



## Volunteer Needs Assessment

**Purpose:**

- Define current volunteer roles
- Develop new volunteer roles
- Engage new volunteers and current volunteers in new roles
- Create opportunities for engagement

**Process:**

- Create position descriptions for current and new volunteer roles
- Develop onboarding processes for new volunteers
- Develop volunteer recruitment processes and strategy
- Recruit new volunteers to fill positions determined by programs

**Program Worksheet**

1. What is an area of this program that seems underutilized, understaffed, or overloaded?
  
2. What specific skills and resources are needed to help this program meet its goals and address its most pressing challenges?
  
3. Who can we work with to help us meet these goals? Where can we find people with the skills we need? How can we connect with these people?
  
4. What have we always wanted to get done but don't have the skills or capacity to do?

**Volunteer Position Details**

Position Title	New Position?	Number Needed	Leadership Position?	Internal or External Recruitment?	Position Supervisor	Position Description Completed?

	<b>FNVW Process</b>	<b>What are your organizations needs?</b>
<b>PHASE ONE: Board Members and Key Leaders</b>	<ul style="list-style-type: none"> <li>• Understand Needs Assessment process</li> <li>• Agree to implement and advocate for Needs Assessment process</li> <li>• Create organizational flow chart</li> </ul>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>
<b>PHASE TWO: Prepare for Volunteers</b>	<ul style="list-style-type: none"> <li>• Create volunteer application</li> <li>• Determine volunteer interview process</li> <li>• Develop volunteer onboarding and orientation process</li> <li>• Delegate contact person for potential and new volunteers</li> <li>• Create volunteer handbook</li> <li>• Information tracking (hours, contact information, training, etc.)</li> <li>• What training do volunteers need to be in a leadership role?</li> </ul>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>
<b>PHASE THREE: FNVW Program Areas</b>	<ul style="list-style-type: none"> <li>• Understand Needs Assessment process</li> <li>• Complete Program Worksheet “brainstorming” questions</li> <li>• Complete volunteer needs worksheet</li> <li>• Create position descriptions</li> <li>• Develop leadership roles and position descriptions</li> </ul>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>
<b>PHASE FOUR: Recruiting Volunteers</b>	<ul style="list-style-type: none"> <li>• Add position descriptions to website</li> <li>• Post position descriptions to partner organization websites (ex: Hands On Twin Cities)</li> <li>• Include position descriptions in e-letter</li> <li>• Advertise positions at FNVW events</li> </ul>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>
<b>PHASE FIVE: Supporting Volunteers</b>	<ul style="list-style-type: none"> <li>• Designated volunteer supervisor</li> <li>• 30-60-90 day check-ins with new volunteers</li> <li>• Volunteer recognition events</li> <li>• Volunteer evaluation process</li> <li>• Develop process for assessing volunteer satisfaction</li> <li>• Develop process for assessing volunteer retention</li> </ul>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>