

December 16, 2018

Volunteer Standard

Organizational Standards For Volunteer Involvement

TSF Volunteer Program works on integrating volunteers strategically into the work of an organization.

It helps leaders understand the value and impact volunteer involvement can have in advancing the organization's mission. By adopting the standards outlined below, the organization demonstrates a commitment to engaging and supporting volunteers in a meaningful and responsible way.

Mission-based Approach

The organization's Board of Directors and senior staff acknowledge, articulate, and support the vital role of volunteers in achieving the organization's purpose or mission. Volunteer roles are clearly linked to the organization's mission.

Human Resources

Volunteers are welcomed and treated as valued and integral members of the organization's human resources team. The organization has a planned and integrated approach for volunteer involvement that includes providing appropriate resources to support volunteer involvement.

Policies and Procedures

A policy framework that defines and supports the involvement of volunteers is adopted by the organization.

Volunteer Administration

The organization has clearly designated individual(s) with appropriate qualifications responsible for supporting volunteer involvement.

Risk Management and Quality Assurance

Risk management procedures are in place to assess, manage, or mitigate potential risks to the volunteers, the organization and its clients, members and participants that may result from the delivery of a volunteer-led program or service. Each volunteer role is assessed for level of risk as part of the screening process.

Volunteer Roles





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Volunteer roles contribute to the mission and purpose of the organization and clearly identify the abilities needed. Volunteer roles involve volunteers in meaningful ways that reflect their skills, needs, interests, and backgrounds.

Recruitment

Volunteer recruitment incorporates a broad range of internal and external strategies to reach out to the diverse sources of volunteers.

Screening

A clearly communicated and transparent screening process, which is aligned with the risk management approach, is adopted and consistently applied across the organization.

Orientation and Training

Volunteers receive an orientation to the organization, its policies, and practices, appropriate to each role. Each volunteer receives training specific to the volunteer role and the needs of the individual volunteer.

Support and Supervision

Volunteers receive the level of support and supervision required for the role and are provided with regular opportunities to give and receive feedback.

Records Management

Standardized documentation and records management practices and procedures are followed and are in line with current relevant legislation.

Technology

Volunteers are engaged and supported within the organization through the integration and intentional use of current technology. New opportunities to strengthen volunteer engagement and capacity through the use of technology are evaluated continually.

Recognition

The contributions of volunteers are acknowledged by the organization with ongoing formal and informal methods of recognition, applicable to the volunteer role. The value and impact of volunteer contributions are understood and acknowledged within the organization and communicated to the volunteer.

Evaluation

An evaluation framework is in place to assess the performance of volunteers and gauge volunteer satisfaction. The effectiveness of the volunteer engagement strategy in meeting the organization's mandate is also evaluated.

