CVA Self-Assessment Tool

This document is intended to provide guidance
when studying for the CVA Exam.
By assessing your own level of knowledge and experience
in each topic area, you can identify areas
that might require further study or review.

1 = minimal or no knowledge or experience; requires study
2 = some knowledge or experience; requires review
3 = know and understand, with solid experience; little or no review needed

A. Plan for Strategic Volunteer Engagement	1	2	3
1. Assess organizational needs and opportunities for volunteers			
2. Promote organizational readiness (e.g., commitment, capacity, competency)			
3. Research and analyze related programs and services			
4. Develop goals and objectives for volunteer services			
5. Develop policies and procedures for volunteer services			
6. Develop supporting tools and resources for volunteer services (e.g. forms, databases)			
7. Develop evaluation plan for volunteer services			
8. Develop risk management plan for volunteer services			
9. Establish benchmarks for volunteer services			
10. Implement evaluation plan for volunteer services			
B. Advocate for Volunteer Involvement	1	2	3
11. Design communication plan for volunteer services			
12. Implement communication plan for volunteer services			
13. Evaluate communication plan for volunteer services			
14. Inform stakeholders of volunteer service opportunities			
15. Enlist stakeholders in promoting volunteer service opportunities			
16. Develop volunteers as advocates			
17. Advocate for volunteer services (to stakeholders and community)			
18. Cultivate stakeholder and partner relationships			
19. Collaborate with stakeholders			
C. Attract and Onboard a Volunteer Workforce	1	2	3
20. Identify current needs for volunteers			
21. Develop volunteer position descriptions			
22. Develop performance objectives for volunteer roles			
23. Design recruitment strategy for volunteers			
24. Implement recruitment strategy for volunteers			
25. Respond to volunteer inquiries			
26. Select applicants for interviews			
27. Conduct applicant interviews			
28. Administer screening process			
29. Match volunteers with assignments			
30. Evaluate placement of volunteers			
31. Evaluate recruitment strategies			

D. Prepare Volunteers for their Roles	1	2	3
32. Develop volunteer orientation and training plans			
33. Design orientation for volunteers			
34. Conduct orientation for volunteers			
35. Provide role-specific training			
36. Support on-going development of volunteers' skills			
37. Evaluate volunteer orientation			
38. Evaluate volunteer training			
E. Document Volunteer Involvement	**1**	**2**	**3**
39. Obtain permission to share volunteer information			
40. Establish secure storage for volunteer records			
41. Create volunteer files			
42. Maintain volunteer records (such as hours, activities, personal information)			
43. Update external screening processes			
44. Generate statistical reports on volunteer services			
45. Archive, destroy, or delete volunteer records			
46. Contribute to budget process			
47. Monitor resources that support volunteer engagement (financial, physical, human)			
48. Provide information to support funding requests			
49. Maintain records on partnership and stakeholder contacts and relationships			
50. Maintain partnership agreements			
F. Manage Volunteer Performance and Impact	**1**	**2**	**3**
51. Train staff to work with volunteers			
52. Monitor progress on volunteer performance objectives			
53. Delegate tasks to volunteers			
54. Supervise volunteers			
55. Coach volunteers			
56. Conduct volunteer performance reviews			
57. Provide feedback to volunteers			
58. Conduct corrective action procedures			
59. Conduct exit interviews/surveys			
G. Acknowledge, Celebrate, and Sustain Volunteer Involvement	**1**	**2**	**3**
60. Develop volunteer recognition plan			
61. Implement volunteer recognition plan			
62. Develop retention plan			
63. Assess volunteer satisfaction			
64. Monitor retention plan			
65. Provide references for volunteers			
66. Evaluate recognition plan			
67. Evaluate retention plan			
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