

Checklist: Evaluate Your Volunteer Roles

Consider both your organization and your philosophy on volunteer engagement

- Organizational growth, new programs and initiatives, new funding opportunities
- Funding cuts, new partnerships
- Organization pivots/changes
- What is happening in your community at large?
- Current state of resources (staff attrition, interns, volunteer roster, etc.)
- Volunteer Philosophy - Essential/Critical Need vs. Elevate/Alleviate

Review both current placements and current gaps

- What areas are currently utilizing volunteers well?
- What parts of your organization are not utilizing volunteer support?
- What does your current volunteer community like to do?
- Do you need more/different opportunities?
- What is the volunteer demographic or profile you're trying to recruit for the role?

Looking inward: Look at each role individually

- What is it? Does your description still reflect the work?
- How popular are they? (placement/demand)
- When and how often are the shifts?
- What are the highest priorities? (how do you drive your people there?)

Looking outward: Look at your current and new volunteers

- Who are they?
- How do you endear or introduce the new volunteer to your organization?
- What's the journey of the new volunteer? Do they get introduced through an easier episodic volunteer opportunity? Or do you ask them to commit to a long-term role right out of the gate?

Do you have a formal volunteer request process?

- How do your peers let you know they need support? What information do they provide to you?
- Do you have a formal tool?
- Are you a strategic partner vs just "filling a request" and are there areas where you can flip that?
- What are you saying "no" to?

- What aren't they asking you for help with?
- When or what season are you advertising these roles?

What format do you use for your written opportunity descriptions?

- Do you have something formally documented?
- Is the current opportunity owner really the right person?
- Does the current description really reflect what is happening?
- When was the training last updated?
- What does the feedback/correction look like?
- What is your cadence for review and update?
- Can you use the description as an MOU with your opportunity owner?

What measures and indicators are important to you? What story are they telling?

- Frequency: Daily, weekly, monthly indicators
- Placement rate, anecdotal feedback from volunteers and/or opportunity owners
- Placement after training
- Recurring placement after first term of service
- Who is thriving in the role and what are their characteristics?

Where do you have the flexibility to try new things?

- Balance tried & true with new & fresh
- On-site vs remote, Scope of work
- Length of shift, set your own shift
- Previously off-limits roles
- Number of volunteers/roles
- Training requirements, training style, frequency, updates
- Shadow roles
- Episodic vs. sporadic, skilled vs. unskilled
- How/when to advertise and refresh the role

Checklist created by MAVA Professional Development Committee Members,
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For more on MAVA's Post-Pandemic Volunteerism Report,
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