



Assessment of Organizational Volunteer Engagement

This is an excerpt of a comprehensive assessment. For information on full assessment services, contact JFFixler Group.

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Organizational Commitment

Please rate how frequently each statement applies to your organization.

	Always (5)	Frequently (4)	Sometimes (3)	Rarely (2)	Never (1)	I Don't Know (0)
Volunteer engagement is defined as a priority in the strategic plan.						
Staff perceives the benefits of engaging volunteers as worth the time and effort.						
Our organization allocates appropriate resources for volunteer engagement, including budget, space and tools.						
Volunteer engagement professionals (e.g. volunteer coordinators, managers, or directors) have a position in the organizational structure that reflects the importance of the human assets they source.						

Roles

	Always (5)	Frequently (4)	Sometimes (3)	Rarely (2)	Never (1)	I Don't Know (0)
Volunteer assignments are designed to leverage the skills, interests, needs, and backgrounds of volunteers.						

Volunteer roles are structured to meet the desires of today's volunteers to have flexible schedules, be part of high-functioning teams, and/or work virtually.						
Volunteer roles have written position descriptions that include key responsibilities, volunteer impact, and benefits to the volunteer.						
Our organization utilizes some "high-impact" volunteers (skilled volunteers whose responsibilities include high-level work that directly builds the organization's capacity to fulfill its mission)						

Policies and Procedures

Please indicate the degree to which you agree with each statement.

	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (1)	Strongly Disagree (1)	I Don't Know (0)
Our organization has developed comprehensive volunteer engagement policies and they are reviewed regularly.						
Volunteer engagement is included in our organization's risk management planning.						
We leverage technology to further volunteer engagement strategies through communications, record keeping, and integrated data systems						

Cultivation & Development						
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (1)	Strongly Disagree (1)	I Don't Know (0)
All staff and volunteers are trained and supported to serve as talent scouts on behalf of the organization.						
Our organization has a leadership development plan and process for nurturing and developing top volunteer talent.						
Our organization employs various tactics to recruit volunteers including making use of current technology and social media tools.						
Making the Match						
	Always (5)	Frequently (4)	Sometimes (3)	Rarely (1)	Never (1)	I Don't Know (0)
Volunteer position descriptions are shared with volunteers and the staff who work with them.						
Volunteer assignments are based on the volunteer's skills and interests, the needs of the organization, and overall fit with the organizational culture.						
Screening processes are developed for every volunteer role and are appropriate to the level of autonomy, risk, and leadership for each role.						

Training						
	Always (5)	Frequently (4)	Sometimes (3)	Rarely (1)	Never (1)	I Don't Know (0)
Volunteer training and orientations are provided in a diversity of formats to leverage technology, ensure accessibility, and appeal to a diverse array of volunteers.						
Staff are trained and supported in volunteer engagement skills, competencies, and leadership.						
Staff members who work with volunteers are held accountable for volunteer engagement in position descriptions, annual goal setting, and performance evaluation.						
Support & Collaboration						
	Always (5)	Frequently (4)	Sometimes (3)	Rarely (1)	Never (1)	I Don't Know (0)
Staff and skilled volunteers work collaboratively as partners and colleagues.						
Staff and skilled volunteers negotiate expected outcomes for the volunteers' work						
Our organization welcomes, encourages and implements suggestions and innovations from volunteers.						

Measuring and Acknowledging Impact						
	Always (5)	Frequently (4)	Sometimes (3)	Rarely (1)	Never (1)	I Don't Know (0)
Our organization has a volunteer engagement plan.						
Evaluation is based on impact and outcome of volunteer efforts - not just numbers of, and value of, volunteer hours contributed.						
Appreciation and recognition for volunteer contributions are expressed through formal and informal acknowledgments that are personalized and motivating to the volunteers.						

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 5s and 4s, 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 5s?
- Do you have volunteers aging in place?
- How is your volunteer landscape changing?
- Can you project how your organization will score on this assessment if you change nothing as Boomers and the generations that follow begin to dominate the volunteer workplace?
- Are you positioned to meet volunteers' evolving needs for flexible schedules, high-impact volunteer roles, and collaborative relationships?
- What were your "aha" moments and why?
- What are the biggest challenges for you in making changes for quality improvement?
- What are you willing to invest (time, money, people, etc.) in this process?