

Volunteer Role Description Details

Outline for a Volunteer Role Description

1. **Title** – Descriptive title for volunteer position.
2. **Relationship** – Define who the supervisor is (person directly responsible to) and other people the volunteer may need to keep informed or works with cooperatively.
3. **Purpose** – Answer the question “Why accept this volunteer role?” Relate to how the position furthers program goals.
4. **Benefits of the position** – (to the volunteer). This is helpful in recruiting and helps the volunteer feel rewarded by the position they are doing. List specific benefits to the volunteer.
5. **Major duties/responsibilities** – Provide an overview of the tasks to be done and the major areas of accountability. Help the volunteer understand their role and the pace of the position. The description discussing major duties/responsibilities for the position should be brief, concise and clear. The more complex the position the more general this section will be, thus allowing the volunteer to be creative in developing the “how to” process.

If the position requires a lot of specifics, i.e. deadlines, certain people to contact, policies, etc., these are best separated from the position description. Specifics become a helpful resource when included in a “how to” list or handbook. Notes and suggestions can be added to keep this a current and useful working tool. A handbook can serve as training and provide sufficient detail to avoid re-inventing the “how to” when someone else takes on the position, especially if it is an inexperienced person.

6. **Skills needed/qualifications** – Define skills and experience that are necessary or helpful (tell which) to accomplish the job.
7. **Term/time involved** – State the term the volunteer is expected to serve (i.e. one or two years, renewable or not). Give an estimate of how much time it will take to accomplish the task (i.e. day or hours per week, number of months).
8. **Training** – List special or regular training available that is needed or will be helpful to the volunteer. Identify consultant support available. If training is mandated be specific.
9. **Support/resources** – Note privileges and/or support available from the office or other source (i.e., materials and supplies, access to support staff, copying, office space etc.): any expenses that might be reimbursed; material or human resources.
10. **Expectations/success criteria** – These are the desired outcomes. Define expectations as a response to the statement, “Outcomes or results I would like to see:” (from the perspective of the manager or as defined by program goal). Identify what the final product or results of the position will look like. Use success criteria to measure and evaluate the results. Knowing the expectations is important for self evaluation by the volunteer (so they know what the position looks like when it is performed and know how well it was done) and for any face-to-face discussions with the supervisor. Periodic feedback becomes the basis for making changes and revisions to the position and/or program.