



Karen Knight Consulting
Volunteer Management Strategist and Mentor

Volunteer Role Description Worksheet Guidance Notes

Fill out the worksheet for each of the various roles you are looking to fill. From this, you can create the actual role descriptions and recruitment posts.

Role Title: Say what it is - don't just put 'volunteer'. Be specific: information desk attendant, T-ball coach, child minder, treasurer, driver, etc. You don't need to use the word 'volunteer' at all.

Purpose of the Role: How does this role affect the organization's mission? People volunteer because they care about what you do. Tell them how the tasks they will be doing advances the cause.

Tasks: Describe the main tasks/activities of the role. Will it involve working on their own, or as part of a team, or assisting someone else? What specific tasks does it involve - eg travel, caring, physical work, organising, assisting, leading, teaching, customer service, computing, fundraising? Be thorough.

Skills, Experience and Qualities Needed: Be clear and realistic about the minimum level of skill/experience required to start in this role, (eg a community transport driver might need a clean driving licence and good 'people' skills). Try to focus on what's really important to get them started in the role. Remember that skills can be taught, but attitude can't. If the role is suitable for absolutely anyone, say so.

When and Where: What days and times will they be needed? How often? Is this flexible? When does it start? Be realistic about the time involved. Where will the tasks take place? Is this different than your main facility? Can it be done remotely?

Expectations: Is there a minimum length of time they need to commit for? Do they need to attend training? Do you require background checks to be completed? What about a Vulnerable Sector check, or a driver's abstract? What other expectations do you have for this role?

Support Offered: Mention whether you provide expense reimbursement, training, insurance coverage, mental health supports, etc.

Benefits of Volunteering with You: What will they get out of the volunteering experience? For example, new skills, networking, social interaction, opportunities to attend events, etc.

Other Relevant Information: Is there anything else that a volunteer should know that could help them determine if this role is a good fit for them?

Next Steps: What do they do if they're interested? Who do they contact or what form should they fill out? Do they need to send in a resume? When can they expect to hear from you? Will they need to do an interview?



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