

**NATIONAL OCCUPATIONAL STANDARDS (NOS)
for Managers of Volunteer Resources
Developing next steps – October 2012 Survey Results**

Thank you to the members who took the time to complete the survey. The Board was pleased to hear from you as we set our action plan for moving forward. The development of NOS is an important initiative and we need to ensure it is utilized and the value is understood by our members.

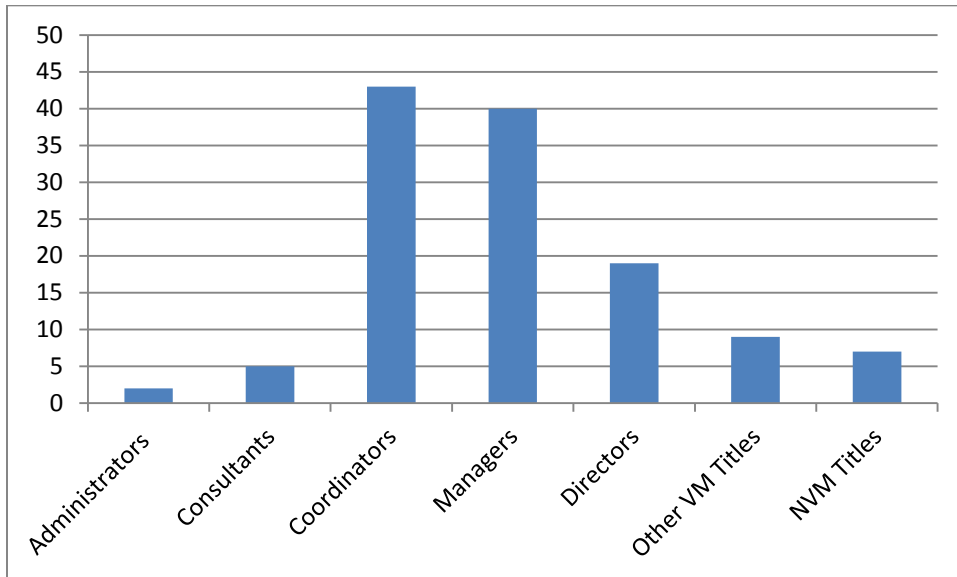
Please review the survey results and if you have further comments or questions please do not hesitate to send an email to standards@cavrcanada.org

Highlights and Overview of Survey Results

- Over 120 Managers/Coordinators of Volunteer completed the survey
- The most common position title was Coordinator (43) or Manager (40) of Volunteers Resources or Services. Only 2 people out of 121 response indicated a title of Administrator
- Over 99% of survey responses indicated that they are in a paid position
- 37% of sample indicated that they had been in their position for over 10 years
- 62.4% of the sample were involved in the health sector
- Almost 60% of our combined French and English sample spends 100% of their time managing their volunteer program. 22.5% spend 75% of their time managing their volunteer program; 10.8% spend 50% of their time on their volunteer time.
- 84% of our English sample had attended Volunteer Management training, whereas 0% of the French sample had attended VM Training.
- More than 90% of the combined sample had a job description
- 81.3% of combined sample has received a performance appraisal conducted while in their current position
- Over 95% of both English and French sample were aware of the Canadian Code for Volunteer Involvement.
- Information workshops would be best targeted toward Managers of Volunteers, Executive Directors and Senior Managers
- For our French sample the most important training session would focus on job description and for the English sample the most important training would focus on succession planning.
- Our French sample prefers webcast and self-directed on line training session, while our English sample support face to face workshops.
- Professional Associations and Volunteer Centres were indicated as the key distribution points for NOS information.

Question #1- What is the title for your current position?

Title	Administrators	Consultants	Coordinators	Managers	Directors	Other VM	Other NVM
Total	2	5	43	40	15	9	7



See [Appendix A](#) for specific language around titles.

Question #2

Indicate if you are a paid employee or a volunteer in this position		
Answer Options	Response Percent	Response Count
Paid Employee	99.2%	119
Volunteer	1.7%	2
<i>answered question</i>		120
<i>skipped question</i>		2

Êtes-vous un employé rémunéré ou un bénévole à ce poste :		
Answer Options	Response Percent	Response Count
rémunéré	100.0%	4
bénévole	0.0%	0
<i>answered question</i>		4
<i>skipped question</i>		0

Question #3

Indicate the length of time you have been in this position		
Answer Options	Response Percent	Response Count
6 months or less	4.2%	5
6 months to one year	6.7%	8
one year to three years	20.8%	25
three years to five years	19.2%	23
five years to ten years	12.5%	15
more than ten years	37.5%	45
Other (please specify)		9
<i>answered question</i>		120
<i>skipped question</i>		2
Indiquez votre nombre d'années de service à ce poste :		
Answer Options	Response Percent	Response Count
moins de 6 mois	0.0%	0
de 6 mois à 1 an	0.0%	0
1 an à 3 ans	0.0%	0
5 ans à 10 ans	75.0%	3
plus de 10 ans	25.0%	1
Autre (veuillez préciser)		0
<i>answered question</i>		4
<i>skipped question</i>		0

Question #4 - Below table is combined English and French responses

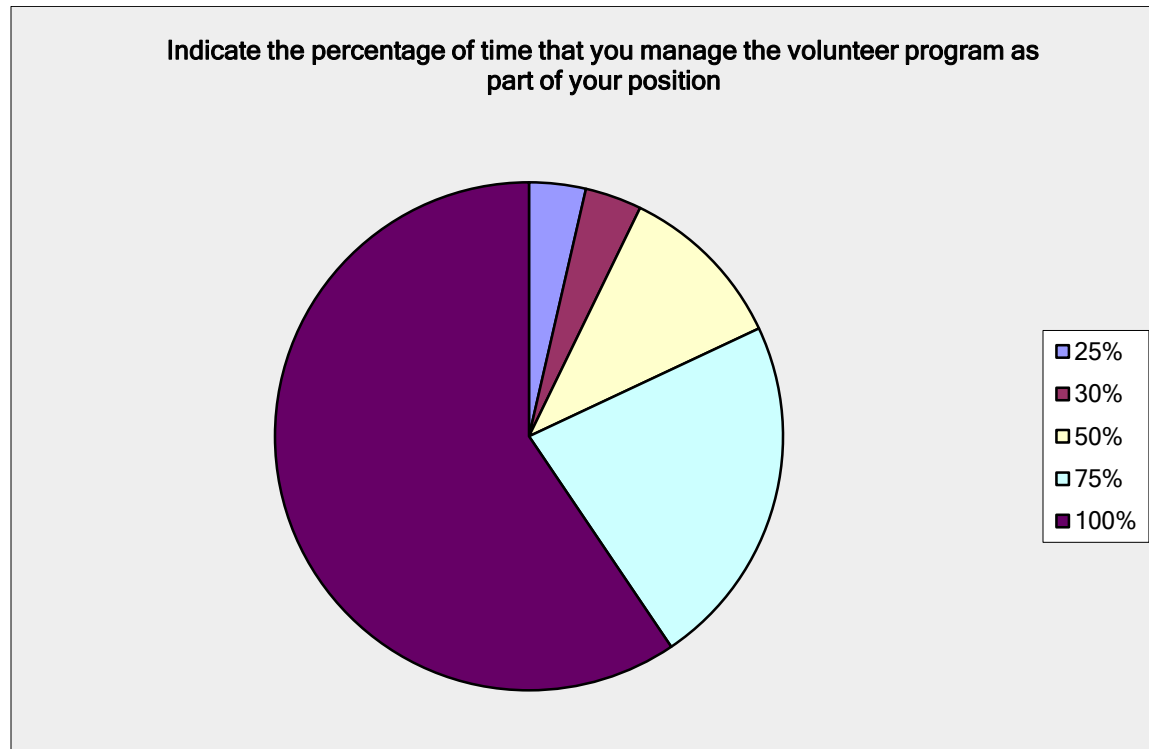
Indicate the sector you work in		
Answer Options	Response Percent	Response Count
Health care	62.4%	68
Social Services	26.6%	29
Sports	2.7%	3
Culture	8.3%	9
Religious	0.0%	0
Other (please specify)		31
<i>answered question</i>		109
<i>skipped question</i>		29

Question #5 – Below table is combined English and French responses.

Indicate the percentage of time you manage the volunteer program as part of your position.

Indiquez le pourcentage du temps que vous allouez à la coordination et à la gestion du programme de bénévolat pour votre organisation.

Answer Options	Response Percent	Response Count
25%	3.6%	4
30%	3.6%	4
50%	10.8%	12
75%	22.5%	25
100%	59.4%	66
Other (please specify)		19
<i>answered question</i>		111
<i>skipped question</i>		15



Question #6

Have you attended education specific to Volunteer Management? If yes, please indicate the type of course and where you attended		
Answer Options	Response Percent	Response Count
Yes	84.6%	99
No	15.4%	18
Type of course and where		92
<i>answered question</i>		117
<i>skipped question</i>		5

Avez-vous reçu une formation en gestion des bénévoles ; si oui, laquelle ?		
Answer Options	Response Percent	Response Count
Oui	0.0%	0
Non	100.0%	4
Type de cours et endroit		0
<i>answered question</i>		4
<i>skipped question</i>		0

See [Appendix B](#) for specific type of training attended.

Question #7

Do you currently have a job description that accurately reflects your work?		
Answer Options	Response Percent	Response Count
Yes	90.7%	107
No	9.3%	11
Comments		13
<i>answered question</i>		118
<i>skipped question</i>		4
Avez-vous une description de poste pour votre rôle dans l'organisation ?		
Answer Options	Response Percent	Response Count
Oui	100.0%	4
Non	0.0%	0
Commentaires		0
<i>answered question</i>		4
<i>skipped question</i>		0

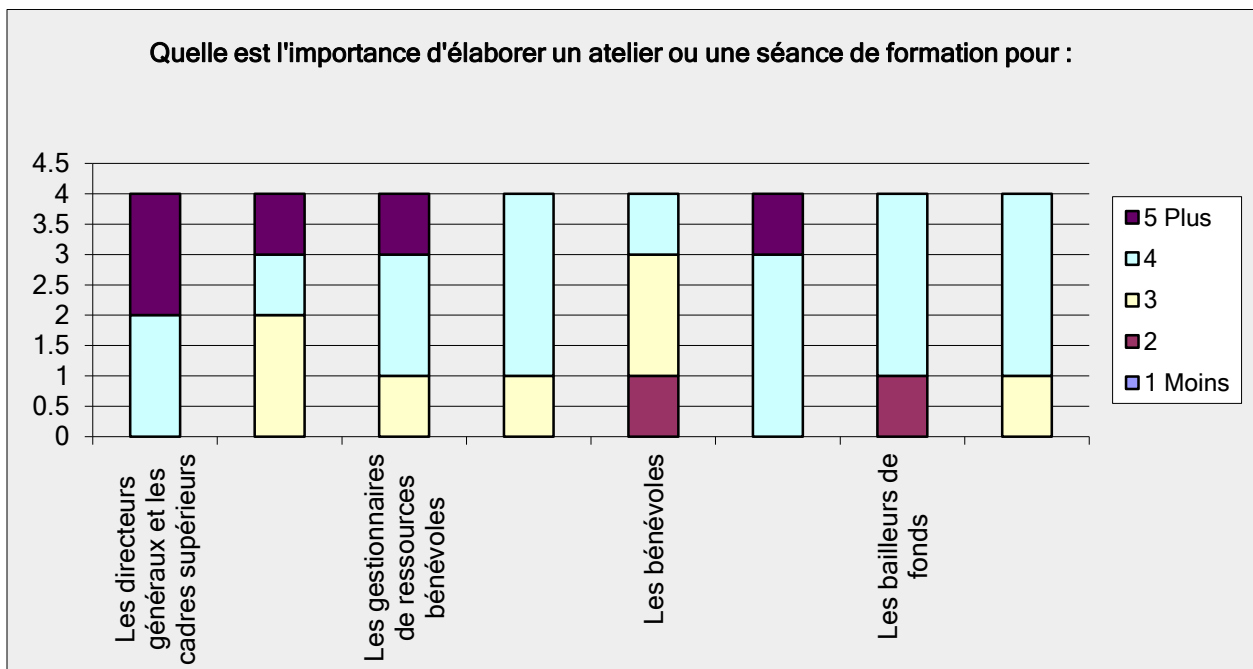
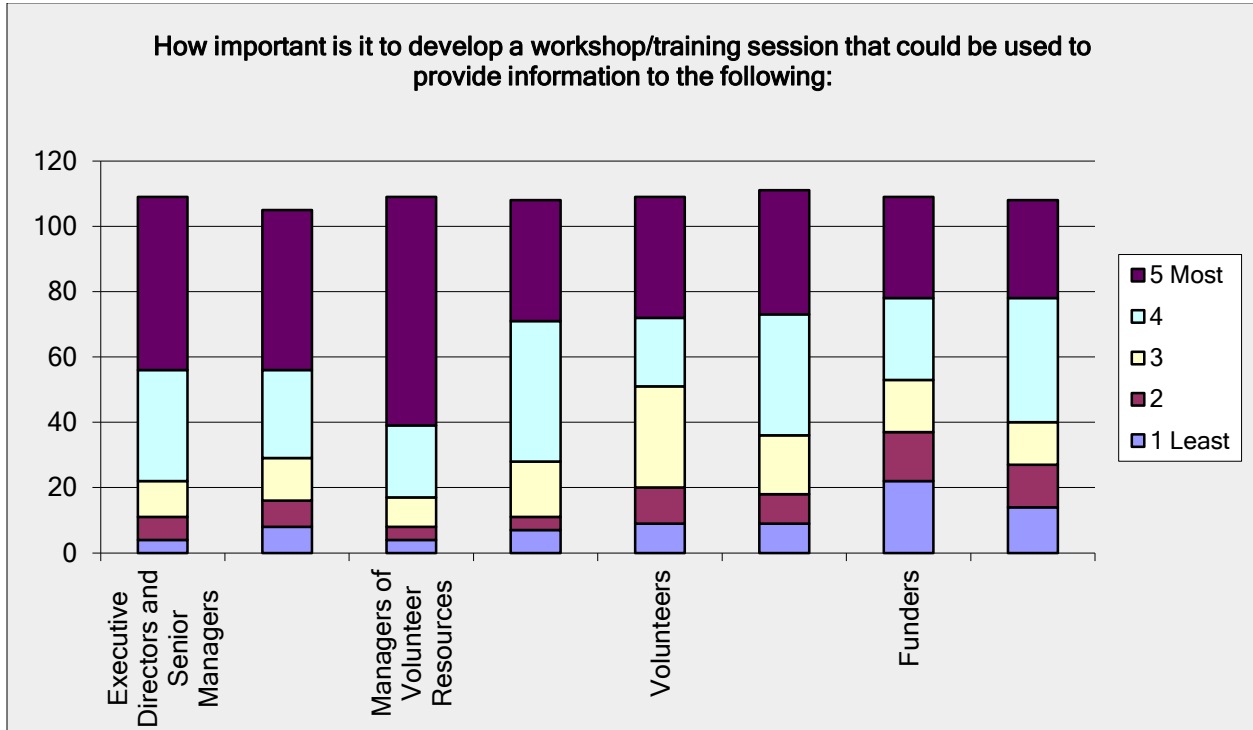
Question #8

Have you had a performance appraisal conducted while in your current position?		
Answer Options	Response Percent	Response Count
Yes	80.7%	96
No	19.3%	23
Comments		15
<i>answered question</i>		119
<i>skipped question</i>		3
Avez-vous eu une évaluation de rendement pour le poste que vous occupez en ce moment ?		
Answer Options	Response Percent	Response Count
Oui	100.0%	4
Non	0.0%	0
Commentaires		0
<i>answered question</i>		4
<i>skipped question</i>		0

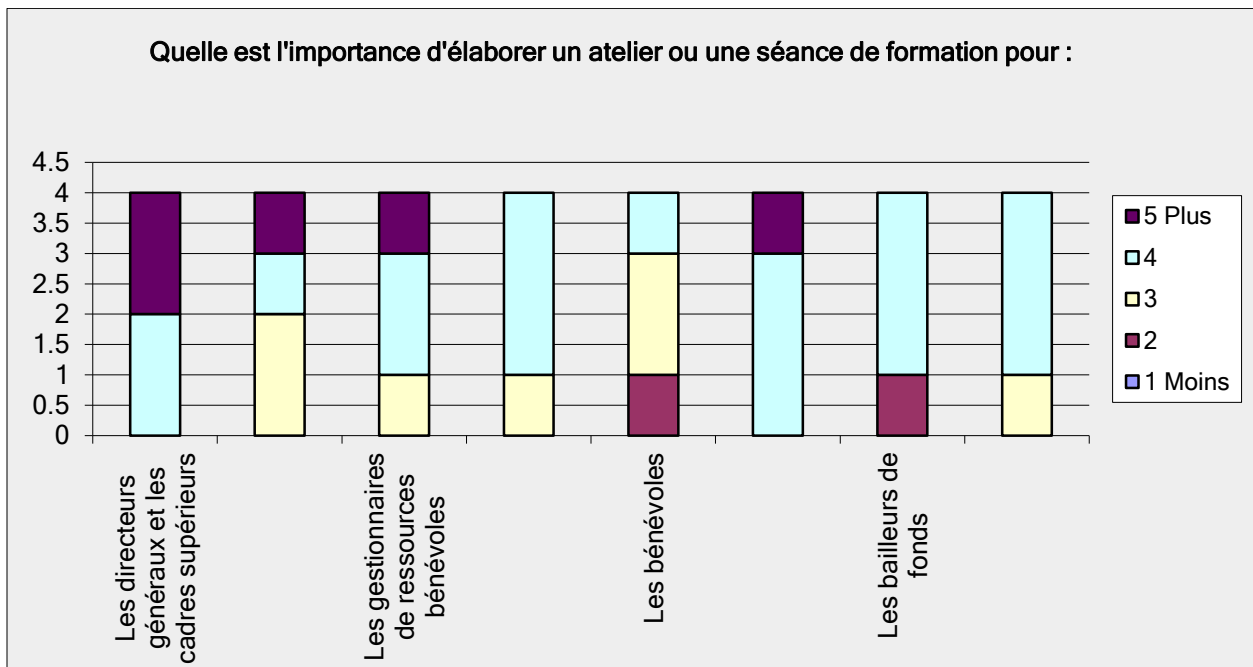
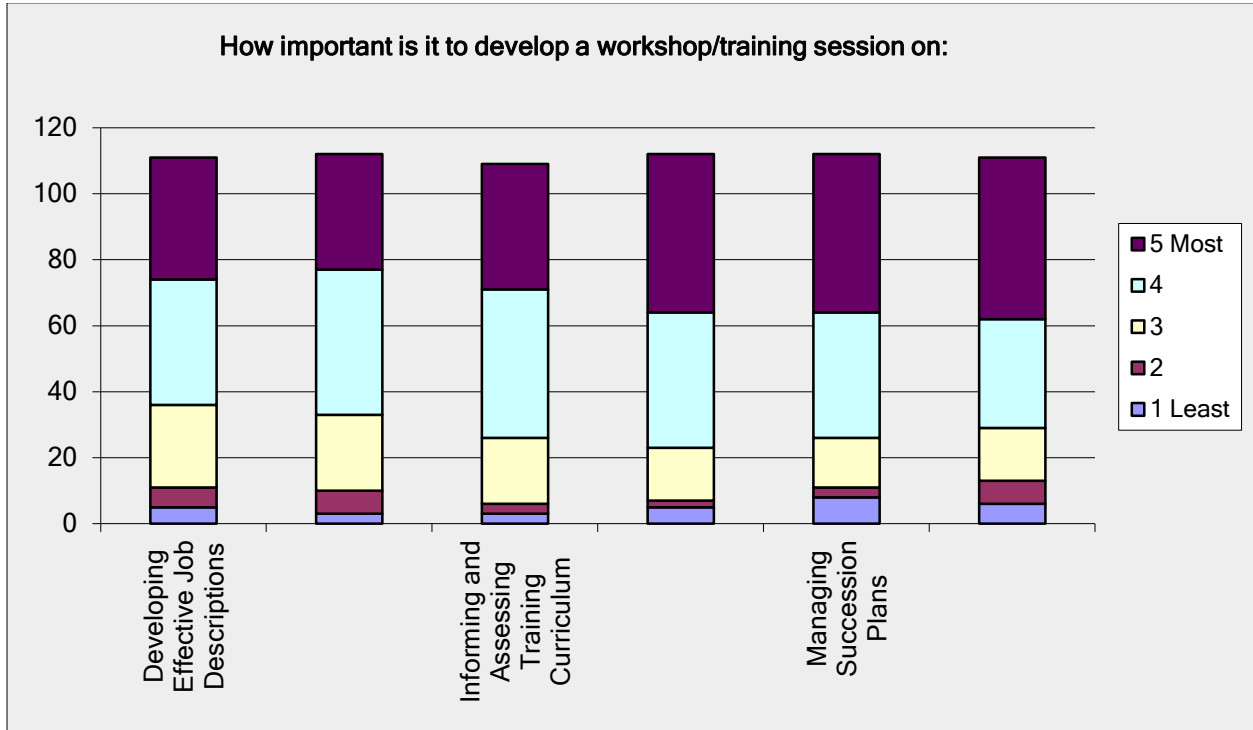
Question #9 - Are you aware of the Canadian Code for Volunteer Involvement (CCVI)?

Over 95% of both English and French sample were aware of the Canadian Code for Volunteer Involvement.

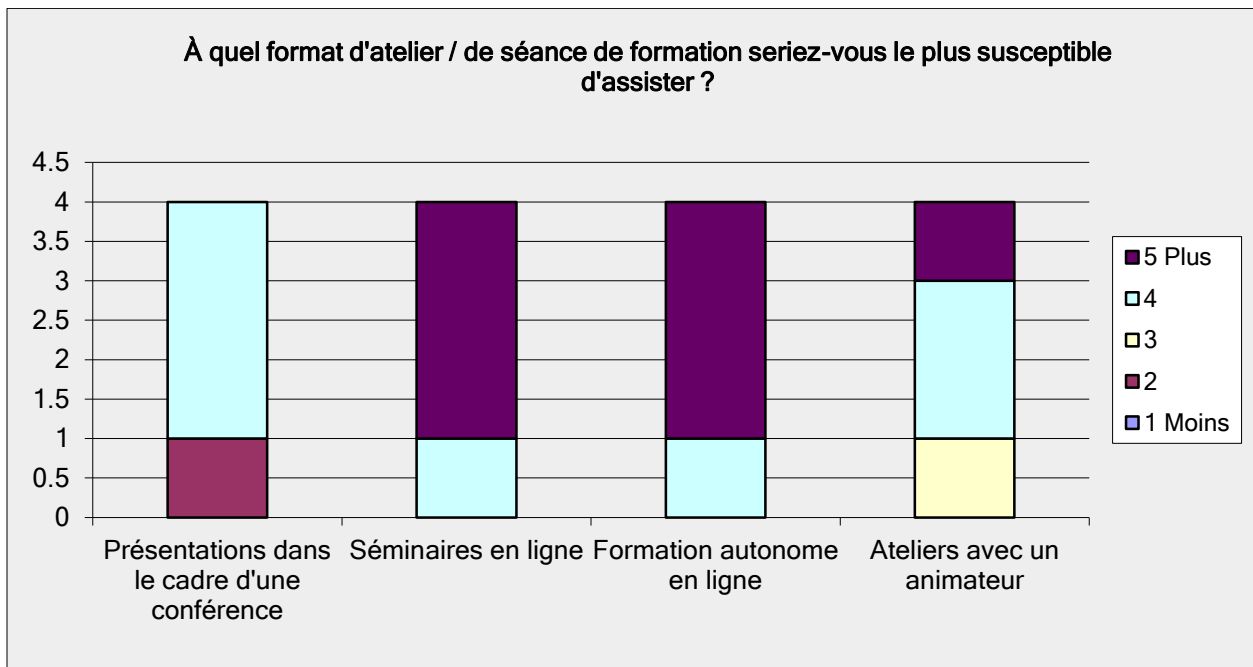
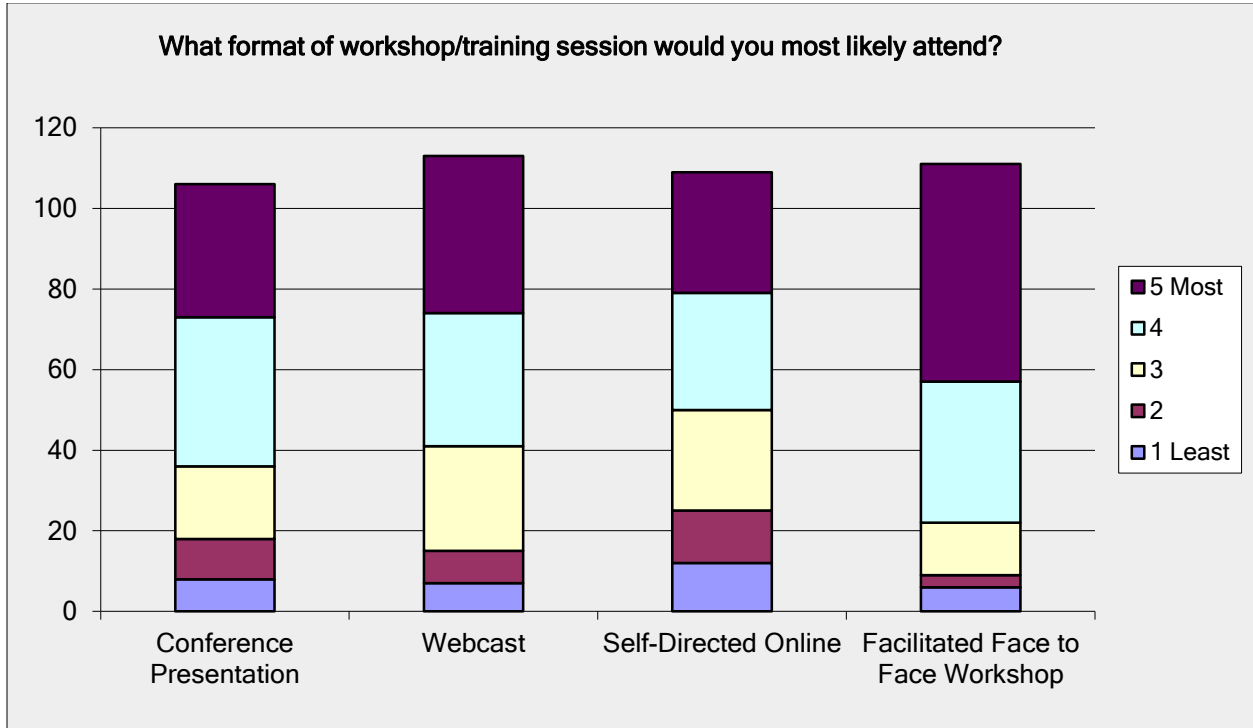
Question # 10 - The below charts indicated that information workshops would be best targeted toward Managers of Volunteers, Executive Directors and Senior Managers



Question # 11 – For our French sample the most important training session would focus on job description and for the English sample the most important training would focus on Succession planning.



Question # 12 - There is an Interesting difference between the 2 sample groups. Our French sample prefers webcast and self-directed on line training session, while our English sample supports face to face workshops.



Question #13

To assist in disseminating the NOS and related information the following target areas have been identified. Under each heading please list the specific name and contact information within your community in order for CAVR to provide a communication to increase the awareness of the NOS.

Answer Options	Response Percent	Response Count
Professional Association	81.3%	65
Educational Training Program	42.5%	34
Volunteer Centre	80.0%	64
Publication/media	28.8%	23
Individual Organizations	25.0%	20
Government Departments	17.5%	14
Online Resources	12.5%	10
<i>answered question</i>		80
<i>skipped question</i>		42

Les secteurs cibles suivants ont été identifiés pour aider à diffuser les Normes professionnelles et l'information connexe. Pour chaque titre, veuillez indiquer le nom et les coordonnées de la personne-ressource au sein de votre communauté afin que l'ACRB puisse diffuser des communications pour faire connaître les Normes professionnelles nationales.

Answer Options	Response Percent	Response Count
Association professionnelle	100.0%	2
Programme de formation en education	0.0%	0
Centre de bénévolat	50.0%	1
Publication/medias	0.0%	0
Organisations individuelles	0.0%	0
Ministères du gouvernement	50.0%	1
Ressources en ligne	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		2

Question #14

Please use this space to provide any further comments and input not covered in the questionnaire.	
Answer Options	Response Count
	13
<i>answered question</i>	13
<i>skipped question</i>	109
Avez-vous des commentaires ou suggestions? (Inscrivez-les ci-dessous)	
Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	4

Thank you for the comments received, they were not included on the summary but are an important part of the results and have been taken into consideration.

Appendix A Detail Data Lists:

Question #1 - What is the title for your current position?

	Title
1	Administrator Volunteer Resources
2	Administrator Volunteer Program
3	Consultant
4	Consultant
5	Consultant
6	Consultant Volunteer Engagement
7	Consultant Volunteer Management
8	Coordinator
9	Coordinator
10	Coordinator of Volunteer Resources
11	Coordinator of Volunteer Resources
12	Coordinator of Volunteer Services
13	Coordinator of Volunteers
14	Coordinator of Volunteers
15	Coordinator of Volunteers
16	Coordinator of Volunteers
17	Coordinator of Volunteers
18	Coordinator Volunteer & Student
19	Coordinator Volunteer and Health Promotions
20	Coordinator Volunteer Centre
21	Coordinator Volunteer Management Program
22	Coordinator Volunteer Program
23	Coordinator Volunteer Resources
24	Coordinator Volunteer Resources

25	Coordinator Volunteer Resources
26	Coordinator Volunteer Resources
27	Coordinator Volunteer Resources
28	Coordinator Volunteer Services
28	COORDINATOR Volunteers
30	Coordinator Volunteers
31	Coordinator Volunteers
32	Coordinator Volunteers
33	Coordinator Volunteers
34	Coordinator Volunteers
35	Coordinator Volunteers
36	Coordinator, Volunteer Program
37	Coordinator, Volunteer Resources
38	Coordinator, Volunteer Resources
39	Coordinator, Volunteer Resources
40	Coordinator, Volunteer Resources
41	Coordinator, Volunteer Resources
42	Coordinator, Volunteer Services
43	Coordinator, Volunteer Services
44	Coordinator, Volunteer Services
45	Coordinator, Volunteer Services
46	Coordinator, Volunteer Services
47	Coordinator, Volunteer Services
48	Director
49	Director
50	Director Volunteer Resources Department
51	Director of Volunteer Services
52	director of volunteer services
53	Director of Volunteer Services & Therapeutic Recreation
54	Director of Volunteers
55	Director of Volunteers
56	Director Volunteer Programs
57	Director, Volunteer & Community Services
58	Director, Volunteer Resources
59	Director, volunteer Resources
60	Director, Volunteer Resources
61	Director, Volunteer Services
62	Manager
63	Manager
64	Manager
65	Manager
66	Manager
67	Manager
68	Manager
69	Manager Agency Volunteer Resources
70	Manager of Supported Volunteering
71	Manager of Supported Volunteering and Development
72	Manager of Volunteer Resources
73	Manager of Volunteer Services
74	Manager of Volunteer, Resources

75	Manager Representative Volunteer Workforce
76	Manager Volunteer Program
77	Manager Volunteer Program and Crisis Line
78	Manager Volunteer Resources
79	Manager Volunteer Resources
80	Manager Volunteer Resources
81	Manager Volunteer Service
82	Manager Volunteer Services
83	Manager Volunteer Services
84	Manager Volunteer Services
85	Manager, Volunteer Development
86	Manager, Volunteer Development
97	Manager, Volunteer Engagement
88	Manager, Volunteer Resources
89	Manager, Volunteer Resources
90	Manager, Volunteer Resources
91	Manager, Volunteer Resources
92	Manager, Volunteer Resources
93	Manager, Volunteer Resources
94	Manager, Volunteer Resources
95	Manager, Volunteer Resources
96	Manager, Volunteer Services
97	manager, volunteer services
98	Manager, Volunteer Services
99	Manager, Volunteer Services
100	Manager, Volunteer Services
101	Manager. Volunteer Development
102	Other NVM Client Services Coordinator
103	Other NVM Coordinator, HELP Client Services
104	Other NVM Executive Director
105	Other NVM Human Resources Consultant
106	Other NVM Manager Community Services Program
107	Other NVM Mentor Program Coordinator
108	Other NVM Office Manager
109	Other VM Assistant, Volunteer Resources
110	Other VM Facilitator Volunteer Resource
111	Other VM Leader of Volunteer Engagement
112	Other VM Team Lead, Volunteers & Pastoral Care
113	Other VM Program Coordinator
114	Other VM Specialist Volunteer Management
115	Other VM Specialist Volunteer Resource
116	Other VM Supervisor Volunteer Programs
117	Other VM Supervisor, Volunteer Services
118	Coordonnatrice des activités de bénévolat et de soins spirituels
119	coordonnatrice des benevoles
120	Directrice, Service des bénévoles
121	Coordonnateur