

Volunteer Handbook Outline:

Your volunteer handbook is your opportunity to give your volunteer all of the information they will need to be effective on the job. In addition to making the volunteer feel like a valued part of your organization, it will ensure that you and the volunteer are on the same page about expectations. Outlined here are important components for all handbooks, as well as some extras you might consider adding depending on your organization.

Essential Components

1. Welcome and purpose of handbook
2. Mission, vision, brief history of your organization
3. List of staff and/or board members, make sure to include contact information for those who will be working with volunteers
4. Directions to office and, if off-site, the location where service will be performed and parking information
5. Record keeping/reporting procedures – what paperwork and reporting needs to be completed and how and where to find and return it
6. Volunteer Rights and Responsibilities – clearly defined volunteer policies including, evaluation, confidentiality, and safety information
7. Position description defining the volunteer's specific role
8. Volunteer contract to be signed by the volunteer and the volunteer coordinator or another representative of your organization

Other possible pieces to add to your handbooks:

- Organizational Chart – who's who in your agency, how departments/branches work together
- Calendar of important events within your organization, including special events, one day volunteer projects, and days your office will be closed
- Further information about the population and/or community you serve – statistics, maps, stories of interest, etc
- Starting out – first time volunteering – things to know (where to go, what to do)
- Tips from other volunteers on the job
- Sample timesheet or other reporting forms
- Incident/accident report form
- Safety information
- Recognition program information
- List of all of your volunteer positions
- "Refer a Friend" sheet – a brief sum up of your volunteer program with your contact information that the volunteer can pass along to a friend who might be interested