Volunteer Process Flow Chart

Develop a flow chart to depict the intake, placement, and engagement process for new volunteers. Use this to identify gaps in your current process and as a resource to clarify roles and expectations between staff for training and supporting volunteers.

Flow charts can be helpful for newer, smaller programs, as in Example 1 and in more established, larger programs, as in Example 2.
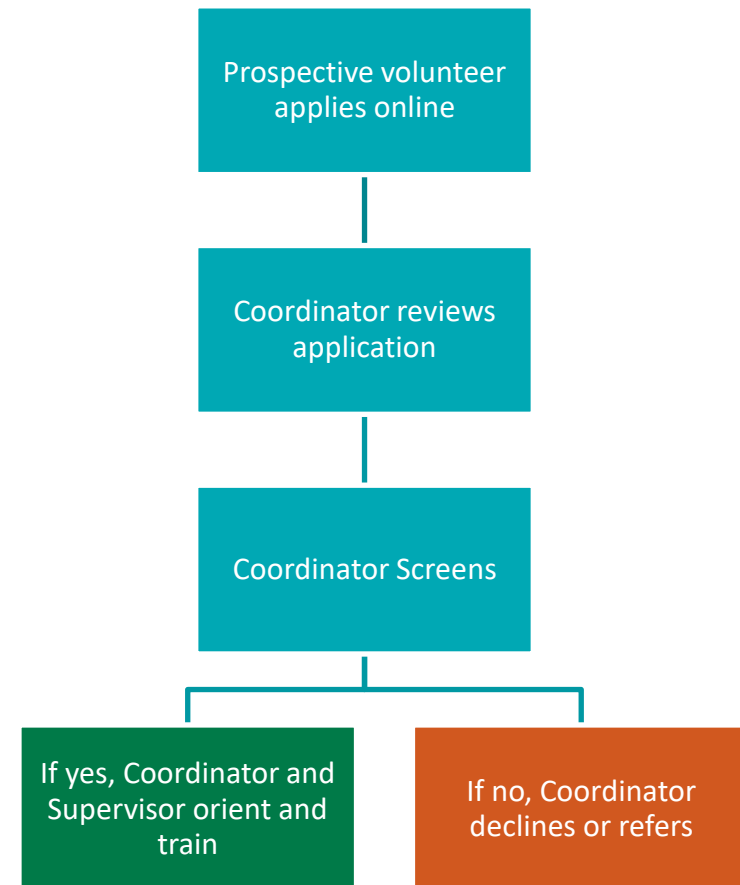
Example 1 (See chart to right)

- Volunteers will apply through an online application.
- The Volunteer Coordinator will vet the applications, conduct interviews, and place volunteers.

To do this we need:

- An online application system
- Funds to pay for the monthly subscription
- A volunteer handbook for orientation
- Sign-up system for trainings

Example 1 – New Volunteer Application Process

```
┌─────────────────────────┐
│  Prospective volunteer   │
│     applies online       │
└─────────────────────────┘
           │
┌─────────────────────────┐
│  Coordinator reviews     │
│      application         │
└─────────────────────────┘
           │
┌─────────────────────────┐
│   Coordinator Screens    │
└─────────────────────────┘
        ┌──┴──┐
┌──────────────┐  ┌──────────────┐
│ If yes,      │  │ If no,       │
│ Coordinator  │  │ Coordinator  │
│ and          │  │ declines or  │
│ Supervisor   │  │ refers       │
│ orient and   │  │              │
│ train        │  │              │
└──────────────┘  └──────────────┘
```

Example 2 – New Volunteer Intake Process

Key to primary responsibility for each step:
- Blue – Volunteer Services
- Orange – Department

Volunteer Services interview and screening

- An application is completed and interview scheduled
- Applicant requests information
- Volunteer Services gives orientation to organization and program review, then conducts background check
- Volunteer Services communicates possible match to Program Staff
- Notification to Department

Department interview

- Program staff interviews applicant and notifies Volunteer Services of decision
- Initial and ongoing training to department and program
- Department training