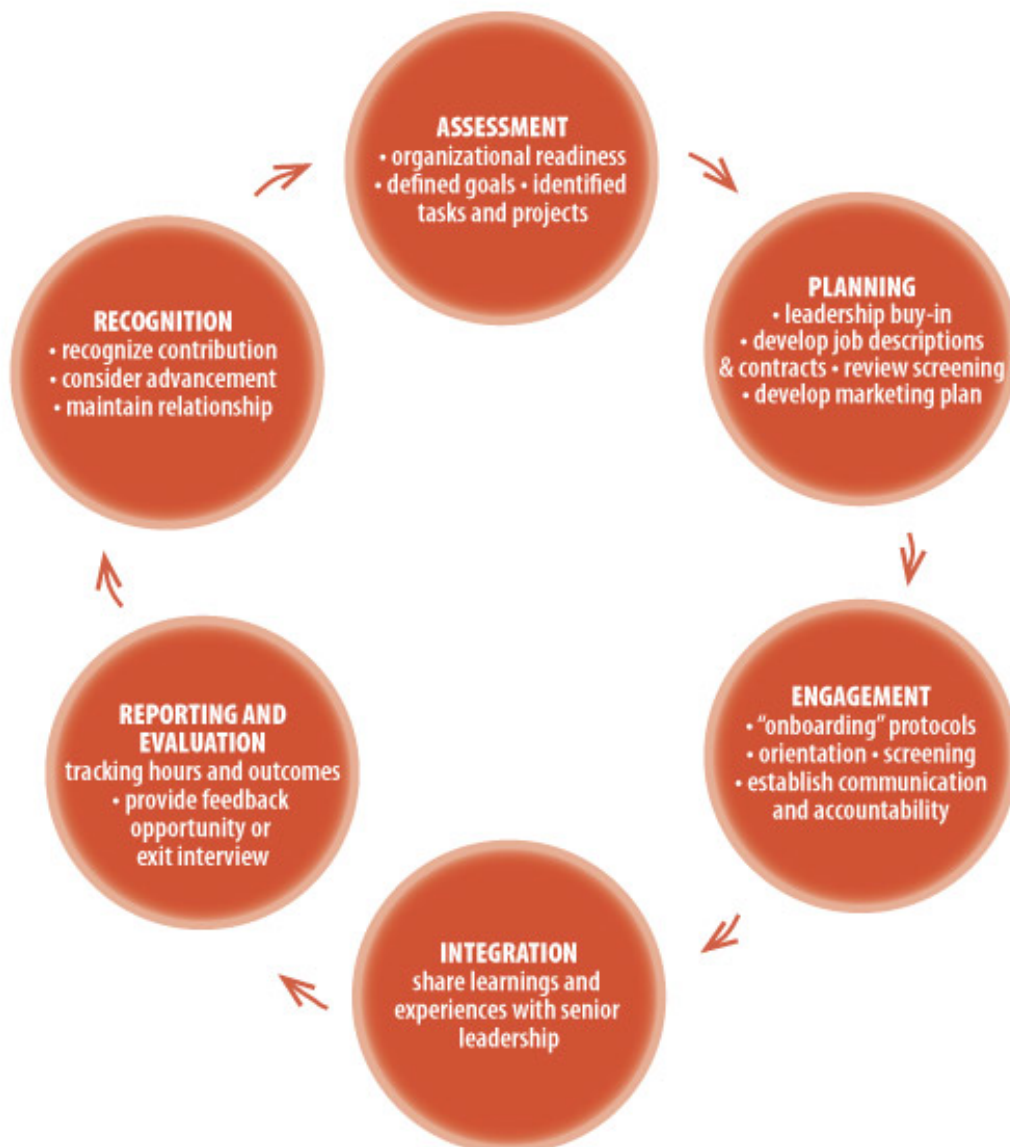


## Skills-based volunteering cycle

This follows Volunteer Development Cycle, which highlights ways to effectively engage volunteers. In fact, strategies through which to engage skills based volunteers do not differ largely from engaging any volunteer. Assessment and planning may require more consideration to make sure that a volunteer seeking to apply very specific skills are matched to an opportunity that does this while also meeting the mission of the organization.

### VOLUNTEER ENGAGEMENT



## **Assessment**

- Is the organization ready to engage pro-bono or skills-based volunteers?
- Revisit mission statement and organizational goals
- Clarify roles and responsibilities for volunteer engagement
- Identify tasks and projects that could be completed by skills-based volunteers
- Develop a specific system for responding to pro bono and skills-based volunteers who contact your organization

## **Planning**

- Obtain commitment from staff or leadership volunteers to collaborate with skills-based volunteers on projects within their area of expertise
- Develop solid position descriptions, contracts or project outlines including scope of work, time frame required, deliverables and accountability
- Review screening steps, interview questions and skill inventory
- Develop a marketing/recruitment plan, linking the skill sets required to the most appropriate target market
- Develop strategic relationships with businesses and corporations, specifically those with an interest in employer-supported volunteer initiatives

## **Engagement**

- Complete screening steps appropriate to the work
- Ensure 'onboarding' process with clear orientation to the organization, review of relevant policies and the rights and responsibilities of volunteers
- Define the parameters of the work or project through job description and/ or contract
- Establish communication and support linkages
- Review any conflict of interest guidelines

## **Integration**

- Encourage opportunities for the volunteer to be integrated within the department and with the senior leadership that will enhance teamwork and the sharing of experiences
- Share the success stories of everyone working together on the task or project

## **Reporting and Evaluation**

- Track the hours of the skill- based /pro bono volunteer as well as the deliverables or outcomes of the work
- Provide an opportunity for an exit interview or evaluation at project/work completion

## **Recognition**

- Recognize skills-based or pro bono volunteers with the offer of a more advanced opportunity within the organization
- Provide letters of reference or appreciation to the volunteer, their employer, service club, etc.
- Recognize the volunteer through internal, external and corporate opportunities such as organizational newsletters, community papers, award nominations, recognition events, etc.
- Work to maintain an ongoing relationship with the skills- based volunteer for future opportunities