

Wasting money on your volunteer program?



**Imagine if every dollar spent in your organisation generated \$4 of value?
An effective volunteer program can achieve this outcome.**

Some organisations have been known to spend up to \$8 to generate just \$4 of volunteer return. That's not an effective use of resources.

How do you know if your volunteer program is effective? You may have position descriptions, a competent manager of volunteers, great volunteer rewards, risk management strategies and a seemingly happy team, but what impact is your program making on community, clients and volunteers?

**People First – Total Solutions offers three volunteer program evaluation packages
designed to maximize your program's impact**





Our packages are designed to help you:

attract skilled volunteers

increase volunteer numbers

examine your future options

reduce volunteer turnover

boost organisational donations

provide better client outcomes

Package One

Volunteer Program Audit (VPA)

The key actions required to maximise the effectiveness of your volunteer program are identified.

We audit your program against current leading global standards using the extensive skills, knowledge and research of the People First Total Solutions Team.

Using interviews and analysis of written materials we identify the key strengths and weaknesses of your program. We also provide an understanding of how your program compares with other volunteer involving organisations.

This should be compulsory.

This package includes:

- a clear plan for improvement
- interviews and analysis with all key personnel
- an easy to read report identifying key strengths and growth areas
- a free individual coaching session to assist with implementing the improvement plan
- two month follow up to evaluate progress

Package Two

Volunteer Satisfaction Analysis (VSA)

Is your program building or eroding volunteer satisfaction?

Satisfied volunteers stay longer, speak highly of the organisation and donate more time.

This Package provides an analysis of how positive your volunteer culture is and what steps you need to take to improve volunteer morale, reduce volunteer turnover and attract new positive volunteers.

This package includes:

- a clear and detailed step by step plan for future development
- an easy to read report identifying key strengths, growth areas and volunteer satisfaction
- all interviews and analysis with key personnel
- written and online surveys of volunteers and employees
- a free individual coaching session to assist with implementing the improvement plan
- two month follow up to evaluate progress

Package Three

Volunteer Program Impact (VPI)

We measure the results, outcomes and community impact of the program and provide you with an assessment of the overall impact of your program

This package gives your organisation the quantifiable social and financial impact of your program – a vital tool for internal planning and useful for negotiations with government agencies and funding bodies. Understand where your program is giving you maximum impact and where it needs to be adjusted to better provide an effective return to your organisation.

This package Includes:

- a clear and detailed step by step plan for future development
- an easy to read report identifying key strengths, growth areas and volunteer satisfaction
- a cost/benefit analysis of the volunteer program
- all interviews and analysis with key personnel
- written and online surveys of volunteers and employees
- surveys of impact on clients
- value of impact on clients of program
- a free individual coaching session to assist with implementing the improvement plan
- two month follow up to evaluate progress

NOTE: Any of the packages can be combined for a fee reduction.