetings and act as a ‘go to’ person.
- To treat you with respect and courtesy at all times.
- To be receptive to any comments and feedback from all our volunteers.
- To value and recognize our volunteers as a significant resource in achieving the goals of our organization.

Volunteer commits to the following:

- To fulfill my role as outlined in the attached volunteer role description.
- To perform my volunteer role to the best of my ability.
- To follow the organization’s policies and procedures.
- To meet time and task commitments and provide sufficient notice when not available.
- To act in a way that is in line with the aims and objectives of the organization and enhances work of the organization. The volunteer is aware any incident of intoxication, theft, privacy violation, or any other danger to client/staff/volunteers will result in immediate termination of the volunteer’s role.

Agreed to by:
Organization’s Signature________________________________________________      Date __________
Volunteer Signature____________________________________________________     Date __________

This volunteer agreement is binding in honour only, and is not intended to be a legally binding contract between the volunteer and organization. Neither party intends any employment relationship to be created now or at any time in the future. This agreement may be canceled at any time at discretion of either party.
Appendix D: Volunteer Job Description Sample (Fritz, 2018)

**Job Title: Day Chair**

**Purpose:** The Day Chair serves as the receptionist for the Charles County Agency on Aging, supporting the Agency's mission of supporting the elderly population of Charles County. The Day Chair represents the agency to members of the public who visit its offices Monday, Weds, and Friday from 9 a.m. - 4 p.m.

**Location:** The Day Chair works in the public reception area of the agency's central office at 567 N. Oak St in Tulsa, OK.

**Key Responsibilities:**

- The Day Chair answers the phone and directs calls.
- Greets guests and directs them to other offices or locations.
- Answers questions about the agency and provides forms when necessary.
- Prints out a list of activities that take place that day at the agency's offices and satellite locations.
- Makes reminder phone calls to other volunteers who are assigned to projects for the following day.
- Opens the mail and distributes it.
- Enters donations received by mail in the database.
- Proofreads brochure copy when time allows.
- Aids in the preparation of bulk mailings.
- Prepares correspondence as needed.
- Other duties as assigned.
- Reports to Assistant Director of the Charles County Agency on Aging.

**The Length of Appointment:** The Day Chair serves one day per week for three months. After three months, the Day Chair may be reappointed for another three months at the discretion of the supervisor. After six months, the person who serves as Day Chair may rotate to another position within the agency.

**Time Commitment:** One day per week (M, W, or F) for six hours (9-12 am and 1-4 pm), for a minimum of three months.

**Qualifications:** Basic knowledge of computer and data entry. Pleasant manner, patience, problem-solving ability, dependability.

**Support:** Training for this position will be provided. Also, the Assistant Director will be available for questions and assistance.

**Age Requirement:** None

**Dress Code:** Business Casual

**Other categories you might want to include in a volunteer position description are:**
Certifications/licenses required, such as CPR Certification or a Commercial Drivers License. Development opportunities, such as training and promotion to other positions. Security checks required, such as criminal history check or fingerprint check. Benefits, such as a certificate of service, free parking, or tuition remission.
Volunteer Job Description Template

Job Title: ________________________________

Purpose:
____________________________________________________________________________________
____________________________________________________________________________________

Location: ________________________________

Key Responsibilities:
____________________________________________________________________________________
____________________________________________________________________________________

Reports to: ______________________________

Length of Appointment: ____________________

Time Commitment: ________________________

Qualifications:
____________________________________________________________________________________
____________________________________________________________________________________

Support: _________________________________

Age Requirement: _________________________

Dress Code: ______________________________

Other:
____________________________________________________________________________________
____________________________________________________________________________________
Appendix E: Volunteer Interview Questions

General Questions
- Why do you want to be a volunteer in our organization?
- Tell me about your current and past volunteer experiences.
- What have you enjoyed most about previous volunteer positions?
- How much time would you like to volunteer?

Leadership Skills
- What skills and qualifications do you have that will help you in this position?
- Describe a leadership role you have held.
- What did you like about serving in a leadership role?
- What did you dislike?
- Describe how children/other adults would view you as a role model.
- What kind of rewards do you need to stay motivated?
- How do you like to be recognized?

Human Relations Skills
- What kind of people do you most enjoy working with?
- Describe a time when you've been involved in a conflict with another individual or group.
- How did you handle the situation?
- How do you feel about working with people different from yourself? What did you learn? (i.e. different racial/ethnic backgrounds, developmentally disabled, different socio-economic backgrounds, different sexual orientation, etc.)

Organizational Skills
- Describe a typical day for yourself.
- Describe a particularly busy day.
- What record keeping experience have you had?
- Are you willing to attend orientation/training sessions to assist in your volunteer role?

Adaptability
- Describe a situation in which you did not get your way or when you did not agree with a decision made. How did you handle it? What was your reaction?
- Describe a particularly stressful situation in which you have been involved. How did you handle this? What made it stressful?

Dependability
- Describe one project/activity for which you had total responsibility from the beginning to the end.
- How do you handle a situation when you know that you are unable to complete an assignment or commitment?
- Do you have available transportation if needed?

Communication
- How comfortable do you feel speaking in front of a group?
- What, in your opinion, makes a good listener?
Appendix F: Sample Volunteer Application

Application Date ______________
Volunteer Position Sought _______________________________________________________
Name ________________________________________________________________________
Home Address __________________________________________________________________
Work Phone ___________________ Cell Phone _____________________________________

EDUCATION
Highest Level of Education _______________________________________________________

EMPLOYMENT
Current Employer, if applicable:
Position/Title __________________________________________________________________
Address _______________________________________________________________________
Would you like us to keep your employer informed of your volunteer service and achievement?  No/Yes

SKILLS & EXPERIENCE
Special training, skills, hobbies _____________________________________________________
Groups, clubs, organizational membership’s ________________________________________
Please describe your prior volunteer experience (include organization names and dates of service)
______________________________________________________________________________
______________________________________________________________________________
What experiences have you had that may prepare you to work as a volunteer in the field of
_______________________________ (insert field)?
______________________________________________________________________________
______________________________________________________________________________
Why do you want to volunteer? [Or, what do you want to gain from this volunteer experience?]
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
Have you ever been convicted of a crime? [If yes, please explain the nature of the crime and the date of
the conviction and disposition.] Conviction of a crime is not an automatic disqualification for volunteer
work.
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
Do you have a driver’s license? No / Yes
Do you have car insurance? No / Yes
Do you have a car available for transporting others? No / Yes
LANGUAGES SPOKEN ________________________________________________

EMERGENCY CONTACT
Name: ___________________________________________________________
Relationship to you: _______________________________________________
Phone 1: ____________________________ Phone 2: _________________________

AVAILABILITY
☐ Week Days ☐ Weekends ☐ Morning
☐ Afternoon ☐ Evenings ☐ Special Events

Days of week: _____________________________________________________

Where did you hear about this program? _______________________________

REFERENCES
Please list three people who know you well and can attest to your character, skills, and dependability. Include your current or last employer.

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<th>Name/Organization</th>
<th>Relationship to you</th>
<th>Length of relationship</th>
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Please read the following carefully before signing this application:
I understand that this is an application for and not a commitment or promise of volunteer opportunity. I certify that I have and will provide information throughout the selection process, including on this application for a volunteer position and in interviews with [Name of Nonprofit] that is true, correct and complete to the best of my knowledge. I certify that I have and will answer all questions to the best of my ability and that I have not and will not withhold any information that would unfavorably affect my application for a volunteer position. I understand that information contained on my application will be verified by [Name of Nonprofit]. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a volunteer position with [Name of Nonprofit] or my termination as a volunteer.

Signature ____________________________ Date ______________________
Appendix G: Volunteer Satisfaction Survey

Volunteer Satisfaction Survey

Volunteer: ________________________________  Position: ________________________________  Date: ____________

About your volunteer role (short answer)

1. Briefly describe what you enjoy MOST about your volunteer role:
   ________________________________________________________________________________
   ________________________________________________________________________________
   ________________________________________________________________________________

2. Briefly describe what you enjoy LEAST about your volunteer role:
   ________________________________________________________________________________
   ________________________________________________________________________________
   ________________________________________________________________________________

3. Please make any suggestions you have to improve your overall satisfaction with your volunteer role:
   ________________________________________________________________________________
   ________________________________________________________________________________
   ________________________________________________________________________________

About your volunteer experience (multiple choice)

Do you feel supported/satisfied in your volunteer role?

• Yes, very satisfied
• Somewhat satisfied
• No, not satisfied

Does your volunteer supervisor follow up with you on a regular basis to give you feedback?

• Yes, all the time
• Sometimes, but not consistently
• No, not enough

Are you given the resources necessary to do your volunteer role effectively?

• Yes, all the time
• Sometimes, but not consistently
• No, not enough

Did you/do you receive enough or on going training for your volunteer role?

• Yes, all the time
• Sometimes, but not consistently
• No, not enough
Does your volunteer supervisor encourage or motivate you?

- Yes, all the time
- Sometimes, but not consistently
- No, not enough

Do you or have you received praise, tokens, or gifts for volunteer appreciation?

- Yes, all the time
- Sometimes, but not consistently
- No, not enough

Please provide any additional comments or feedback:

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
Appendix H: Volunteer Satisfaction Survey—Anonymous

Volunteer Satisfaction Survey – Anonymous

Date: ______________________

Please help us improve our Volunteer Program by completing this short survey. Your feedback is very valuable to us, as we strive to make our volunteer program as successful as possible, while supporting our volunteers and the community.

Do you feel supported/satisfied in your volunteer role?
- Yes, very satisfied
- Somewhat satisfied
- No, not satisfied

Does your volunteer supervisor follow up with you on a regular basis to give you feedback?
- Yes, all the time
- Sometimes, but not consistently
- No, not enough

Are you given the resources necessary to do your volunteer role effectively?
- Yes, all the time
- Sometimes, but not consistently
- No, not enough

Does your volunteer supervisor encourage and/or motivate you within your volunteer role?
- Yes, all the time
- Sometimes, but not consistently
- No, not enough

Do you/have you received praise, awards, token, gifts, or otherwise, for volunteer appreciation?
- Yes, all the time
- Sometimes, but not consistently
- No, not enough

The time you spend volunteering with our organization is:
- Too much (you feel over worked/overwhelmed)
- Just right (you are doing what you like most, and it works within your schedule)
- Not enough (you’d like to take on more or new opportunities within our organization)
Please provide any additional comments or feedback (if you wish):

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