With this package, we will:

Help with initial program configuration:

• Conduct on-site strategic meeting with key stakeholders from different departments to understand your existing volunteer structure, talk about volunteer needs, and brainstorm new opportunities/types
• Conduct interviews with up to 5 members to assess interest in types of volunteering
• Conduct member survey to validate findings from staff/member interviews
• Provide proposal on volunteer opportunity types/new opportunities, structure of volunteer program, gamification elements, launch of program and communication with members
• Configure all settings, opportunity types and application forms for launch. Configure up to 15 volunteer opportunities.
• Customize email templates
• Configure volunteer profile
• Configure badging/ribbons and leaderboards
• Configure volunteer overview pages
• Train staff member(s) that will be managing program

Provide ongoing program support:

• Provide guidance on opportunities that will increase activity and engagement in community i.e. submitting a seed question, becoming a community ambassador, signing up for a specific topic/discussion starter, hosting an “Ask Me Anything” session, etc.
• Recruit new volunteers through community and encourage existing volunteers to participate in opportunities
• Identify additional volunteer opportunities based on departmental/organizational goals, major events, community needs, etc. through quarterly calls/meetings with key stakeholders
• Create additional opportunity types and opportunities; assisting volunteer admins in creating and managing their opportunities
• Work with staff to ensure applications are being reviewed, updated, and notified when accepted or rejected
• Create additional application forms as needed
• Add/edit email templates
• Update volunteer profile/volunteer pages as needed
• Troubleshoot as needed
• Provide monthly reporting and analysis of volunteer activity; make program recommendations based on findings

The Volunteer Program Management Strategic Package requires a minimum 12-month contract and must be purchased in conjunction with the Community Management package.