



Position Description Template for a Volunteer Management Professional

This Position Description reflects the information contained in the National Occupational Standards for Managers of Volunteer Resources (NOS), HR Council for the Nonprofit Sector, 2012.

Title(s): Director, Volunteer Resources; Community Resources Director; Manager, Volunteer Resources; Leader, Volunteer Engagement; Coordinator, Volunteer Engagement

Main Purpose: Engages and mobilizes the community in support of the organizational mission. With the support of senior leadership, develops a vision for volunteerism in the organization. Introduces and ensures effective volunteer management practices and standards in the organization.

Program Development Opportunities (Categories A, E & F, NOS):

- ❑ Assesses organizational needs and opportunities related to volunteers
- ❑ Develops goals and objectives for Volunteer Resources
- ❑ Develops a plan for volunteer involvement in the organization
- ❑ Develops a budget to support the plan
- ❑ Oversees staff and resources for Volunteer Resources
- ❑ Develops policies and procedures relating to volunteer involvement
- ❑ Assesses risk and develops risk management strategies
- ❑ Tracks results through standardized record keeping practices
- ❑ Maintains volunteer files on each volunteer ensuring documentation of screening practices and compliance with Standards of Practice and relevant legislation
- ❑ Generates and assesses statistical reports related to Volunteer Resources
- ❑ Develops and implements evaluation of volunteers, volunteer programs and department resources
- ❑ Develops a climate of readiness for volunteers
- ❑ Provides guidance, training and support to staff working with volunteers

Promotes Volunteer Contributions and Opportunities (Category B, NOS):

- ❑ Promotes volunteer contribution and opportunities amongst various stakeholders: volunteers, staff, clients, community and partner organizations
- ❑ Advocates for volunteers
- ❑ Advocates for appropriate department staffing, budget and resources
- ❑ Designs and implements Communication Plan for Volunteer Resources
- ❑ Cultivates stakeholder and partner relationships
- ❑ Assesses organizational goals and how volunteers can contribute
- ❑ Promotes volunteer accomplishments and contribution to the organizational missions within organization and community

Volunteer Recruitment & Retention (Category C, NOS):

- ❑ Assesses need for volunteers
- ❑ Develops volunteer position descriptions to meet assessed needs
- ❑ Recruits volunteers for specific roles and assignments through internal and external strategies
- ❑ Identifies knowledge, skills, abilities and motivations required to fulfill the volunteer role
- ❑ Assesses potential risks for positions and addresses with appropriate level of screening protocol and by identifying training needs
- ❑ Selects applicants for interviews and conducts interviews
- ❑ Administers third-party screening (references, criminal record checks) in accordance with level of risk, Standards of Practice, and relevant legislation
- ❑ Matches prospective volunteers with available opportunities or may create new opportunities to meet organizational needs
- ❑ Confirms volunteer placement and scheduling, and implements start-up procedures for each volunteer
- ❑ Develops community partnerships and collaborations to enhance recruitment
- ❑ Implements retention strategies

Provide Volunteer Orientation & Training (Category D, NOS):

- ❑ Develops, arranges and conducts orientation for new volunteers
- ❑ Develops and facilitates training for specific roles
- ❑ Evaluates training needs and develops new training modules as required
- ❑ Works with staff to assess training needs and develop training modules

Maintains Volunteer Resources Records (Category E, NOS):

- ❑ Establishes secure storage for volunteer records
- ❑ Creates volunteer files (e.g. paper and electronic)
- ❑ Updates volunteer records (e.g. hours, personal information, training, etc.)
- ❑ Updates third-party screening (e.g. drivers' abstract, criminal record check)
- ❑ Generates statistical reports (e.g. hours, demographics)

Performs Administrative Tasks (Category F, NOS):

- ❑ Responds to inquiries (e.g. email, phone)
- ❑ Oversees and/or contributes to budget process
- ❑ Communicates internally and externally via memos, emails, etc.
- ❑ Participates in meetings with stakeholders and senior leadership
- ❑ Responds to incidents

Manages Volunteer Performance (Category G, NOS):

- ❑ Cultivates relationships with volunteers and staff members
- ❑ Ensures that volunteers have adequate supervision to fulfil their assignments/roles
- ❑ Monitors volunteer, staff and client satisfaction
- ❑ Resolves volunteer and staff concerns
- ❑ Ensures that volunteers receive feedback in their performance
- ❑ Conducts volunteer evaluations and corrective action procedures as required
- ❑ Conducts program evaluations with a view to improving the volunteer program
- ❑ Assesses, develops and implements retention strategies

Recognizes Volunteer Contribution (Category H, NOS):

- ❑ Recognizes volunteers and staff through both formal and informal means
- ❑ Explores recognition options, and volunteer preferences
- ❑ Develops and implements annual Volunteer Recognition Plan
- ❑ Develops and provides volunteer development opportunities
- ❑ Publicizes and promotes volunteer contribution
- ❑ Provides volunteer references

Professional Development (Category I, NOS):

- ❑ Participates in professional associations at the local, provincial and national level
- ❑ Obtains and maintains professional certification
- ❑ Participates in professional development opportunities
- ❑ Researches current trends in volunteerism, and applies them as applicable
- ❑ Shares professional knowledge with others

For further information on this subject or others related to the field of Volunteer Resources Management, please visit www.vmpc.ca .

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