

# Volunteer Management Plan Checklist

Purpose	<p>A volunteer management plan provides your organisation with clear objectives and strategies to support volunteer recruitment and retention efforts. Supporting, recognising and rewarding volunteers is crucial for the ongoing sustainability of your organisation. The development and implementation of this plan should be the combined effort of representatives across your organisation. Overall the volunteer management plan will assist in achieving an effective structure and management practices.</p> <p>The below template offers six areas to consider in the management of volunteers and offers sample strategies that may be consider for implementation. While it is recommended that consideration be given to each area, it may not be necessary to provide as many actions as suggested.</p>
Key areas	<p>Following are key areas which your organisation may wish to consider in the development of a volunteer management plan:</p> <ul style="list-style-type: none"> <li>▪ Recruitment</li> <li>▪ Selection and Role</li> <li>▪ Induction</li> <li>▪ Learning and development</li> <li>▪ Retention</li> <li>▪ Recognition</li> </ul>
Checklist	<p>This should be your organisation's checklist for enhancing and improving volunteer management within your organisation. When developing a comprehensive checklist, it is important to ensure all members of the organisation are consulted.</p>
Strategy	<p>This section provides sample strategies or actions to address each item in the checklist. Ensure that all strategies are achievable and within the organisation's operating budget. The status of each strategy can be updated at regular meetings and the volunteer management plan can be amended as required.</p>
Timeline	<p>Allocate an achievable timeline for each strategy.</p>
Action officer	<p>To achieve best practice outcomes, select an individual or team to lead and record the progress of each strategy. Allocate a person who will be accountable for managing and leading the delivery of the strategy and its ongoing development.</p>

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## Sample Action Plan

Checklist	Strategy or Action	Timeline	Action Officer
<b>RECRUITMENT</b>			
Source ideas to conduct volunteer recruitment within the local community	Develop a set of actions around recruitment, spanning a specific timeframe, and identify useful ways to integrate within the community and promote the organisation's volunteer roles.		
Have clearly defined opportunities for volunteer involvement in the organisation	Assess the organisation's capacity and identify where volunteer roles are required, both long term and short term (ad hoc) volunteers. Tailor recruitment needs on the basis of the assessment.		
Identify creative ways to attract volunteers	Research ways in which other organisations of a similar nature attract volunteers. Focus specifically on promotional tools which attract the age and gender which is required.		
<b>SELECTION AND ROLE</b>			
Ensure an appropriate screening process is conducted	Develop a process whereby a club president or official is present to interview the new volunteers to ensure the volunteer is appropriate for the role.		
<b>INDUCTION</b>			
Job descriptions	Ensure the volunteer roles have a position description outlining the roles and responsibilities of the volunteer. These may be required for the President, Vice President, Secretary, Treasurer and Coaches.		
Induction information	Develop a tool kit listing the required information necessary for the volunteer to undertake their roles and responsibilities.		
Organise contact details of club members	Develop a process to collate and update volunteer membership details. This can include a brief profile of the volunteer.		

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<b>LEARNING AND DEVELOPMENT</b>			
List learning opportunities for volunteers.	Identify and list appropriate and relevant learning and development opportunities for volunteers.		
Identify volunteer career progression opportunities for each volunteer	Profile each volunteer and identify ways in which the organisation can offer internal opportunities for rotation/progression in different positions.		
Conduct regular review of volunteer skills and abilities	Conduct annual reviews of each volunteer to assess skills and, where necessary, provide up-skilling or further learning.		
<b>RETENTION AND SUCCESSION</b>			
Maintain and sustain community partnerships	Maintain links with community organisations to help source additional resources when required.		
Communicate effectively with volunteers	Provide pathways to communicate information to volunteers. Develop useful tools such as website, newsletter and flyers, and make use of twitter and Facebook.		
Provide appropriate resources to ensure volunteers can undertake their roles effectively	Review, on a quarterly basis, the organisation's resources and develop a list of new items that are required or those that need updating or replacing. From this develop initiatives such as fundraising or grant applications to source funding.		
Conduct exit interviews when a volunteer leaves	Develop a basic exit interview which can be done via email, phone or face to face with volunteers who resign. Monitor and track reasons for volunteer resignations and develop ways to address reoccurring issues.		
<b>RECOGNITION</b>			
Deliver a volunteer appreciation ceremony	Develop a volunteer awards program to be included in the end of year celebrations to thank volunteers for their support and dedication.		
Understand the motivations around volunteer participation in the organisation	Interview volunteers to determine their motivations for volunteering and use this information in marketing and promotional campaigns.		
Have a relevant reward and recognition system in place	Assess the current approaches to reward and recognise, and research ways to implement an ongoing system.		