

ONE Team ONE Goal

Content

- ☐ Planning and Preparation
- Volunteer Role Descriptions
- Volunteer Intake
- □ Volunteer Handbook
- □ Recruitment
- Orientation and Training
- ☐ Resignation and Dismissal
- □ Recognition
- ☐ Support and Feedback
- □ General Information
- NVP Tools and Resources



Planning and Preparation

Planning is an essential part of delivering a successful program.

- 1. Complete a comprehensive review of all existing volunteer positions within the next 30 days to identify gaps and update roles as needed.
- 2. Create or update all volunteer positions required for the next 12 months by the end of the quarter to ensure alignment with existing needs.
- 3. Conduct a risk assessment for each volunteer role within the next 45 days to document potential risks and mitigation strategies for each role.
- 4. Develop and organize all required materials for each volunteer role by the end of the month or quarter to ensure they are accessible and up to date.
- 5. Implement a standardized process for managing volunteer inquiries, including response time targets and tracking systems with the next month or quarter.
- 6. Create a comprehensive, written volunteer recruitment plan within the next month or quarter, including target outreach methods and measurable goals for the next 6 months.



Resource

Volunteer Role Description

Access to the Resource Document: Employee Essentials > My Resources > National Volunteer Hub > Volunteer Role Description-Resource.

For those who do not have access to CORF. Volunteer Hub | CFMWS

Resource Document for Volunteer Role Description

- Rationale
- ☐ How to Use and Fill-out the Document Properly
- ☐ Best Practices for Completing the Volunteer Role Description



RESOURCE DOCUMENT FOR VOLUNTEER ROLE DESCRIPTION

Filling out the Volunteer Role Description thoroughly and accurately is a crucial step in creating a

- 1. Clarity of Responsibilities. When each volunteer role is clearly defined, employees and safe, effective, and satisfying experience for volunteers. volunteers understand the scope of duties and responsibilities.
 - 2. Risk Management and Safety. By identifying potential risks, your team can perform a proper risk assessment and avoid placing volunteers in areas of high risk. 3. Consistency Across Roles. Having a single, well-structured template for volunteer roles
 - ensures that everyone follows the same best practices regardless of location
 - 4. Compliance and Accountability. It must be demonstrated that each volunteer role has been reviewed from a risk perspective and that appropriate policies were referenced.

2. How to Use and Fill-out the Document Properly

Below are the main sections from the Volunteer Role Description, each with a suggested title and expanded details on how to fill them out. These instructions will help you capture all necessary information thoroughly.

1. Defining the Purpose of the Role

- Establishes how the volunteer role supports the team's overall mission and
- Serves as the role summary that volunteer applicants or staff can review.

- Key Function: A concise statement of the role's primary objective.
- Mission Alignment: An explanation of how this volunteer position furthers the team's mission (e.g., providing community support, increasing literacy, enriching recreational programs).

Tips for Completion

Use clear, action-oriented language (e.g., "to support," "to coordinate," "to

uate breaks

unteer need emotional support in their

ikelihood of them happening and the

eeded to reduce the risk further.

potential impact of each risk with the

uately controlled, then include a list of ecautions required.

sible for each risk and when, review the risk assessment for the

safety officer to ensure a thorough

sing on transfer of risk

es decision-making and aligns

scription

with relevant team members to policies before filling out the

that is easy for everyone to

double-check to ensure no icy, and training.

olve over time. Revisit the ents, or volunteer duties

ner it's digital (in a shared

volunteers to the role descriptions document during ig, training, and whenever they need clarification on any aspect of their role.

For questions, please contact the National Volunteer Office at volunteer@cfmws.com

Page 4 | Resource Document for Volunteer Role Descriptions



Visual

Volunteer Role Description

Access to the Template: Employee Essentials > My Resources > National Volunteer Hub > Volunteer Role Description-Visual.

For those who do not have access to CORE: Volunteer Hub | CFMWS

Template for Volunteer Role Description

- □ Role Details
- ☐ Risk Assessment
- □ Policy Considerations

VOLUNTEER ROLE TITLE:		
ROLE DETAILS	RISK ASSESSMENT	POLICY CONSIDERATIONS
PURPOSE OF ROLE	8	9
1		
DUTIES / ACTIVITIES		
2		
CLIENT / PEOPLE SERVED	_	
LOCATION / SETTING 4		
TIME COMMITMENT 5		
SUPERVISION / TRAINING /	-	
ORIENTATION 6		
OTHER DETAILS 7		



Volunteer Intake

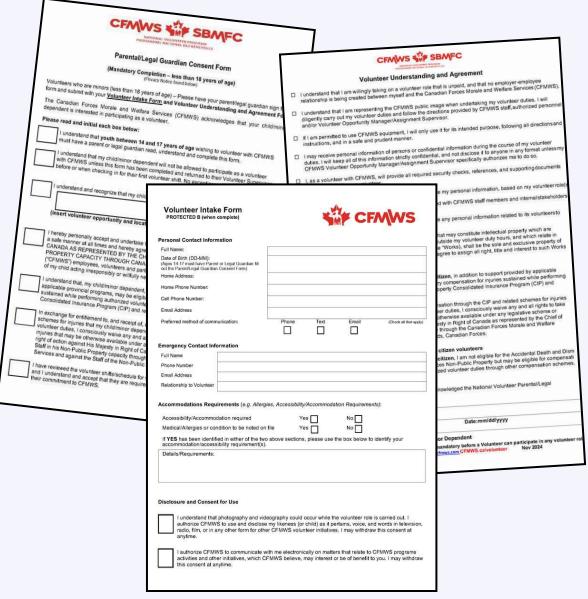
CFMWS has developed a library of volunteer intake forms to facilitate a comprehensive and seamless volunteer intake process

■ National Volunteer Policy | CFMWS

FORMS

These are fillable PDF forms. They may also be printed and completed by hand.

- National Volunteer Intake form
- National Volunteer Parent/Legal Guardian Consent Form
- National Volunteer Understanding and Agreement Form
- □ OHS Incident Report Form





Volunteer Handbook

Access: Employee Essentials > My Resources > National Volunteer Hub > Volunteer Handbook. For those who do not have access to CORE: Volunteer Hub | CFMWS

- ☐ Roles and Responsibilities
- Volunteer Code of Conduct
- Volunteer Insurance
- □ Resignation and Dismissal
- ☐ Training and Orientation
- □ General Operations
- Volunteer Benefits





Recruitment

Recruitment is a dynamic process and can be achieved by harnessing the resources you have at hand

- ☐ Share well-written role descriptions.
- ☐ Leverage online channels to promote volunteer opportunities.
- ☐ Take a peer-to-peer recruitment approach.
- ☐ Consider exploring corporate volunteerism.
- ☐ Define volunteer requirements.
- ☐ Create a marketing plan.
- ☐ Promote flexibility in your opportunities.



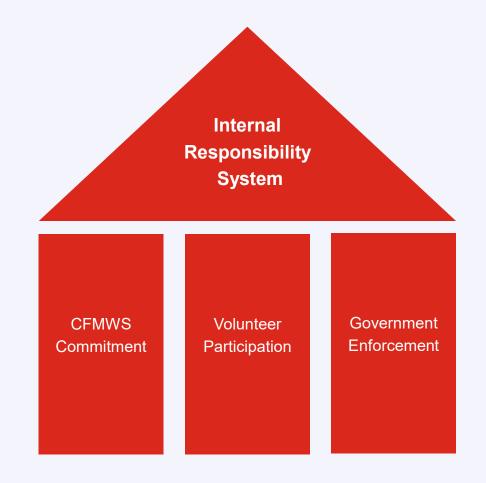
Orientation and Training

Volunteers are required to participate in a session to orient them to the organization, as well as training relevant to the needs of the volunteer role. This should also include localized safety procedures (*e.g.*, *evacuation*, *fire safety*, *location of first aid kit etc.*).

The CFMWS National Volunteer Team will be providing a free general Occupational Health and Safety Awareness training course to all volunteers beginning this summer 2025.

We use the internal responsibility system to show how we all have a role to play in safety and awareness.

- 25–30-minute course
- Validation quiz
- Certificate





Orientation

Volunteer Orientation and Training play a crucial role in ensuring that volunteers can hit the ground running and contribute effectively to their roles, whether they are taking on existing positions or taking on new responsibilities.

Warm Welcome

- Introduce them to the team, the mission, and the culture.
- Make them feel like part of the team.

Organizational Overview

- Provide an overview of your organization's history, values, and goals.
- Explain how volunteers fit into the bigger picture.

Policies and Procedures

- Cover essential policies and procedures.
- Discuss the expectations around attendance, confidentiality, safety, and communication.

Rights and Responsibilities

their rights as
volunteers and
their
responsibilities
toward the
organization and
its beneficiaries.

☐ Inform them on

Tour and Familiarization

Show them around the physical space (emergency exits, office supplies, etc.)



Training

Bonus Tip: Remember, volunteers are often motivated by their passion for your cause. Tap into that enthusiasm during orientation and training. Share success stories and let them know how their efforts directly impact lives!

Role-Specific Training

- Base training on Role Details, Risk
 Assessment, and Policy
 Considerations sections of the volunteer role description template.
- ☐ Focus on the Purpose of Role and Duties/Activities to ensure volunteers understand their responsibilities.
- ☐ If applicable, include a **Risk Assessment**, and **Policy Considerations** to provide context and help prepare volunteers for potential challenges.

Ongoing Learning

- ☐ Identify essential skills required based on the **Role Details** section.
- □ Provide regular, practical learning sessions to build core competencies.
- ☐ Use **role-specific scenarios** for ongoing learning and development.

(If applicable to volunteer role.)

Feedback Loop

- Create structured feedback opportunities tied to the role details.
- ☐ Encourage open communication about challenges and successes.
- Use **volunteer input** to refine training over time.



Resignation and Dismissal

- □ All departing volunteers are treated with professionalism, confidentiality, fairness and consistency regardless of their circumstances for leaving.
- □ Volunteers may be dismissed/released for various reasons, including but not limited to:
 - Unsatisfactory performance: If a volunteer is unwilling to improve their performance to the required standards of the volunteer role.
 - Immediate dismissal for just cause: This includes any act or omission that endangers DND/CFMWS/Museum, its visitors, employees, volunteers, or damages the assets of the organization.



Resignation and Dismissal

Volunteers must be made aware of the suggested dismissal process



Failure to meet requirements, behave within Code of Conduct, and misrepresent DND/CFMWS/Museum results in **Incident Report** in volunteer's file, followed by creating an improvement plan.



Repeat occurrences lead to **verbal** and written warning recorded in file.



Severity determines **termination warnings**, usually 2 given before dismissal for failure to improve.



Duration from **last warning** to volunteer dismissal should not exceed 2 weeks based on volunteer's engagement level (daily, weekly, monthly, occasional), allowing time for improvement.

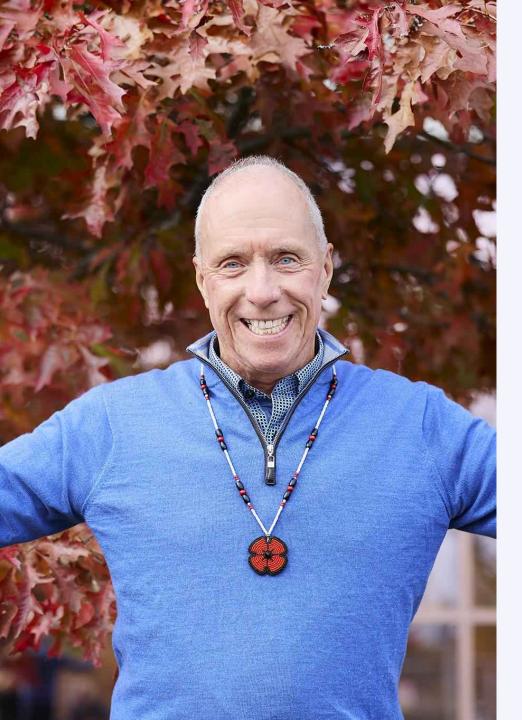


Meeting with volunteer should be scheduled to convey **dismissal decision** in person by coordinator and senior staff member, without further discussion or reconsideration.



Volunteer to receive **termination confirmation** via Dismissal letter signed by Volunteer Supervisor.





Recognition

Volunteers play a vital role in our organization, and their efforts do not go unnoticed. We have put in place several measures to show our appreciation. An annual volunteer appreciation event takes place at every Base/Wing to celebrate the dedication and commitment of our volunteers.

Nominate volunteers for **Volunteer of the Month -** nominate your volunteers anytime. Names are drawn randomly every month; names stay in the draw for one year.



Recognition

Prioritize volunteer recognition.

Assign a dedicated person to oversee continuous volunteer recognition and send regular appreciation messages.

Express gratitude regularly.

- Establish a consistent schedule for recognizing volunteers throughout the year.
- □ Take the opportunity to express gratitude after events or on special occasions.

Use variety of recognition efforts.

□ Diversify your
 recognition methods
 to maximize volunteer
 engagement.

Highlight volunteers' contribution.

- ☐ Highlight the critical role volunteers play in your team's success.
- Personalize recognition
 by mentioning their
 names, interests, and
 specific contributions.
- Ask the volunteers how they would like to be recognized to ensure the gesture is meaningful and respectful.

Recognize efforts quickly.

□ Acknowledge volunteer contributions promptly to ensure your appreciation feels meaningful and impactful.





Support and Feedback

Support volunteers by providing the proper tools and resources to help them complete a specific task. Never leave a them feeling alone, vulnerable, uneasy or unsure about an assigned task. Communication plays a big role in making volunteers feel supported.

It is important that **feedback** is based on observation and performance to ensure that volunteers feel connected to the community they support.



NVP Tools and Resources



National Volunteer Management Policy



Volunteer Reference Letters



Volunteer Role Descriptions



NVP Business Process Flowchart



Police Verification Letter



Volunteer Handbook



CFMWS National Volunteer Recognition Program



Volunteer Resource Management Orientation



Mandatory Volunteer Forms



CANEX Volunteer of the Month



Access to **National Volunteer Hub**Employee Essentials > My Resources >
National Volunteer Hub

For those who do not have access to CORE: Volunteer Hub | CFMWS

Thank you

Reach out to us at volunteer@cfmws.com for:

Volunteer Management Training | Volunteer Document Overview Volunteer Tools & Resources

