



## **Boomers & Babies Project The Oregon Community Foundation**

### **Volunteer Management Audit Summary**

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#### **The Volunteer Management Audit (VMA) will inform the audit team about:**

- What contributes to a successful volunteer program (Education)
- The status of present volunteer efforts (Evaluation)
- The possibilities for the future (Vision)
- The next steps to take (Plan)
- What support is needed (Resources)

#### **Process & Structure of the VMA: 5 Phases**

##### **Phase 1: Planning for the Audit**

- Gain organizational support for conducting the audit.
- Make note of staff resistance to volunteers and/or the audit. Address early, if possible.
- Select the Audit Team, including various levels of staff and volunteers.

##### **Phase 2: Reviewing Materials**

- Compiling all volunteer management tools such as volunteer position descriptions; manuals, orientation & training agendas; volunteer program goals; and volunteer engagement data.
- Provide the Materials Review Sheet to the Audit Team for reference during the audit.

##### **Phase 3: Gathering Constituent Opinions – The Program Assessment**

- As an audit team, rate the volunteer program on 12 elements using the VMA Score sheet.
- Plot the average score for each element on the Comparison Bar Graph.
- B&B added narrative questions regarding Boomer readiness.

##### **Phase 4: Analyzing the Data**

- The Audit Team answers a set of Critical Questions to guide their analysis of the audit results. B&B added questions that are Boomer specific.
- A report is written that includes a summary of the audit process; score sheet results; revealed strengths and weaknesses; priority issues to address; and, next steps.

##### **Phase 5: Developing an Action Plan**

Strategic steps created for prioritized issue areas:

- Goals
- Barriers
- Resources
- Action Steps
- Who? When?