



5.0 Human Resources

5.11 Volunteer Resources

5.11.7 Evaluation of Volunteer Resources and Performances Reviews for Volunteers

1.0 Preamble

Evaluation is essential to insure quality programs. This process is best seen as a non-threatening diagnostic tool. An effective evaluation process is designed as a two-way communication where the Manager / Coordinator of Volunteer Resources, staff, client, and volunteer can give each other feedback. This feedback can be used for improving either the volunteer's performance or making changes in the design of the volunteer assignment or volunteer program as a whole. Evaluation is everyone's job and is a collaborative, on-going activity involving people at all levels of the organization.

There are two types of evaluation. Program evaluation should occur on a regular basis reflecting both quantitative and qualitative information. The services provided by Volunteer Resources should be evaluated regularly from the perspective of staff, clients and volunteers. Feedback from all concerned will assist in both program planning and strategic planning.

The second type of evaluation is performance reviews for individual volunteers. Evaluations are a mutual review or progress report encouraging volunteers to do their best while volunteering. Performance reviews should provide the opportunity for volunteers to give input and to negotiate changes in their volunteer assignment if necessary. This will assist the volunteer in achieving his / her goals. A complementary goal of evaluations is to help the volunteer feel successful by specifically recognizing the volunteer's contributions / progress.

2.0 Policy

Policies for Evaluation of Volunteer Resources

- 2.1 The Managers / Coordinators of Volunteer Resources continually seek ways to improve the delivery of volunteer services and will evaluate the Volunteer Resources Program on an on-going basis.
- 2.2 In addition, formal evaluations of all volunteer services / assignments will be conducted at least annually. Staff, clients and volunteers will be asked and encouraged to provide feedback on how well Volunteer Resources is meeting their needs.

- 2.3 Procedures for evaluation of the involvement of Organizational Volunteers will be included in the Memorandum of Understanding between VIHA Volunteer Resources and the organization referring the 'Organizational' volunteers.

Policies for Volunteer Performance Reviews

- 2.4 As with all other members of the health care team, volunteers are accountable for what they do and thus require performance reviews at regular intervals and at other times as considered necessary by the Manager / Coordinator or upon request by the volunteer.
- 2.5 Performance reviews are based on the volunteer's assignment description / volunteer assignment guide, which provides clear and specific standards of performance for the volunteer. The session will review his / her performance, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the organization, convey appreciation to the volunteer, and ascertain the continued interest of the volunteer in serving in that position.
- 2.6 Staff contact persons shall be invited to provide input into evaluations and assessments of the suitability of volunteer placements.
- 2.7 A written record of each evaluation session will be kept.
- 2.8 A volunteer may be immediately dismissed for: gross misconduct or insubordination, breaking confidentiality, theft of property or misuse of organization equipment or materials, abuse or mistreatment of clients or co-workers, or being under the influence of drugs or alcohol while performing their volunteer assignment.
- 2.9 A Volunteer who does not adhere to the rules and procedures of the organization or who fails to satisfactorily perform his / her volunteer assignment may be subject to re-assignment or dismissal.

3.0 References

- "Standards of Practice" – Administrators of Volunteer Resources BC – 2001.
"Policy Development for Volunteer Services" – Linda L. Graff. 1996.
"BY DEFINITION: Policies for Volunteer Programs" – Linda L. Graff. 1993.
"Evaluating Volunteers, Programs & Events...*plus Reflection: the Evaluative Component of Service Learning" - Sue Vineyard. 1994.
"Measuring the Difference Volunteers Make" - Minnesota Department of Human Services. 1997.
"Measuring Up – Assessment tolls for Volunteer Programs" – Steve McCurley & Sue Vineyard. 1997.