



## Building a Great Volunteer Program

### POSITION DESCRIPTION TEMPLATE

Developing a volunteer position description is the first step in recruitment. It forces you to be clear and specific about the role a volunteer will undertake. It helps the volunteer to know exactly what you are, what you expect, and whether they fit that need.

This template and the examples in the next resource, offer you a comprehensive model for developing positions descriptions. Feel free to adapt these ideas to your own situation.

Title of position	<i>Find a title that reflects the work to be done. Make it realistic and aligned with the titles used in the organization.</i>
Brief description/Purpose	<i>Create a short statement that shows the volunteer how this position contributes to accomplishing goals and mission of the organization.</i>
Primary responsibilities or tasks	<i>List the key areas and tasks of the position.</i>
Qualifications <ul style="list-style-type: none"><li>• Experience</li><li>• Skills</li><li>• Qualities or attitudes</li></ul>	<i>List the criteria for selection. Think about the areas below and who this position might appeal to. What skills you absolutely need or will provide training for helps to separate candidates. Personality traits (qualities and attitudes) can be very important in the client-volunteer relationship.</i>
Time commitment	<i>Day of week; number of hours; how long six months or year commitment. Make this clear.</i>
Benefits	<i>Think about soft and hard benefits – are transportation costs covered; an honorarium, out-of-pocket expenses; training; what skills might the volunteer develop; add to a resume; is a reference letter supplied for successful volunteer experience.</i>
Orientation/Training	<i>What is provided and expectations for attendance.</i>

Challenges of the position	<i>This could be any work place concerns like standing or lifting or working late in evenings; or, related to the client group.</i>
Boundaries of the position	<i>If possible list both do's and dont's of the position. These will be specific to each position. Example: a volunteer driver is not allowed to take the client to lunch. This is beyond their position.</i>
Supervision	<i>Who will provide support to the volunteer? What type of supervision can be expected?</i>
Evaluation	<i>How often and what type? Is there a probationary period?</i>
Special resources or policies Contracts	<i>Is the volunteer expected to sign a contract or understand key policies?</i>
Success Measures	<i>Help the volunteer to understand what success for this position means. What can they expect? What outcomes? If you can list these, they will help you target market for recruitment. You will be appealing to certain people.</i>
Screening measures	<i>What steps must the candidate complete? Application, interview, police check, reference checks, probation, training completion etc.</i>
Risk assessment	<i>As staff, you have assessed this position and assigned a risk value to it. This also helps you assign the appropriate screening measures.</i>

Date approved: \_\_\_\_\_

Reviewed and revised date: \_\_\_\_\_

By whom: \_\_\_\_\_

*This template has been adapted and revised using the best from several sources.*

*a) The Volunteer Toolkit, Mackenzie and Moore*

*b) Volunteer Canada web site resource Position Description Form*

*c) The Family Resource Centre, Volunteer Manual developed by Donna Lockhart, The RETHINK Group.*