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| Volunteer Management | Gaps Identified | Action | Met | Partially Met | Not Met |
| * Responsibilities for managing volunteers * Are you provided with management support? * Are you aware of your role as Volunteer Coordinator/Supervisor? |  |  |  |  |  |
| * Policies and procedures * Are you aware of the volunteer policy and associated policies? * Are you aware of the volunteer coordinators’ handbook and supporting resources and templates? |  |  |  |  |  |
| * Record management * Do you have a volunteer database that includes volunteer contact details, emergency and health details? * Have you provided your volunteer data to External Relations? * Would you like to consider using the Better Impact Volunteer Management Software? |  |  |  |  |  |
| * Risk management * Have you completed or reviewed your program’s risk management? |  |  |  |  |  |
| * Purpose of group * Do you have a mission statement that outlines purpose, goals and objectives of your volunteer group?   If so, have they been achieved this year and explained to your volunteers? |  |  |  |  |  |

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| * Volunteer Management | Gaps Identified | Action | Met | Partially Met | Not Met |
| * Resources * Do you have a list of resources required for your volunteers to undertake their work? |  |  |  |  |  |
| * Volunteer roles * Do you have Position Descriptions in place for volunteers? * Are your volunteer roles appropriate and not taking the job of a paid employee? |  |  |  |  |  |
| * Recruitment and selection * Are you aware of the advertising channels provided by External Relations? * Are potential volunteers provided with relevant information about the volunteer program, role and organisation? * Are reference checks completed? * Are screening checks required? |  |  |  |  |  |
| * Support and development * Do you conduct a volunteer induction? If so, how often? * Are your volunteers aware of their responsbilites and expectations of their role? * Have volunteers signed an Agreement form? * Are volunteers provided with relevant training? |  |  |  |  |  |

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| * Volunteer Management | Gaps Identified | Action | Met | Partially Met | Not Met | |
| * Support and development (continued) * Are volunteers provided with support from supervisors, management and fellow volunteers? |  |  |  |  |  | |
| * Health, Safey and Wellbeing (HSW) * Have volunteers been provided with relevant HSW information to carry out their volunteer role? * Are volunteers aware of their HSW responsbilities? * Volunteers aware of how to report an accident/incident? * Volunteers have access to complaints and grievance procedures? |  |  |  |  |  | |
| * Volunteer recognition * Are you aware of the recognition the University Volunteer Program provides? E.g. volunteer awards, recognition events, volunteer pins and certificates. * Are volunteers informed of how their contributions benefit the organisation? * Do you invite volunteers to thank you events? * What are other ways you can recognise your volunteers? eg. thank you card |  |  |  |  |  | |
| * Quality management & continuous improvement * Do you reguarly review your volunteer program and associated procedures? * Do you provide opportunities for volunteers to give feedback? E.g. survey, one-to-one interviews?,team meetings. |  |  |  |  | |  |