Volunteer Task Identification

Task analysis can be very helpful in selecting, training, and accommodating individuals with disabilities, as well as improving the overall efficiency of a community service program. This analysis should be done in accordance with the ADA's requirements.

The first step is to make a list of the tasks. Answer the following questions about each task:

1. How is the task performed?
2. What methods, techniques, and tools are used?
3. How often is the task performed?
4. Are less frequently performed tasks as important to program success as those done more frequently?
5. How much time is allotted to perform the task? Is a consistent pace required?
6. Why is the task performed?
7. How is success measured?...on a process basis?...on an outcome basis?
8. What happens if the task is done wrong?
9. What aptitudes are necessary? (Aptitude refers to the potential to learn and accomplish skill.)
10. What knowledge is necessary? (Knowledge refers to the level of general or technical information.)
11. What skills are necessary? (Skills refer to the applied ability through training required.)
12. How much physical exertion (i.e., lifting, standing, bending, reaching, twisting, crawling, etc.) is required?
13. What happens if the task is not completed on time?
14. What are the environmental conditions? (e.g., hot, cold, dusty, wet, etc.)
15. How much mental exertion is required?
16. How much emotional exertion is required?

This analysis also helps to determine if any accommodations are necessary. Accommodations might include additional assistance to the youth, a physical change to the work site, or a restructuring of tasks or working hours.

Adapted from: http://www.nationalserviceresources.org/practices/17276