



Engaging Skill Based Volunteers Handouts

Handout 1: Staff Survey on Involving Volunteers

Handout 2: Sample Volunteer Position Description

Handout 3: Targeted Volunteer Recruitment Worksheet

Handout 4: Sample Interview Questions

Handout 5: Project Descriptions

Handout 1

Staff Survey on Involving Volunteers

Complete the following questionnaire. This survey will provide input for planning our volunteer program.

Experience with Volunteers

1. Have you previously worked in an agency/organization that utilized volunteers?

☐ Yes ☐ No ☐ Don't know

2. Have you previously supervised any volunteers?

☐ Yes ☐ No ☐ Don't know

3. Please select the option that best describes your experience with volunteers.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I think volunteer plan an important role in our organization						
The volunteer(s) offer(ed) valuable assistance						
The volunteer(s) were prompt and dependable						
The volunteer(s) were able to follow directions, complete assignments and work cooperatively.						
The volunteer(s) presented a positive image as a representative of the organizations						
The volunteer(s) were able to handle complex and skilled work						

Assessment of Volunteer Involvement

1. What is your overall assessment of the desirability of utilizing volunteers in our organization now?

☐ Very desirable ☐ Somewhat desirable ☐ Uncertain
☐ Not desirable at this time ☐ Would never be appropriate

3. Are there types of work for which you think volunteers are particularly needed and suited?

Handout 1, Continued

4. Are there any areas or types of work you believe volunteers should NOT do in our organization?
5. Do any of the following barriers or challenges keep you from involving volunteers more often?

	Yes	No
Not having projects that a volunteer can do		
Not certain how to involve volunteers		
Lack of time to train and manage volunteers		
Concern about volunteer reliability to complete a project		
Concern about quality of volunteer's work		
Other:		

Assessment of Involving Volunteers in Skill Based Roles

1. What is your overall assessment of our current readiness to utilize volunteers in roles that use skills and talents?

___Very ready ___Somewhat ready ___Not ready ___Uncertain

Please explain:

2. What issues or concerns would you like to see addressed before we involve volunteers in skill based volunteer roles?

3. What type of training or support would you like to receive before you are asked to work with volunteers in skill based roles?

4. Are there any other comments or suggestions you would like to express about the involvement of volunteers in our organization?

5. Please indicate your name if you would like volunteer services to follow up with you about your survey responses:

Handout 2

Sample Volunteer Position Description

Tournament Champion



Overview: If you're looking to make a difference, this is the job for you. DARTS Golf committee is comprised of enthusiastic, dedicated and experienced volunteers. What they need is leaders they can turn to for guidance and praise. DARTS Tournament Champion will take the helm as DARTS Golf committee leader.

Service Impact: The Golf tournament is DARTS largest fundraiser of the year. Dollars raised help DARTS fulfill our mission to support the full participation of all generations in our community, regardless of their ability to pay for the services they receive.

Key Responsibilities:

- Provide leadership, experience, motivation to Golf Planning Committee
- Plan tournament and banquet in collaboration with Golf Co-Chair, DARTS staff and Planning Committee volunteers
- Attend and co-facilitate scheduled Golf Planning Committee meetings (approximately 3)
- Serve as liaison between sub-committee chairs
- Provide personal signature on selected pre- and post-event letters to golfers/sponsors (DARTS letterhead & materials)
- Share knowledge of community contacts/networks – work together (w/DARTS staff & Planning Committee) as determined to invite them to participate in the golf event through: sponsorships, golfing, attending banquet, volunteering
- Participate in Golf Classic (part of a foursome)

Time Commitment:

January – June for two consecutive years for 5 – 20 hours per month, increasing as golf event nears

Qualifications:

- Have a broad knowledge of all aspects of DARTS golf event
- Good organization and communication skills

Supported By: Co-chair, Resource Development staff and the Director of Volunteer Resources

Benefits:

- Gain new experiences, skills and friendships
- Work with caring committed staff and volunteers
- Discover self fulfillment and strengthen our community by supporting others

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Handout 3
Targeted Volunteer Recruitment Worksheet

Volunteer job description (summary):

Skills and qualities needed to perform this job:

What types of people are most apt to have these qualities? (age, gender, educational level, experiences - what types of people have made the best volunteers in this position previously?)

What are the best sources for finding my needed volunteer(s)? (service clubs, corporations, colleges, youth clubs, etc.)

What techniques or methods would be most appropriate to gain access to them? (friend or colleague to personally ask, speak to Rotary, talk to classes at the local college, PSA on teen radio station, etc.)

What benefits will these volunteers receive by doing this job? (i.e., what exchange are we offering them: work experience, networking opportunities, making a difference)

Who is the best person to do the recruitment and why?

Handout 4

Sample Interview Questions

Interviewer – frame the interview by summarizing the mission of agency, goal of project/position, value/impact project will have, culture/work style of agency & your own management style. Ask if volunteer has any questions.

1. Based on what I've shared with you so far, what interests you about this organization/project/position?
2. How do you see yourself connecting to our organization's mission of?
3. What do you hope to gain from your work with us?
4. Tell me about your skills & experience as it pertains to this organization/project/position. Do you want to use these skills or do something different?
5. What other skills, experience or interests do you have that you would gladly share with our organization if we would make it possible for you to do so?"
6. Tell me about previous volunteer activities you've been involved in – what you enjoyed, wouldn't do again.
7. Tell me which situation you prefer & why:
 - a. working alone or with other people
 - b. time limited projects or on-going assignments
 - c. assignments where you are a leader & decision maker or where you are part of an influential team
8. Describe a situation where you were a leader of other people – what went well, what didn't go well & what would you do differently?
9. What change or impact do you want to have result from your volunteer work?
10. If you were to design your ideal volunteer involvement here, what would it be?
11. What questions do you have of me?

Interviewer – explain matching process, next steps & time frame

Handout 5 Project Descriptions

Possible items to include in project description:

Title of project:

Goal of project:

Project time frame:

Name of volunteer project manager:

Person volunteer project manager reports to on staff/Board:

Outcome project will accomplish (including date):

Checkpoints or benchmarks as steps towards final outcome (if applicable):

Members of team working for volunteer project manager (if applicable):

Legal requirements or policies followed (if applicable):

Budget (if applicable):

Responsibility for raising funds (if applicable):

Other resources or duties that organization will provide (i.e. office space, work by staff, etc.):

Documentation provided by project manager at end of project for agency files (if applicable):