

Self Assessment

Instructions –

Please place a checkmark in the column that best represents what you currently have in your volunteer program. Remember to consider all your volunteers including volunteer board members.

A = We have or do this consistently.

B = We have or do this but need to improve.

C = We do not have or do this.

Recruitment	A	B	C
1. We have written job descriptions for each volunteer position in the chapter/association.			
2. We have a recruitment plan that we actively follow on an on-going basis, as needed.			
3. We have a specific methodology for screening volunteers prior to accepting them into a position or committee.			
4. We have an interview process with each prospective volunteer.			
5. We tell volunteers a realistic time commitment and then try not to exceed that.			
6. We make sure the volunteers clearly understand their roles and responsibilities.			
7. We place volunteers in positions initially contingent upon evaluation of performance and they know that from the beginning.			
8. We provide orientation for new volunteers to help them understand how the volunteer efforts impact the work of the chapter.			
9. We utilize our current volunteers to help us in recruiting additional volunteers, when needed.			

Retention	A	B	C
10. We have written policies and procedures outlining our volunteer program.			
11. We ensure that volunteers are highly valued and understood in our chapter and association by our relationships with paid staff and leadership.			
12. We regularly survey our volunteers to get their feedback on the work they are doing.			
13. We regularly survey paid staff to get their feedback on working with volunteers.			
14. We regularly survey the membership to get their feedback on the way we utilize volunteers.			
15. We invite volunteers to be a part of the planning process for the chapter/association.			

- A** = We have or do this consistently.
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Retention (continued)	A	B	C
16. We provide sufficient training initially for volunteers to perform their job to the best of their ability.			
17. We provide opportunities for growth through additional or advanced training opportunities and/or coaching.			
18. We have a process to grow leaders for the chapter/association from our volunteers.			
19. We encourage volunteers to increase their skills by giving them specific, regular feedback.			
20. We keep comprehensive records of the participation of our volunteers; what training they receive, the types of work they are doing, their evaluations, their possible future interests, etc.			
21. We have evaluated the risks of the different volunteer positions and as a result have incorporated policies and additional training, supervision and evaluation. (risk management)			

Recognition	A	B	C
22. We ask our volunteers what would be appropriate recognition for them.			
23. We have planned, formal recognition on a regular basis.			
24. We take the opportunity to regularly and informally thank each volunteer.			
25. We encourage leaders to recognize volunteers working with them.			
26. We make sure that what the volunteers want out of the experience, they get.			
27. Volunteers clearly understand the impact they have on our chapter/association's mission and vision.			

Date: _____ Signed: _____

Look through the elements that you rated with C. If that is something your program needs that is where to start writing action steps to put it into place. Then look at the B's and write some action steps to improve those.

You can use this assessment each year in evaluating the volunteer program for your organization.

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