



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Volunteer Opportunities - Development and Approval Direct Service and Collaborative Volunteers	Reference #5.12 (previously 100.20.010)	Page 1 of 4
	Approved: B. Postl J. Edwards	Date: February 19, 2003 Reviewed/ Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

To ensure that appropriate development of volunteer opportunities occurs.

DEFINITIONS:

Needs Assessment is a process for determining and addressing gaps between current conditions and desired conditions or wants.

Volunteer Opportunity Viability Assessment is the process taken to determine whether a proposed volunteer opportunity is possible based on need, interest, risk, liability and resources available.

Program Design is the process taken to plan for the volunteer role once the opportunity has been confirmed that it is viable.

Volunteer Assignment Description Development is the process taken to identify the content of the activity description including purpose, responsibilities, skills required, benefits, length of commitment, shifts, supervision, orientation/training and risk level/screening standards.

Implementation is when the volunteer opportunity is carried out and has started.

Monitoring is the process of observing and supervising the volunteer opportunity to ensure it is delivered and serves its purpose as planned.



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Evaluation is the process used to determine the volunteer opportunity's merit and worth to the program, staff and volunteers.

GOOD PRACTICE GUIDELINES:

Any WRHA staff who has the interests of the WRHA and its clients and services in mind may initiate the development of volunteer opportunities.

It is a responsibility of the Manager of Volunteer Services to ensure that all volunteer opportunities are developed in accordance with this guideline.

The volunteer opportunity development process must include a needs assessment, a viability assessment, a program design, a volunteer assignment description development, a program implementation plan, and monitoring and evaluation processes. Volunteer programs will be developed in co-operation with other agencies/organizations where appropriate. All volunteer opportunities must have the approval of the appropriate WRHA program (Community Area/Program Director or Team Manager, prior to their implementation.

PROCEDURE:

Needs Assessment:

Staff requesting volunteer service will complete a "Request for Volunteer Service" form.



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Volunteer Opportunity Viability Assessment:

The Manager of Volunteer Services will review the viability of the proposed volunteer opportunity with appropriate program staff considering:

- Appeal to volunteers;
- Availability of qualified volunteers;
- The perception of need;
- Training and supervisory requirements;
- Availability of resources (physical, financial and human) to support the proposed volunteer program;
- Risk analysis of the position;
- Consistency with the site's vision, mission and strategic priorities.

Program Design:

If the volunteer opportunity is thought to be a viable opportunity, the process will advance to the design stage. This stage may be carried out by the appropriate program staff person(s) depending upon the nature of the requested opportunity.

Volunteer Assignment Description Development:

The assigned placement supervisor will identify the volunteer's duties and responsibilities on a standardized assignment description. An approval and *authorized signature* of the relevant program manager/director and the Manager of Volunteer Services will be obtained prior to implementation of the volunteer opportunity.



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Implementation:

The Program area/assigned staff person(s) will identify a time frame for implementation of the volunteer opportunity. A volunteer placement supervisor will be identified at this time. Once this agreement has been reached, the volunteers will be recruited for the opportunity.

Monitoring:

During the program implementation phase, the Manager of Volunteer Services and the program area will jointly monitor the volunteer opportunity.

Evaluation:

The Manager of Volunteer Services will encourage feedback from volunteers, program staff and recipients of service.

Source: Previously Regional Policy 100.20.010

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