Assessment of Volunteer Program and Staff Training Needs
Administration Input

It is important in designing a staff training program in volunteer management that we have your perspective, commitment, and thoughts to guide us. I look forward to discussing these questions with you at a convenient time or, if you prefer, you can answer the questions in writing prior to our meeting. Thank you for your leadership in ensuring high quality services to our clientele through our staff/volunteer teams.

1. When hiring staff, is consideration given to their experience, motivation and skills in working with volunteers?

2. Do you think that the role of staff in supervising volunteers is clearly defined in our organization? If yes, how is this accomplished?

3. Are staff evaluated as to their work with volunteers in the organization? If yes, how is this accomplished?

4. In what ways are staff rewarded for excellence in working with volunteers? Any new ideas?

5. Do you think that staff training in volunteer management principles is important to enhancing our readiness to effectively utilize volunteers?

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(continued)

6. How could we enhance our orientation to new staff in order to give more information and review expectations about our volunteer program?

7. What is your philosophy on training of staff, board, and lead volunteers to be better equipped to work with volunteers?

8. In your opinion, is the Board of Directors given adequate orientation and updates on the volunteer program of our organization?

9. What is a realistic expectation of the level of support for staff training in working with volunteers (e.g., resources such as books and tapes on volunteer management, access to staff for training, time for volunteer manager to prepare and deliver the training)?

Name_____   Position_____

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