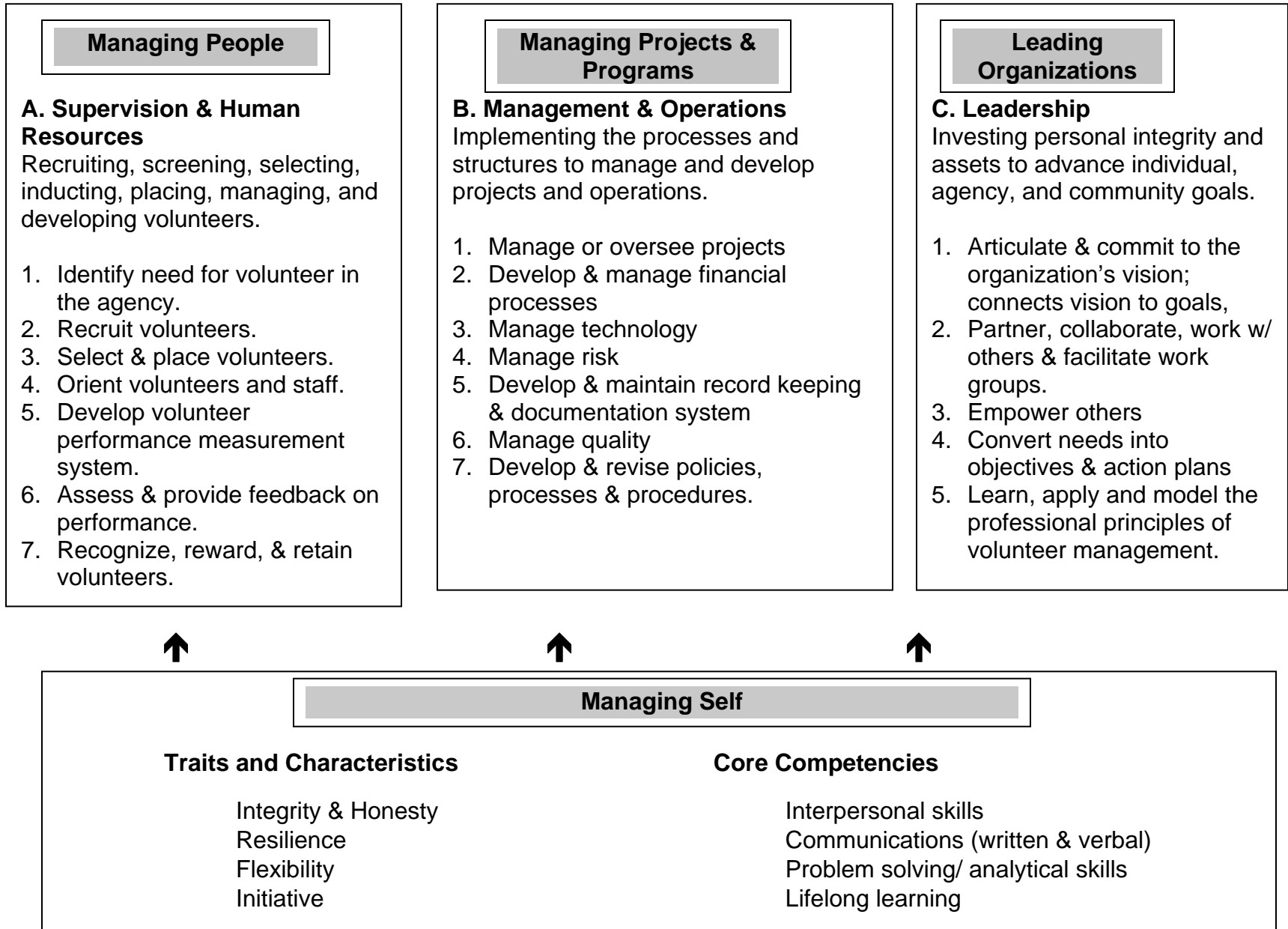




## Volunteer Management Competencies: Self Assessment



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<b>Managing Self</b>	<b>Understanding, accepting, and developing oneself with awareness, control, and confidence</b>	Score yourself for each function 1= (Basic Knowledge: I have a beginning understanding of the basic vocabulary and knowledge of the field) 3 = (Mid Level: I understand the skills and knowledge required of the field and I am able to apply them) 5 = (Confident & Capable: I can adapt my skills and knowledge to apply to a variety of settings)
<b>Function</b>	<b>Description</b>	
<b>Traits and Characteristics</b>	Traits and characteristics are intrinsic to the individual, are a deep and enduring part of a person's personality, and are consistent and predictive of behavior across situations and experience.	
<ul style="list-style-type: none"> <li>• <b>Integrity &amp; Honesty</b></li> </ul>	The quality of being reliable, ethical and truthful.	
<ul style="list-style-type: none"> <li>• <b>Resilience</b></li> </ul>	The quality of being able to rebound and withstand chronic or episodic stress or pressure.	
<ul style="list-style-type: none"> <li>• <b>Flexibility</b></li> </ul>	Ability to adjust, change, or reconsider actions or decisions.	
<ul style="list-style-type: none"> <li>• <b>Initiative</b></li> </ul>	The internal desire and ability to take the first step and originate action.	
<b>Core Competencies</b>	Competencies are predictive of high performance, including an element of "intention" that causes action towards an outcome. They are consistent across the spectrum of a person's experience in their professional and personal life.	
<ul style="list-style-type: none"> <li>• <b>Interpersonal skills</b></li> </ul>	Cooperate and collaborate with others; resolve conflict and negotiate; advocate, influence and guide others.	
<ul style="list-style-type: none"> <li>• <b>Communications (written &amp; verbal)</b></li> </ul>	Read with comprehension; convey ideas in writing; speak clearly and listen actively; observe critically.	
<ul style="list-style-type: none"> <li>• <b>Problem solving/ analytical skills</b></li> </ul>	Plan, analyze, and solve problems using a range of tools and data.	

## Volunteer Management Competencies: Self Assessment

<p><b>A. Supervision and Human Resources</b> – Recruiting, screening, selecting, inducting, placing, managing, and developing volunteers.</p>	<p>Score yourself for each function</p> <p>1= (Basic Knowledge: I have a beginning understanding of the basic vocabulary and knowledge of the field)</p> <p>3 = (Mid Level: I understand the skills and knowledge required of the field and I am able to apply them)</p> <p>5 = (Confident &amp; Capable: I can adapt my skills and knowledge to apply to a variety of settings)</p>
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Function	Description	
<b>1. Identify need for volunteer in the agency.</b>	Know agency's priorities, plans, customer/ client needs, and describe how volunteers will add value. Recognize and advocate for a designated manager/supervisor.	
<b>2. Recruit volunteers.</b>	Use creative marketing & communication skills to identify targets, articulate opportunity, and provoke response.	
<b>3. Select &amp; place volunteers.</b>	Effectively use interviewing skills to elicit competencies. Use assessment skills to determine qualifications and suitability of applicant to assignment.	
<b>4. Orient volunteers and staff.</b>	Deliver effective training for volunteer and staff, and include development opportunities for volunteer that require additional skills, knowledge, or abilities to perform service.	
<b>5. Develop performance measurement system</b>	Link and document individual volunteer needs with organizational priorities, strategies, and operations. Use adult/youth development principles when supervising, training, and providing advancement opportunities for volunteers.	
<b>6. Assess &amp; provide feedback to volunteer about performance</b>	Establish a system and keep a schedule of performance review for volunteers. Identify and articulate performance expectations of volunteers, targeted outcome & output indicators, and give both positive and negative feedback, as necessary.	
<b>7. Recognize, reward, &amp; retain volunteers.</b>	Maintain communication and feedback loop with frequent and public praise as well as a detailed, quantifiable (if possible), and concrete report of accomplishments.	

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<b>B. Management and Operations</b> – Implementing the processes and structures to manage and develop projects and operations.		Score yourself for each function 1= (Basic Knowledge: I have a beginning understanding of the basic vocabulary and knowledge of the field) 3 = (Mid Level: I understand the skills and knowledge required of the field and I am able to apply them) 5 = (Confident & Capable: I can adapt my skills and knowledge to apply to a variety of settings)
Function	Description	
<b>1. Manage or oversee projects</b>	Plan, document, implement, evaluate, train, and disseminate reports on work.	
<b>2. Develop &amp; manage financial processes</b>	Identify and obtain alternate sources of funding; develop & manage budget accounts for both cash and in-kind resources; pursue fiscal sustainability.	
<b>3. Manage technology</b>	Identify, obtain, and apply technology that is useful for training, record keeping, finance, evaluation, analysis, and service delivery.	
<b>4. Manage risk</b>	Apply knowledge of risk assessment, prevention, identification, and financing to risk avoidance, reduction, and control programs and crisis planning/management. Address tasks, individuals (volunteers and clients), environment, organization, and laws or regulations.	
<b>5. Develop &amp; maintain record keeping &amp; documentation system</b>	Understand the relationship between maintaining sufficient documentation and managing risk. Use a documentation system for supervising volunteers and program impact/evaluation that is efficient, comprehensive and cost effective.	
<b>6. Manage quality</b>	Apply principles of continuous quality improvement and quality assurance and quality control to ensure volunteer services are responsive, consistent, valued, and of high quality.	
<b>7. Develop &amp; revise policies, processes &amp; procedures as needed</b>	Ensure that guidelines for program operations, volunteer assignments, and program staff reflect best practices of both volunteer administration and service sector (health, education, public safety, etc.). Integrate changes in service sector into volunteer roles, training, etc.	

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<b>C. Leadership –Investing personal integrity and assets to advance individual, agency, and community goals</b>		Score yourself for each function 1= (Basic Knowledge: I have a beginning understanding of the basic vocabulary and knowledge of the field) 3 = (Mid Level: I understand the skills and knowledge required of the field and I am able to apply them) <b>5 = (Confident &amp; Capable: I can adapt my skills and knowledge to apply to a variety of settings)</b>
<b>Function</b>	<b>Description</b>	
<b>1. Articulate &amp; commit to the organization’s vision and connects vision to goals</b>	Hold a systems perspective, an awareness of community context, and a strategic outlook.	
<b>2. Partner, collaborate, work with others and facilitate work groups</b>	Build coalitions; share leadership and resources; and establish strategic alliances with mutual organizational benefits.	
<b>3. Empower others</b>	Share power & give up control; promote policies and procedures that incorporate cultural competency and disability inclusion; see mutual benefits from empowerment.	
<b>4. Convert needs into objectives and action plans</b>	Implement planning tasks and balance with the details of accomplishing the work. Articulate connections, opportunities, and advantages for internal and external partners and program participants.	
<b>5. Learn, apply and model the professional principles of volunteer management</b>	Initiate a self assessment plan for professional development, make opportunities for formal and nonformal learning, and support the advancement of the field of volunteer management.	