



Volunteer Program ASSESSMENT

Volunteer Program Self Assessment Tool

Self Assessment

Agency:

DATE:

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1 DISCLAIMER

People First -Total Solutions has prepared this Volunteer Program Self Assessment Tool for the use of Volunteer involving agencies to assess their Volunteer Programs.

People First -Total Solutions has exercised due and customary care in researching and developing this Tool. The opinions provided are based on generally accepted practices and standards at the time they were prepared.

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2 HOW TO USE THIS TOOL

There are several ways that this tool could be utilised in an Agency. They include:

1. The Person responsible for the Volunteer Program completing it and presenting the results to Agency
2. The members of the Management Team of the Agency completing it and comparing or combining results
3. The Trustees/Board/Committee completing it and comparing or combining results
4. Forming a Volunteer Program Action Team made up of Management, Paid Staff, Board members and general volunteers from across the Agency to review Program
5. Asking all or a sample of volunteers to complete it
6. Having everyone in the Agency complete it and then compiling the results



3 Volunteer Program Self Assessment Tool

There are Ten Questions in the Volunteer Program Self Assessment Tool. For each question rate the Agency honestly from 1 to 10:

- 1 means this action is not being done at all
- 10 means that this action is being undertaken consistently to the fullest extent.

	Item	Rating									
		1	2	3	4	5	6	7	8	9	10
1.	The Volunteer Program is included in the overall Agency strategy for the next 1 to 5 years	1	2	3	4	5	6	7	8	9	10
2.	There are clear, useful policies and procedures which are known by all volunteers	1	2	3	4	5	6	7	8	9	10
3.	The Volunteer Program is sufficiently resourced with finance, equipment and overseeing personnel	1	2	3	4	5	6	7	8	9	10
4.	The Volunteer Program has a sufficient number of appropriately skilled and qualified volunteers to meet Agency tasks	1	2	3	4	5	6	7	8	9	10
5.	The Agency ensures that volunteers have appropriate supervision, a safe working environment and are welcomed	1	2	3	4	5	6	7	8	9	10
6.	Every volunteer is up to date with the current mission of the Agency, role requirements and safety issues	1	2	3	4	5	6	7	8	9	10
7.	Every volunteer is thanked personally and individually in a manner that is appropriate to them	1	2	3	4	5	6	7	8	9	10
8.	The involvement of volunteers is measured and assessed to ensure that it is the most efficient use of volunteer time and Agency resources	1	2	3	4	5	6	7	8	9	10
9.	There is an adequate volunteer records management system	1	2	3	4	5	6	7	8	9	10
10.	Employee and volunteer feedback is gathered and used annually to improve the Volunteer Program	1	2	3	4	5	6	7	8	9	10



4 OVERALL Agency RATINGS

When each aspect has a rating add up all ten ratings
This is the Agency's overall rating out of 100%



Of the ten areas that have been rated, which are the three with the highest ratings:

1. _____
2. _____
3. _____

These are the Agency's Strengths.

Of the ten questions, identify the three questions where Agency has the lowest ratings:

1. _____
2. _____
3. _____

These are the Agency's Weaknesses.



5 EVALUATION

Consider the Agency rating and compare it to the bands in this table:

RATING	COMMENT
Under 30%	The Agency is not taking their Volunteer Program seriously. Your three weaknesses need immediate attention. Feel free to show this to Board and Management Team
31% to 55%	Overall, improvement is required. A focussed plan is needed to significantly improve the Agency's three weakness. Some work on the Agency's greatest strengths would also be helpful
56% to 70%	You have an acceptable program. To have outstanding program, make some small adjustments to Program strengths and focus on at least two of weaker areas.
71% to 84%	Congratulations! The Volunteer Program is Very Good. The area that is weakest needs some attention.
85 to 100%	Outstanding Program-double check you have been accurate and then celebrate!

What actions is the Agency going to undertake?

6 HOW WE CAN HELP

People First-Total Solutions provides the following services to assist agencies:

1. we undertake comprehensive Volunteer Program Assessments
2. we provide resources (<http://www.pfts.com.au/resources.htm>)
3. Check out our high rating training (<http://www.pfts.com.au/training.htm>)
4. mentoring for leaders and teams across the Agency

*Our Mission is to assist not-for-profits to succeed in mobilising their people-*How can we help you?

