



London Environmental Network

VOLUNTEER MANAGEMENT TOOLKIT

PART I: Planning for Volunteer Engagement

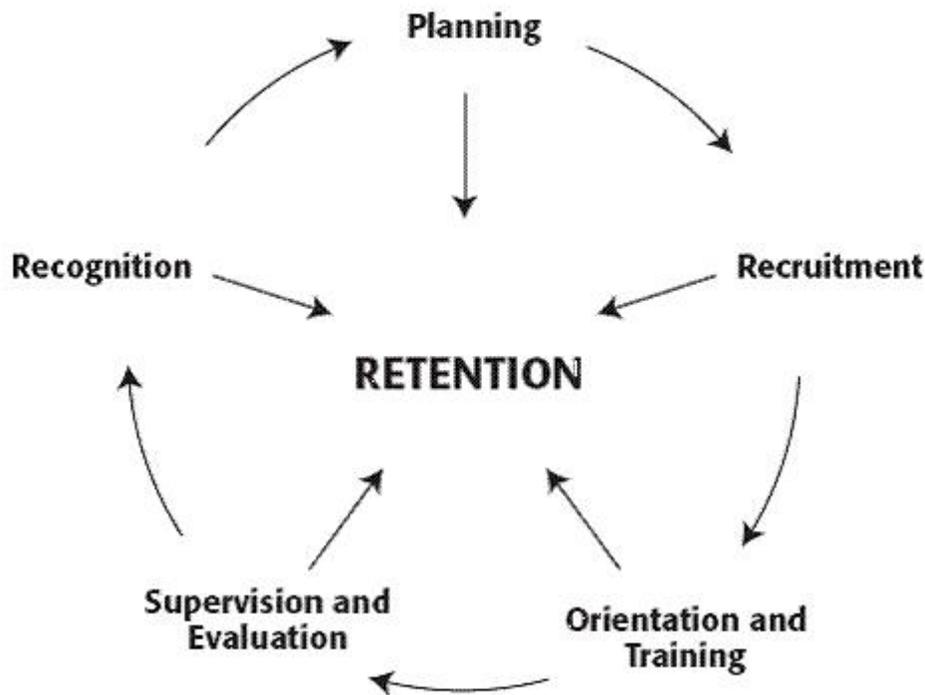
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The Volunteer Management Cycle

Planning is the first stage of the Volunteer Management Cycle (see below). When creating a new volunteer program or position, your group should be thinking ahead for all stages of the volunteer management cycle (eg. Who will be supervising volunteers? How will we thank them for their contributions? What training will they need?). This will allow you to hit the ground running when a new volunteer joins the team.



From Community Literacy of Ontario

Planning for Volunteer Engagement

During this stage, your organization should be conducting a Needs Assessment to determine where volunteers are needed within your organization, and what capacity your organization has to take on new volunteers. See the resource below for tips for launching a new volunteer program.

[Starting a Volunteer Program in an Organization](#)

Created by Points of Light

This resource outlines the planning process step-by-step, including the creation of a clear vision statement that will help you communicate your organization's goals to your volunteers. It also discusses structure your organization should put in place, like a tracking system to manage volunteers, to ensure your program is well-organized and effective.

Needs Assessment Survey

Needs assessment can be done through in-person conversations with other individual members, focus groups or through the use of surveys. Gathering feedback from your entire group will help provide a big picture of where volunteers could be useful within the group. This will also begin to create buy-in from group members by allowing them to actively contribute the development of your group's volunteer program.

In addition to generating ideas for potential positions, these surveys can also help you determine how receptive your group members are to working with new volunteers, and who may be a good fit to supervise a new volunteer.

After you have compiled the results of your survey, you should have at least a few ideas for new positions that you can then begin to think about recruiting for. Some positions may be based on a skill gap identified through the survey - *example: members identified a need for financial management skills* - or task-based positions - *example: group members are overwhelmed with emails and require a volunteer to help organize the group inbox.*

Take special note of group members who are willing and able to supervise a new volunteer. Nothing will send a volunteer running faster than inadequate supervision and support. Ensure that you have the capacity to engage a new volunteer **effectively** before you take one on.

[Template \(Word Document\) - Needs Assessment Survey](#)

This template provides a basic Needs Assessment Survey that can be sent to key members of your group to generate a list of potential tasks and skills needed for new volunteers.