

Indicators	Yes Partially No	Action(s) Needed
Volunteer Administration		
Volunteer Management is supported at all levels of the organization and is reflected in strategic and tactical plans, budget, ways of work, etc.		
The organization has planned for the resources that will be necessary to support volunteers.		
The organization has developed and implemented volunteer policies, a risk management plan and reviews periodically.		
Pre-recruitment		
New volunteer positions have been developed to attract volunteers from diverse populations groups currently underrepresented – race, ethnicity, age, religion, class, etc.		
Flexibility has been built into volunteer positions as a means of accommodating different skills and schedules.		
Volunteer assignments are identified, designed and can be completed in 2-3 hour blocks of time		
Recruitment		
There is a specific plan for targeted recruitment based on where the organization will likely find candidates and volunteer job descriptions and needs.		
Resources are available to support marketing and public relations campaigns that enhance volunteering and the organizations image in the community, (Includes technology such as websites, blogs and social media)		
There is a clear understanding of why people want to volunteer. The organization is prepared to accept applications and welcome perspective volunteers		
Selection and Placement		
There is a clear leader within the organization that is responsible for coordinating and staffing volunteer programs.		
There is a screening and selection process in place to aid in matching new volunteers to appropriate positions.		
Volunteers are placed in positions that match her or his talents, skills and time commitments.		

Volunteers participate in an orientation that provides them with an understanding of policies, procedures, rights and responsibilities.		
Start-up and in-service training is available for volunteers		
Positive volunteer/employee relationships are nurtured and problems are dealt with quickly		
Supervision and Mentoring		
Supervision is provided to all volunteers to provide support, communication and accountability.		
Supervisors/mentors call and check in with volunteers periodically to make sure the volunteer tasks are handled well, there are no questions or concerns and resources and help are available.		
Recognition		
A system is in place for recognizing volunteer time, involvement and achievements.		
Records are kept on what volunteers are doing and the results are reported and shared with volunteers, administration, community and funding sources.		
Volunteers receive formal and informal recognition for their contributions.		
A system is in place for volunteers to provide feedback regarding practices, policies and work processes.		