

TASK CHART

National Occupational Standards for Managers of Volunteer Resources

Categories

Tasks

A Develop Volunteer Services

A1. Assess organizational volunteer needs and opportunities	A2. Research related programs and services	A3. Develop goals and objectives for volunteer services	A4. Develop policies and procedures for volunteer services	A5. Develop supporting tools and resources for volunteer services (e.g., forms, databases, manuals, I.D. badges)	A6. Develop evaluation plan for volunteer services	A7. Implement evaluation plan for volunteer services	A8. Develop volunteer orientation and training plan	
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B Promote Volunteer Services

B1. Inform stakeholders of volunteer services	B2. Advocate for volunteer services to stakeholders	B3. Design communication plan for volunteer services	B4. Implement communication plan for volunteer services	B5. Cultivate stakeholder and partner relationships	B6. Review communication plan			
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C Conduct Volunteer Recruitment

C1. Assess need for volunteers	C2. Develop volunteer position description	C3. Design recruitment strategy for volunteers	C4. Implement recruitment strategy for volunteers	C5. Select applicants for interviews	C6. Conduct applicant interviews	C7. Administer third-party screening (references, criminal records)		
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D Provide Volunteer Orientation

D1. Arrange orientation for volunteers	D2. Conduct orientation for volunteers	D3. Confirm volunteer placement(s)	D4. Provide for placement-specific training					
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E Maintain Volunteer Services Records

E1. Establish secure storage for volunteer records	E2. Create volunteer files (e.g., paper and electronic)	E3. Update volunteer records (e.g., hours, personal information)	E4. Update third-party screening (e.g., criminal, credit, driver's abstract etc.)	E5. Generate statistical reports (e.g., hours, demographics)	E6. Archive volunteer records	E7. Destroy or delete volunteer records		
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F Perform Administrative Tasks

F1. Respond to inquiries (e.g., email, phone)	F2. Contribute to budget process	F3. Reconcile volunteer services petty cash	F4. Monitor supplies and equipment	F5. Submit expense claims	F6. Participate in administrative communication (e.g., internal memos, external emails)	F7. Update office records	F8. Respond to incidents	F9. Contribute to funding initiatives	F10. Participate in meetings (e.g., staff, stakeholder, etc.)
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G Manage Volunteer Performance

G1. Manage volunteer performance objectives	G2. Conduct volunteer performance review	G3. Provide feedback to volunteers	G4. Provide volunteer development opportunities	G5. Conduct corrective action procedures	G6. Conduct exit interviews/surveys	G7. Engage with volunteers	G8. Provide ongoing education to staff on working with volunteers	G9. Implement retention strategy	G10. Provide volunteer references
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H Recognize Volunteer Contribution

H1. Develop volunteer recognition plan	H2. Explore recognition methods	H3. Choose specific recognition method	H4. Consult with volunteers about preferred types of recognition	H5. Organize volunteer recognition events	H6. Publicize volunteer contributions	H7. Review volunteer recognition methods		
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I Engage in Professional Development

I1. Participate in professional associations	I2. Participate in professional development opportunities	I3. Obtain professional certification	I4. Share professional knowledge with others	I5. Research current trends in volunteerism				
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