

Core Volunteer Program Documents Checklist

Use this template to help decide and develop the volunteer program documents that will not only help you collect the data you need, but also build and strengthen your relationships with volunteers.

| DONE ✓ | DOCUMENT | HOW IT CAN BUILD RELATIONSHIPS | NOTES |
|-----------|-------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| | Volunteer Manager Job Description | Ensure specific & adequate amount of time allocated for relationship building with all stakeholders | Update annually to reflect actual work & percentage of time spent on each major task area |
| | Business Cards | Include inspirational quote or philosophy of volunteer involvement on back of card | One for you and a generic one for volunteers |
| | Marketing Style Guide with Logos | Consistency of design reduces perceived difficulty of tasks & asks of volunteer | Use high-resolution files of logos, consistent fonts & colors |
| | Organization Mission Statement | Reinforce identification with common goals | Keep it updated, free of jargon & industry buzzwords |
| | Philosophy of Volunteer Engagement | Make clear how important volunteers are to the organization | Include at top of volunteer position descriptions |
| | Volunteer Position Descriptions | Link volunteer role to mission of organization | Be flexible enough to create new ones, based on a volunteer's interest |

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| | Volunteer Application Fact Sheet | Clearly communicate steps in the application process & build trust | Post on web page &/or include a recruitment brochure |
| | Volunteer Application | Gather vital volunteer info & help volunteers understand that the organization is a place that prioritizes the safety of all | If used, include background check and personal reference releases in the document with a short explanation as to why they are important |
| | Volunteer Screening Interview Questions | Learn about the volunteer's preferences & their behavior in certain situations | Remember, these are a two-way street – talk & listen |
| | Volunteer Agreement | Reassure volunteers that this is a well-run organization & that their information will be protected | Include privacy, confidentiality & conflict of interest agreements, if applicable |
| | Volunteer Manual | Inspire new volunteers & help volunteers understand social norms and unwritten rules | Also, include a short Acknowledgement Form that the volunteer signs |