

## **The Hallmarks of High Impact Volunteer Engagement**

1. The executive level and governing board of an organization are ACTIVELY committed to vibrant volunteer engagement.
2. There is a strong, positive philosophy/commitment statement guiding the organization's involvement of volunteers.
3. There is a competent, well positioned and supported staff person designated to empower/lead the organization to have excellent volunteer engagement.
4. Volunteer engagement is staff-friendly..... meaning staff are:
  - clear on expectations of them to partner with volunteers,
  - supported and trained to be competent in this work,
  - involved in planning and assessing positions or projects manned by volunteers and
  - appreciated for excellence in their partnerships with volunteers.
5. Volunteers bring diversity, skills and service into positions that are integrated throughout the organization - from executive level to program support.
6. Organizations are adaptable to trends in volunteerism and strive for continuous improvement.
7. Organizations make effective use of technology for communication, recruitment, recordkeeping, orientation/training, web presence, etc.
8. The organization is deemed volunteer-friendly through its efficient, thorough and welcoming outreach, screening, training, on-going support and recognition of its volunteers.
9. Volunteer engagement is a significant component of strategic planning to reach the organization's mission.
10. Volunteers are a great public relations asset of the organization and are retained as champions of the organization's mission.