

Feedback & Evaluation Policy	
Final Draft – August 3, 2016	Date Approved – October 1, 2016

Purpose

This policy ensures that volunteers receive thorough and consistent feedback regarding their performance and have the opportunity to provide feedback to improve the volunteer program.

Policy Statement

Volunteers of Volunteer Toronto have the right to receive feedback from their supervisor regarding their performance on a regular basis through a variety of means and at different intervals during their engagements. Volunteers also have the right to provide feedback to their supervisor on their role and work as well as the opportunity for an exit interview when they leave.

Definitions

“Feedback” refers to the volunteer and/or supervisor thoughts on the role, the program, the organization or any combination thereof.

“Evaluation” more strictly refers to an assessment of volunteer performance, how effectively the volunteer is meeting role expectations and if the volunteer role remains a good fit.

“Exit Interview” is a survey or conversation regarding factors related to a volunteer’s exit and/or additional information that Volunteer Toronto can use to improve the volunteer program.

Responsibilities

Volunteer Responsibilities

It is the responsibility of volunteers to provide immediate feedback when necessary, and/or request a meeting with their supervisor when in need of support or to provide feedback. Volunteers are invited to provide feedback via an exit interview when they leave the organization.

Staff Responsibilities

It is the responsibility of volunteer supervisors to provide an informal feedback meeting after one (1) month of the volunteer in the role and to determine the appropriate length of time by which to assess volunteers through a formal evaluation process (on average, after three (3) months). On average, this should be after three (3) months with the organization. During this evaluation, volunteers can be given the opportunity to provide feedback on the role and the program to their supervisor. Volunteer supervisors must maintain proper documentation of performance reviews and feedback discussions via formal (see Procedures) or informal means, and this documentation should be placed in the volunteer’s personnel file.

It is the responsibility of staff to annually review the formal evaluation template to be used with volunteers at the appropriate interval. Staff should also be open to receiving feedback

from volunteers when relevant to their work and program. All staff are responsible for working with and responding to feedback that affects the organization at large.

Procedures

Volunteer supervisors will provide & accept feedback in the following methods:

- Formal or informal pre-planned evaluation meeting (at appropriate interval)
- Informal face-to-face check-in
- Annual review for long-term volunteers
- Exit interview (survey or in-person) for exiting volunteers
- Group volunteer training sessions & events

Evaluation of Volunteer – Template (Page 3)

Evaluations of volunteer performance should cover the following areas:

- Fulfilment of role requirements & tasks
- Fulfilment of overall requirements including tracking shifts
- Communication
- Relationships

Supervisors should use the following template to provide performance reviews for volunteers:

Volunteer Evaluation		
Volunteer:		Date:
Area	Comments/Suggestions for Improvement	Rating
Does the volunteer... - fulfil the requirements of the role - meet deadlines on a regular basis - have an adequate/reasonable workload - have the appropriate resources to fulfil their role		
Does the volunteer... - arrive for their shift on time - fill out their volunteer log - check in with staff when they arrive		
Does the volunteer... - communicate issues clearly - ask for strategies and advice to help them succeed - show improvement each shift/evaluation - seek and take advice from supervisor		
Does the volunteer... - relate well with stakeholders - relate well with staff - build and maintain effective working relationships		

Rating Scale:

1 Below Target, 2 Approaching Target, 3 On Target, 4 Above Target, 5 Beyond Target!

I acknowledge that my supervisor has gone over this evaluation with me in full, and I understand the areas in which I need to improve.

 Volunteer Signature

 Supervisor Signature

Volunteer supervisors should use the following discussion questions to guide conversations with volunteers if using an informal evaluation method:

Part 1 – Supervisor/Coordinator Items to Address

Knowledge of the Position – *Volunteer has:* overall knowledge of the position/tasks and relationship to the agency, do they meet or exceed requirements or need improvement

Quality of Work – *Volunteer is:* accurate, thorough, follows procedures, fulfills duties

Dependability – *Volunteer is:* timely, attends shifts, punctual, meets goals, reliable

Teamwork/Interpersonal Relations – *Volunteer has:* ability to work with others; positive relations with staff, other volunteers and clients; cooperative nature

Personal Qualities – *Volunteer:* takes initiative, is creative, goes beyond the call of duty, is willing to help in other areas

Other Issues/Concerns/Suggestions Supervisor may have?

Part 2 – Volunteer Discussion

Are volunteer needs being met? *Does the volunteer:* require more training? Require more organizational information? Need clarification on policies/procedures? Need more responsibilities, hours, or work?

Are volunteer expectations being met? *Is the position:* what the volunteer expected? Keeping the volunteer interested in continuing? In line with Volunteer Toronto's mission? Not meeting volunteer needs?

What is the volunteer's overall satisfaction with Volunteer Toronto and with the actual position?

Other Issues/Concerns/Suggestions the volunteer may have?

Feedback from Volunteer – Template

Supervisors who wish to collect information from volunteers through surveys should use the following template.

Name	
Position	
Period of Evaluation	
Supervisor	

Rating Scale:

1 – Needs Improvement → 2 – Fair → 3 – Good → 4 – Very Good → 5 – Excellent

Orientation & Training

The goals and purposes of <i>organization</i> were clearly explained	1	2	3	4	5
The description for the position was reviewed and procedures were explained	1	2	3	4	5
Boundaries were identified and consequences were made clear	1	2	3	4	5
Training was effective and provided the tools needed to perform the assigned task	1	2	3	4	5

Comments:

Supervision

Supervisor was available when I had questions or needed information	1	2	3	4	5
Supervisor's attitude was professional	1	2	3	4	5
Expectations were clear and supervisor was transparent	1	2	3	4	5

Comments:

Workload

The role provided enough tasks and responsibilities to keep me busy	1	2	3	4	5
The time commitment for the role provided adequate time to complete tasks	1	2	3	4	5
There were opportunities to expand my role or my workload	1	2	3	4	5

Comments:

What other training or growth opportunities would you like to see offered?	
What additional tools would make your work more effective and/or pleasant?	
How could <i>organization</i> improve its volunteer – staff structure and/or relationships?	
Do you have any additional questions or comments?	

Signature of Volunteer		Date	
Signature of Supervisor		Date	