

## **Volunteer Management Roles and Responsibilities**

### **Volunteer Department**

Recruitment

Screening and Interviewing

Orientation to Org/  
Policies and Procedures

Support and training for  
volunteer supervisors

Monitoring volunteer supervision

Reporting/Measurement and  
Storytelling

Volunteer Scheduling

Evaluation

### **Volunteer Supervisor**

Requesting Volunteers

Assignment Training

Performance Management:  
Coaching Monitoring, and  
Redirecting Volunteers

Giving feedback to volunteers  
and Volunteer Department

Setting and communicating  
consistent guidelines and  
expectations

Data Tracking/Recordkeeping

### **Joint Responsibilities**

Needs Assessment

Developing Position Descriptions

Volunteer Placement and  
Screening

Volunteer Recognition

Problem Solving and Conflict  
Resolution

Termination of a volunteer

Outreach