

VSys Voices:

Creating Performance Evaluations for Volunteers



VSys Voices Presenters



Karina Vargas, CAVS, has over 20 years' experience in volunteer management at all levels, ranging from working with Board-level professional volunteers to high school students. She spent over ten years managing volunteers for a large children's hospital where she developed volunteer leadership programs, presented interactive customer service trainings, and provided expert-level technical and leadership support to the volunteer program. Karina has a B.S. in Human Services from California State University, Fullerton and also has a CompTIA Project+ certificate in project management.



Todd McMullin graduated in non-profit management and has 25 years experience as a technology consultant for community organizations. He is the co-founder of a United Way chapter, a local Volunteer Center, Samaritan Technologies, The Disaster Help Network, The Congress of Volunteer Association Administrators and the Association of Leaders in Volunteer Engagement (ALIVE).



Objectives for today's webinar



Breakdown performance evaluations to explore what it is and is not



Discuss format and timeline for conducting performance evaluations



Review tips for creating and executing performance evaluations



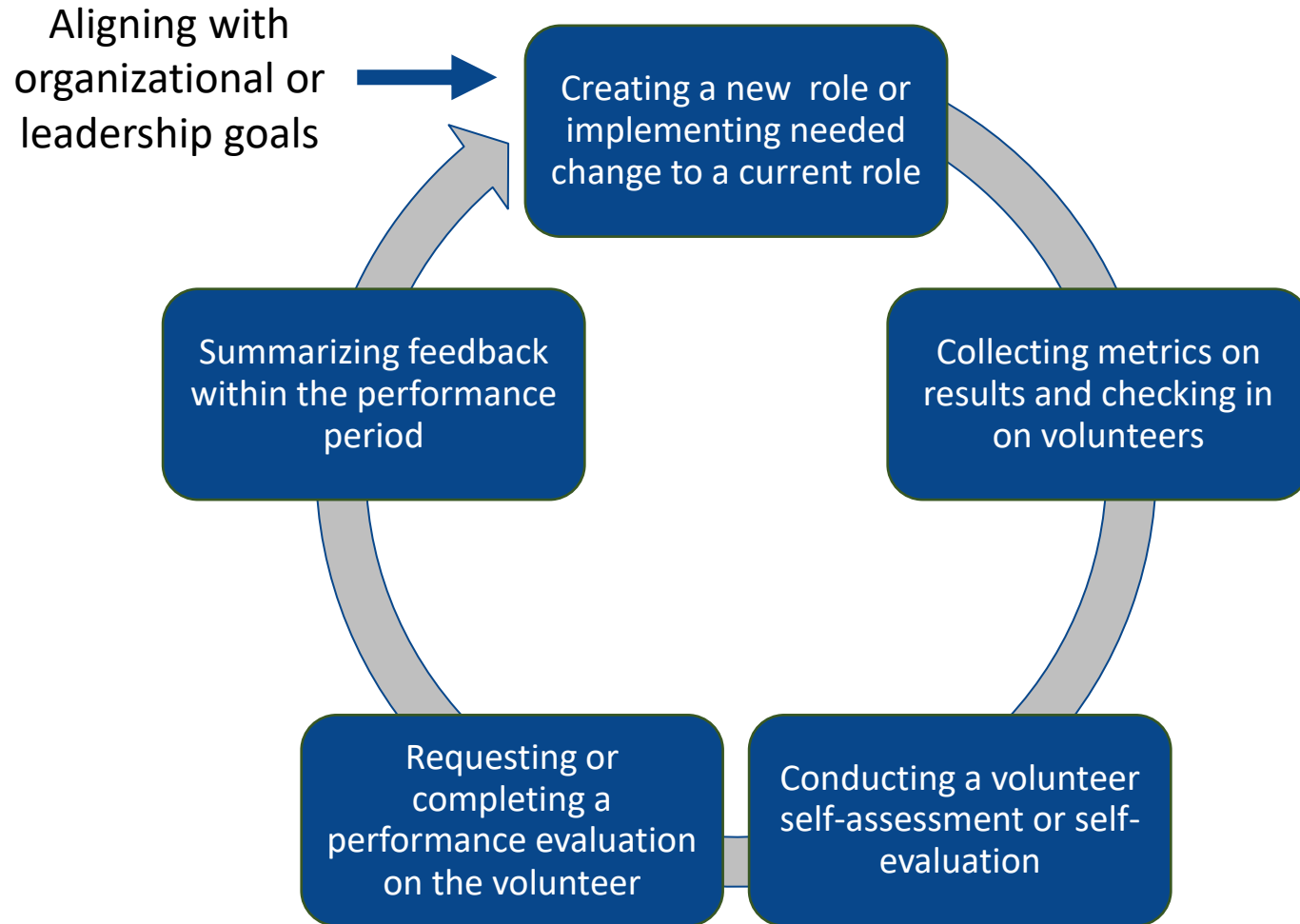
Performance Management vs Performance Evaluations



The Performance Management Cycle



Example of a Process Adaptation for Volunteer



Differences and Similarities

Performance Management

- Focuses on the past and future
- It's proactive

Performance Evaluations

- Focus on the past
- It's reactive

Set goals

Identify barriers to success

Measure results

Impact daily performance



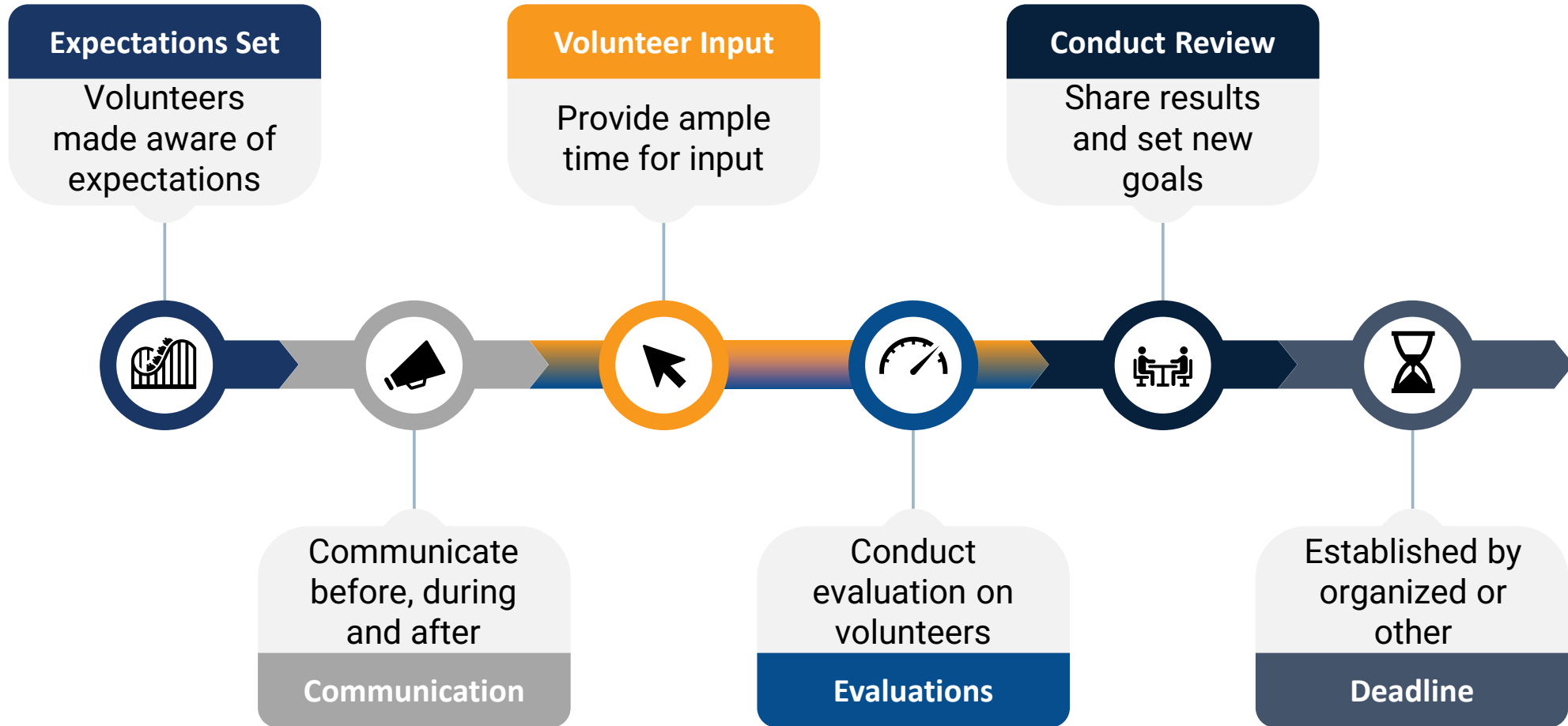
Format and Timeline for Conducting Performance Evaluations



Volunteer Input or Performance Evaluation or Both?



Timeline Considerations



Questions for Timeline Consideration

- »» When should the process be completed by? What is considered “complete”? Does your organization or a governing body require it? Or is there flexibility?
- »» Who should be considered for performance evaluations?
- »» Are performance reviews conducted on a rolling-basis (a year after the volunteer joined) or in a season for all volunteers, and with what frequency?
- »» How much time is realistic for the different components to take place?
- »» Should the volunteer input and performance evaluation happen simultaneously or sequentially?
- »» What communications should be sent out before, during and after this is done?
- »» Are you planning and setting expectations with volunteer from the beginning?



Tips for your Performance Evaluation Tool



One Hat or Many Hats?



Formatting Questions Types – Choice Answers

“Describe your attendance/the volunteer’s attendance in the last year.”

Absent 0-6 times

Absent 7-12 times

Absent 13-18 times

Absent 19+ times

“Describe your communication/the volunteer’s communication ability.”

- A. Below Expectations:** Frequently fails to keep staff informed. Unable to adapt between speaking to peers vs clients/staff. Does not respond to staff emails in a timely manner.
- B. Meets Expectations:** When reminded, keeps staff informed. With assistance, able to adapt between speaking to peers vs clients/staff. Responds to staff emails in most cases.
- C. Exceeds Expectations:** Keeps staff informed without guidance. Easily adapts when speaking to others. Always responds to staff emails and initiates follow-up emails.



Formatting Questions Types – Open Ended

“Share an accomplishment you/the volunteer had since the last performance review.”

+

“What area would you like to grow in/does the volunteer need to grow in?”

“Describe your/the volunteer’s overall performance.”



Resources



Performance Management: A roadmap for developing, implementing and evaluating performance management system. Pulakos, Elaine D. (2004). Society of Human Resources Management. <https://www.shrm.org/hr-today/trends-and-forecasting/special-reports-and-expert-views/documents/performance-management.pdf>



FAQ: What is the Difference Between Performance Appraisal and Performance Management? Indeed Editorial Team. (Updated June 24, 2022). Indeed. <https://www.indeed.com/career-advice/career-development/management-appraisal>



Related Webinars

Behavior-Based Interviewing for Reliable, Loyal Volunteers

[MP4](#)

[Resource Packet](#)

Creating Volunteer Descriptions with Strong Foundations

[MP4](#)

[PDF](#)

[Template:](#)



Questions? Open Discussion

