

# Volunteer Capacity Assessment

## About

The following questions are intended to help your NAMI organization assess current capacity and readiness for bringing on new volunteers. It may not be necessary to ask all questions to get a sense of strengths and areas of opportunity related to volunteer recruitment and management.

Before you get started, consider who should be part of the discussion. This may be Board members, staff members, and/or volunteers. You may want to ask current or past volunteers for their feedback.

## Overall Capacity

- Do you feel your organization is ready and able to take on new volunteers?
- What do you currently have in place to support volunteer recruitment and management?
- What steps have you already taken related to volunteer recruitment and management?

## Organizational Culture

- What does your organization offer volunteers?
- What makes your organization special? Why should someone volunteer with you over another organization/cause?
- How does your organization embody NAMI's values of hope, inclusion, compassion, empowerment, and fairness?
- What entices people to your organization?

## Diversity, Equity, & Inclusion

- Does your organization feel welcoming to people with different backgrounds?
- Does your organization reflect the people/community you serve?
- Does the leadership of the organization represent the community served? How about the current staff and/or volunteers?

## People Power

- How do you or do you plan to assign duties related to volunteers?
- Who will review volunteer applications?
- Who will interview potential volunteers?
- Who will onboard new volunteers?
- Who will train volunteers in relevant areas?
- Who will provide ongoing volunteer support?
- Who will organize volunteer appreciation activities?
- Are there other related tasks that will need completed?

## Addressing Barriers

### Onboarding

- What is the experience for new volunteers?
- Is there a clear onboarding process?
- What is going well related to volunteer onboarding?
- Where are there hiccups?
- Think about your journey as a volunteer. What barriers did you face?
- What has the organization done already to address barriers to volunteering? (ex: transportation, work schedule, technology)
- Is there a plan for addressing barriers to volunteering at your organization?



### Self Care & Wellness

- How do you promote self-care for current volunteers?
- Is there a process in place for volunteers, including program facilitators, to “tap out” if they need a break?
- What safety nets do you have in place to prevent volunteer burnout?

### Recruitment

- Is your organization willing and able to recruit volunteers in a variety of places and through different approaches?
- Does your organization have the bandwidth to recruit new volunteers?
- In what ways can you “meet volunteers where they are?”

### Appreciation

- In what ways do you show appreciation to current volunteers?
- Do you have a plan for future volunteer appreciation activities?
- Are you able to show appreciation in an ongoing, sustained way?

### Management

- How will you use volunteers?
- What are your biggest volunteer needs?
- How will you match volunteers to tasks?
- Are there clear policies & procedures to guide volunteers and staff in areas related to volunteering?
- How will you mitigate risks associated with working with volunteers?
- How will you ensure the safety of volunteers?
- Does your organization’s general liability insurance cover volunteers?

- Do you have systems in place to manage current volunteers?

