



Administrators of Volunteer Resources BC
www.avrbc.org

STANDARDS OF PRACTICE

- ◆ **Volunteer Resources Staff**
An effectively managed volunteer program will provide the organization with appropriately placed volunteers whose efforts advance the organization's mission.
- ◆ **Implement Policies and Procedures for Volunteer Involvement**
Policies and procedures reduce risk, clarify responsibilities and ensure service consistency.
- ◆ **Design Volunteer Assignments**
Assignment descriptions define in writing the duties to be accomplished by volunteers, helping to ensure that volunteers are involved in meaningful ways. Assignment descriptions act as risk management tools by clarifying roles and outlining assignment parameters.
- ◆ **Recruit Volunteers**
Successful recruitment convinces people to give their time and energy to the organization and will match a volunteer's needs with the needs of the organization.
- ◆ **Screen Volunteers**
 - **Initial Screening**
 - **On-Going Screening***Screening protects clients and ensures the organization operates to the highest standards.*
- ◆ **Accept and Place Volunteers**
The satisfaction of volunteers requires that they be placed in assignments that will meet their needs. Reciprocity is an essential element in retaining volunteers. The needs of both the volunteer and the organization must be met.
- ◆ **Orient Volunteers**
Volunteers need to feel welcome and understand how they fit into the organization's team.
- ◆ **Train Volunteers**
Training provides volunteers with the skills necessary to perform their volunteer assignments.
- ◆ **Maintain Good Volunteer/Employee Relations**
Good relationships between volunteers and staff encourage teamwork and reduce conflict.
- ◆ **Supervise, Guide and Evaluate Volunteers**
Proper supervision ensures better communication and increases volunteer satisfaction and performance.
- ◆ **Recognize Volunteers**
Volunteer recognition demonstrates appreciation for the time, talent and energy volunteers provide.
- ◆ **Keep Records**
Efficient record keeping is key to volunteer program accountability and integrity.
- ◆ **Report Successes**
Reporting the positive impact of volunteer resources maintains and increases support among staff and the board of directors and is valuable for fundraising and grant applications.
- ◆ **Evaluate and Refine Volunteer Programs**
It is important to evaluate the impact of volunteer resources regularly to discover whether those services are still meaningful and being delivered in efficient and effective ways.



**AVRBC promotes leadership in the management of volunteer resources
and provides a supportive network for its members.
The Standards of Practice were developed in December 2001
to celebrate the International Year of Volunteers.**

