



# Assessment of Organizational Volunteer Engagement

This is an excerpt of JFFixler Group's comprehensive assessment.

For information on full assessment services, contact JFFixler Group – 303-699-1708 - info@jffixler.com.

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## Creating Strategic Volunteer Roles

Volunteer roles are designed to address our organization's strategic needs while also making the most of today's volunteer interests, skills, and availability.

Rate how true the following statements are for your organization.

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
We regularly assess organizational goals and needs to identify opportunities to engage volunteers in that work.					
We engage volunteers in roles that leverage their skills (such as team leaders, project managers, pro bono consultants, skilled laborers, technology experts, etc.).					
We offer flexible schedules and/or virtual volunteer opportunities.					
We have written position/project descriptions for current and future volunteer opportunities.					
We include volunteers as equal members of teams.					

## Cultivating Volunteers

We have a cultivation plan that is strategic and includes reaching new volunteers from outside the organization and strengthening our relationships with existing volunteers, donors, and constituents.

Rate how true the following statements are for your organization.

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
We have a volunteer cultivation plan and it is reviewed regularly.					

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
We support and encourage individuals to take on new roles in order to stay connected with us over the years.					
Staff and volunteers are trained and supported in how to effectively cultivate volunteers					

**Screening and Placement**

Screening and placing of volunteers is based on finding the best match between the organization's strategic needs and the potential volunteer's skills, abilities, and interests.

Rate how true the following statements are for your organization.

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
We have an effective screening process for each volunteer position and it is appropriate to the level of skill and risk for each position (e.g., individual or group interviews are held for most volunteer positions, background checks are implemented if appropriate).					
Both staff and volunteers are involved in the cultivation, interviewing, and placement process.					
Volunteers are placed into positions only when their skills, motivations, and interests are a strong match for the position specifically and organizational culture overall.					

**Support and Accountability**

Staff and volunteers work as partners, agreeing upon the work to be done and supporting each other toward success.

Rate how true the following statements are for your organization.

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
All volunteers receive an orientation to familiarize them with the people, systems, programs, and policies relevant to their work with the organization.					

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
At the start of all collaborative projects, staff and volunteers agree on timeline, communication, outcomes, and accountability for the work.					
Adequate budget, space, and equipment are allocated for volunteers to be successful in their roles.					

**Evaluation, Recognition, and Acknowledgment**  
 We regularly measure, evaluate, and acknowledge the impact of volunteer work and we do so in personally meaningful ways.  
 Rate how true the following statements are for your organization.

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
We regularly measure and evaluate volunteer impact.					
We acknowledge individual volunteer contributions and impact through creative and personally meaningful ways.					
Volunteer impact is routinely shared with leadership, partners, funders, and the community at large.					

**Ongoing Professional Development and Training**  
 We actively train and support our staff and volunteers in engagement skills, competencies, accountability, and leadership.  
 Rate how true the following statements are for your organization.

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
All staff members are trained and regularly coached to work effectively with volunteers.					
Volunteers receive training specific to their roles.					

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
Volunteer engagement is incorporated into all staff position descriptions and staff members are appropriately held accountable.					
<b>Policies, Infrastructure, and Technology</b>					
We have practices, policies, and technologies in place to ensure consistent and efficient volunteer engagement.					
Rate how true the following statements are for your organization.					
	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
We have developed comprehensive volunteer engagement policies and they are reviewed regularly.					
Volunteer engagement is included in our organization's risk management planning.					
Technology is used to make volunteer cultivation, tracking, scheduling, and training easy and efficient.					
<b>Organizational Commitment to Volunteer Engagement</b>					
We embrace volunteer engagement as an organization-wide strategy.					
Rate how true the following statements are for your organization.					
	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
Volunteer engagement is explicitly included in our strategic plan.					
Our senior leadership (Board, CEO or Executive Director, and Senior Managers/Directors) actively talk about volunteer engagement when discussing organizational goals and strategy.					

	Completely True (4)	Mostly True (3)	Somewhat True (2)	Not at all True (1)	I Don't Know (0)
Volunteer engagement professionals (coordinators, managers, directors) have a position of influence in the organizational structure (i.e., are represented on the senior management team, are welcomed into cross-divisional meetings, etc.).					

The results of the volunteer engagement assessment provide a snapshot of where your organization stands right now in terms of volunteer engagement. They are your initial benchmarks. The lower-scoring areas point out strong candidates for change. If you scored mostly 4s and 3s, congratulations! You already have a strong baseline of volunteer engagement practice. As you debrief this exercise, consider these questions:

What are your strengths?

What surprised you most about the results?

What will you have to do differently to raise your scores to all 4s?

What are you willing to invest (time, money, people, etc.) in this process?