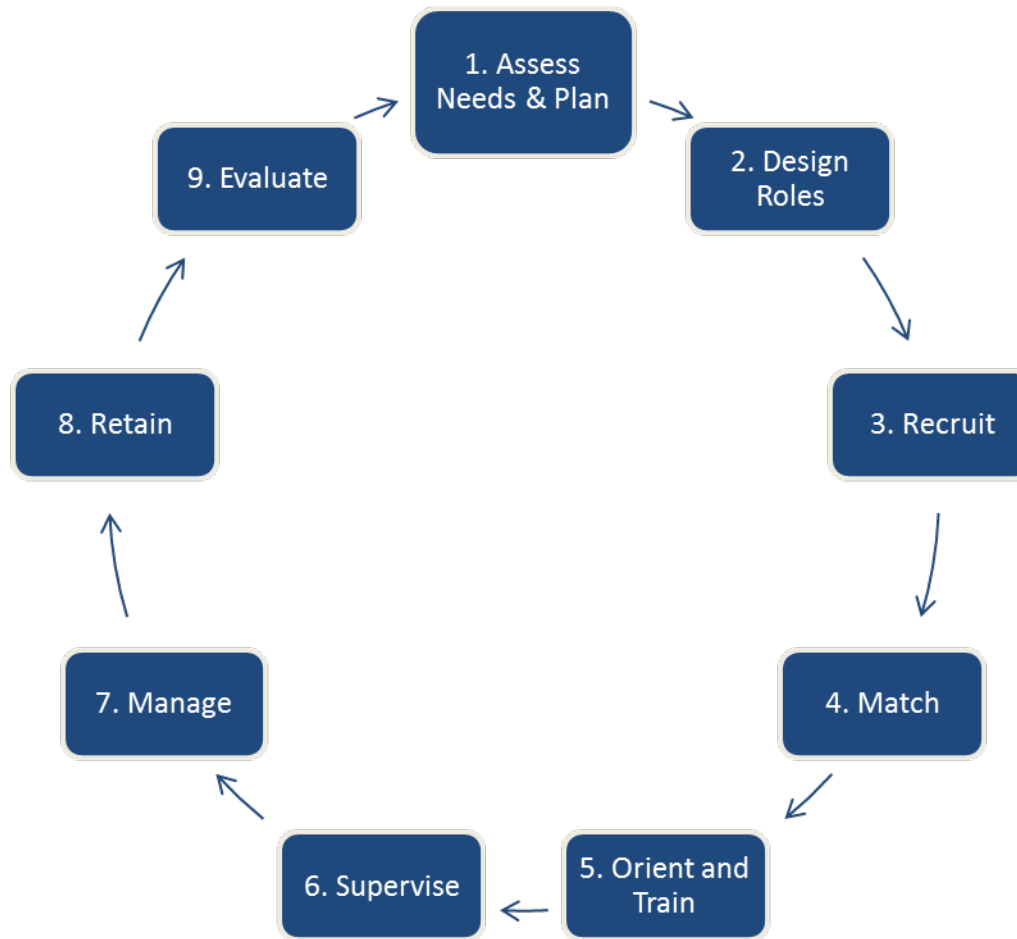


Volunteer Involvement Cycle

The volunteer involvement cycle is a multi-step process, starting with a needs assessment and proceeding clockwise through the additional processes, as shown below. The entire process is repeated as needed throughout the life of the volunteer program.



About the Steps:

1. Assess needs and plan

- Set strategic goals
- Conduct risk assessment
- Assess community resources
- Review volunteer program infrastructure

2. Design Roles

- Keep staff and program needs in mind
- Develop role descriptions
- Set standards of performance for each role

3. Recruit

- Target to specific audiences
- Use key messages
- Have a recruitment methodology
- Ensure a smooth connection process

4. Match (volunteers to work)

- Interview
- Screen and verify references
- Exclude unsuitable candidates
- Place volunteers in appropriate roles

5. Orient and train

- Orient
- Conduct role training
- Conduct behavior and standards training
- Confirm role suitability

6. Supervise

- Communicate
- Provide feedback
- Update volunteer assignments

7. Manage (performance)

- Mentor
- Coach
- Conduct corrective action
- Release from service

8. Retain

- Provide daily reinforcement
- Recognize
- Reward
- Promote

9. Evaluate (program)

- Measure overall program success using key indicators
- Seek input from staff and volunteers
- Provide feedback to management