

Essential Volunteer Management Practices

According to national research, a set of essential volunteer management practices relate directly to the ability of a program to retain volunteers. These are highlighted in gray in the table below. The reports from Maine programs indicate that not only does use of these practices vary widely but also the consistency with which an individual practice is implemented fluctuates considerably.

From *Enhancing the Capacity of Maine's Volunteer Sector, Status Report, and Strategic Plan 2010-2013*.

<i>Please indicate the degree to which these practices are part of your routine program operation.</i>	Never	Sometimes	Always
There is a written policy or statement on volunteer involvement			
Volunteer involvement is linked to organizational or program outcomes or strategic plan			
New paid staff are oriented about why and how volunteers are involved in the organization's work			
Designated manager/leader for overseeing management of volunteers agency-wide			
There is a periodic needs assessment to determine how volunteers should be involved in agency activities			
There are written role descriptions for each type of volunteer assignment			
There are written policies and procedures for operation of the volunteer program and involvement of volunteers			
The organizational budget shows expenses for the volunteer program			
Periodically, the risks associated with volunteer assignments and involvement are assessed			
Liability coverage extends to volunteers			
There is a volunteer recruitment plan with specific strategies for outreach			
Standardized screening and matching procedures for determining appropriate placement of volunteers			
Consistent general orientation for new volunteers			
Consistent training for new volunteers regarding specific duties and responsibilities			
There are designated supervisors for all volunteer roles			
Periodic assessments of volunteer performance			
Periodic assessments of staff support for volunteers			
Consistent activities for recognizing volunteer contributions			
Consistent activities for recognizing staff support for volunteers			
There is a record keeping system that regularly collects data (numerical and anecdotal) about volunteer involvement			
Information about volunteer results and issues are shared with board members and other stakeholders at least twice annually			
Volunteer manager is included in organizational planning			