VOLUNTEER MANAGEMENT ASSESSMENT

PLEASE TAKE A FEW MINUTES TO CONSIDER THE FOUNDATIONAL ELEMENTS OF YOUR VOLUNTEER PROGRAM USING THE FOLLOWING INFORMAL RATINGS.

✓Check the items that are running smoothly. These should be no-to-low risk items.

? Put a question mark beside items that need some improvement and may have moderate risk.

X Put X next to the items that need immediate attention due to cost or risk.

!! Place two exclamation marks by the items that have extremely high risk.

Position Descriptions

_____Do you have well-defined volunteer position descriptions based on actual event needs?

_____Do you provide position descriptions to volunteers in advance of registration?

_____Do your position descriptions include shift times and specific locations?

_____Do you specify any financial cost to the volunteer? Parking? Food?

_____Do you provide realistic expectations? High traffic zone? Nonstop busy? Slow periods? Solitary? Lift 15 pounds? Sitting the entire time? Exposed to sun, rain, snow? Stressful environment?

_____Does the position require a skill? A security or background check? A valid driver's license? A beverage server's certification? Computer experience?

_____Does the volunteer opportunity have restrictions? A minimum age? Experience? Must be selected? Approved by a team leader?

_____If you allow youth volunteers, do you clearly establish adult oversight requirements?

Communications & Technology

_____Does your organization have updated volunteer databases and automated communications tools that allow for alternate staff to step in if your volunteer manage would become unavailable or incapacitated?

_____Does your registration process allow volunteers to select their own positions and specific shift times?

_____Does your volunteer manager have the capacity to instantly email all volunteers with routine changes or crisis messages?

_____Does your volunteer manager have the capability to build reports that inform decisions (e.g. specific shift or position shortages) and support logistical needs (e.g. shirt orders, food needs)?

_____Does your volunteer manager have the capability to electronically track attendance? Do you know who attended training? Who completed all of their volunteer shifts? Who collected an event ticket or other benefits but did not work their shifts?

_____Do you electronically block the volunteers who are disruptive, dangerous and/or do not complete their commitments?

Volunteer Training and Expectations

_____Does your organization supply a volunteer handbook with standard operating procedures, policies, dress code, site and emergency protocols?

_____Does your volunteer training program set the stage for a positive and engaging volunteer experience?

_____Do your managers, team leaders or committee chairs review position responsibilities with volunteers prior to the operation?

_____Does your organization have a vetting process to ensure each volunteer is capable of executing their position requirements?

_____Prior to the operation, do your volunteers receive a site walk-through to become familiar with their work environment?

_____Do your volunteers receive a complete operation overview? All activities? Sponsor awareness? Venue familiarity?

_____During training does your leadership, preferably the Board President or Executive Director, communicate how important volunteers are to the success of the operation?

Risk Controls

_____Do your volunteers' position descriptions clearly identify requirements and risk? During volunteer training do you identify facility-related risks?

_____Do your volunteer waivers specify the volunteer's responsibilities? Has your attorney reviewed your waiver within the past two years?

_____Does your operation or organization's insurance provide financial protection for the event management organization if a worst case volunteer liability scenario occurs despite precautionary measures?

_____Do your volunteer waivers encourage volunteers to take responsibility for their actions? Does the waiver discourage volunteers from taking risks that put the volunteer, or the organization, in a dangerous or irresponsible position? Does the waiver protect the event rights owner, the event management team, sponsors and any affiliated organizations?

_____Is the physical signing of a waiver mandatory before volunteers work a single event activity? What is the process for physical retention of these documents? How are they accessed by management if there is an accident?

_____If you use an online waiver as part of your volunteer registration process, will the online waiver acceptance hold up in your state court?

_____If volunteers drive operation, organization or personal vehicles as part of their event duties, do you verify driver's licenses and personal auto insurance? Does your operation or organization's insurance cover volunteer drivers?

_____Are your volunteers properly trained and licensed if they are serving alcohol or supporting gaming operations?

_____Has your insurance company reviewed your volunteer policies, handbook and waiver to ensure that requirements are met?

_____Do you require security and background screening for volunteers who are supervising children, have access to VIPs, are in contact with personal data or work in sensitive locations?

Evaluation

_____Do you allow for anonymous feedback with specific questions and open comments? Do you ask volunteers for recommendations to improve your operations?

_____Do you conduct a wrap-up session with your volunteer team leaders or committee chairs annually and/or within a short time following the operation to evaluate what went well and what did not?

_____Do you evaluate the actual number of volunteers that are required for each position and shift? Do you challenge team leaders to look for efficiencies that make the best use of volunteer time and energies? Do you have too many or too few volunteers?

_____Do you evaluate the most common volunteer management problem areas? Communications? Registration process? Onsite coordination? Training? Position descriptions?