



# Good Volunteer Management Practice

## Guidance Overview & Checklist

### A LITTLE BIT OF STRATEGIC PLANNING

One way to develop meaningful volunteer positions is to do a little strategic planning - based on a series of questions<sup>18</sup> about both the past experiences of your organisation and its future plans.

**Each of these questions is designed to help you develop ideas about how volunteers might be involved.**

As you consider the questions, think about:

1. what your experience has been so far
2. what you would like to accomplish more effectively in the future

... and jot down some quick answers to each question.

Questions	Experience so far? Positive/Negative? Why?	What would we like to achieve in future?
<b>Where have we had the greatest difficulty in delivering effective services?</b>		
Where are we not doing our current work in a way that is as effective, timely or efficient as we would like?		
Where are we not performing up to our standards due to a lack of personnel or other resources?		
What are the biggest unmet needs of our service users?		
In what areas do we already know our clients could use assistance, but are not being served by us or by others?		
What new client needs have arisen or become greater?		
What extra assistance would enhance our users' lives or programme of care?		
<b>Where do we have problems in reaching new populations?</b>		
What groups or areas of the community would benefit from our work but are not yet informed of us or convinced of our worth?		
What could we do to provide outreach to those who would benefit from what we do?		
<b>In what activities are paid staff spending their time on work outside their key skills and capabilities?</b>		
What tasks are being done that waste the expertise or time of staff?		
What tasks divert staff from their primary functions?		
What additional tasks or projects would enhance the ability of staff to assist clients, but which staff lack time or expertise to perform?		

<sup>18</sup> This information is an extract from the volunteer management toolkit that supported the sessions run by Steve McCurley in association with CSV's Institute for Advanced Volunteer Management (IAVM) to mark the 2007 Dare to Care End Child Poverty Campaign. For more information please email: [difference@csv.org.uk](mailto:difference@csv.org.uk)