|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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? |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| * 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.
 |  |  |  |  |  |