



Hands On
NETWORK



Skills-Based Volunteering Initiative

Pro Bono Services

Internal Staff Training



What Is Skills-Based Volunteering?

Traditional

SBV = Pro Bono Services

From Latin meaning “for the good”; services done or donated free of charge; usually associated with legal or other professional service firms taking on clients in the normal course of business at no cost

HandsOn Network

SBV = Using professional or personal skills and talents in the service of nonprofits

- Volunteerism which uses skills, experience, talents or education. Impacts corporations, organizations and individuals. Uses existing skills and develops new ones.*
- Volunteerism which finds the intersection of corporate values and skills and then matches those characteristics to the needs of local nonprofits (pro bono and more).*
- Individuals who volunteer their skills or talents or experience to support a nonprofit project or organization.

Why Do We Hire Pro Bono Volunteers?

- To get help from volunteers with specific skills and expertise!
- To reply to the challenge of always more with always less
- To find solutions for on-going challenges, things we need but may not have the budget for
- To learn and develop skills from the corporate sector

Why Do We Hire Pro Bono Volunteers?

- To build stronger relationships with volunteers
- To lead by example in the nonprofit sector
 - To build a robust internal capacity with all adapted processes
 - To participate in the local community

Pro Bono Projects

How to Do It Right

Keys to Success

- Manage volunteers' expectations
- Manage internal managers' and staff's expectations
- Put the right process in place
 - Selection/matching
 - Welcome and training
 - Management of project and volunteer
 - Recognition and incentive to continue volunteering

Planning

1

- Readiness assessment
- Project descriptions and skills requirements

2

- Sourcing and matching

3

- On-boarding and training

4

- Project implementation and management
- Volunteer management

5

- Completion and recognition

Phase 1: Preparation

- NPO SBV readiness assessment
- NPO board members and executives on-boarding
- NPO strategy plan and projects definition
- Volunteers position description and skills requirement definitions

Phase 2: Sourcing

- Sourcing the volunteers; marketing the roles
- Interviewing and screening
- Matching volunteers to projects

Phase 3: On-boarding

- Nominations of the volunteer's staff manager and "buddy" for daily contact and questions
- Orientation and training on NP sector and NP organization
- Volunteer introduction to the organization and staff

Phase 4: Management

- Work plan and work agreement development with staff manager
 - Deadlines, deliverables, etc.
- Regular follow-up on management of the project and of the volunteers
 - Even more important if volunteer is working remotely

Phase 5: Completion and Recognition

- Project completion, evaluation, recommendations on next steps
- Reporting of hours and value
- Recognition oriented on the content/results of the project
- Volunteer input on welcome, project, constraints, results, and next possible project assignments

SBV Roles

Staff Manager

- Project scoping and definition
- Volunteer role, project description, skills requirements
- Equipment/supplies needed for project
- Training and orientation
- Volunteer and project management
- Monthly time tracking and \$ value per hour
- Project completion and evaluation
- Recognition

Volunteer Manager

- Support the SBV NPO readiness assessment and definition of SBV projects
- Sourcing
- Initial discussion with volunteers
- Matching; background checks if needed
- Welcome and orientation
- Regular follow-up with volunteer and staff manager throughout the project
- Exit interview

The “Buddy”

- Day-to-day welcome
- Answer basic questions and logistics
- Train volunteer on systems and processes used by the organization/department
- Orient volunteer to his/her environment; help build relationships with staff
- Help staff manager organize equipment, supplies, space needed for volunteer

Processes and Forms

Internal Needs Assessment

Process Step	Form	Owner	How to Do It
Internal needs assessment	Volunteer role description	Staff manager	<ul style="list-style-type: none">. Think through project – it is consultant project for free.. Clearly describe it. Make sure project is commiserate with time allotted. Determine who will be responsible for managing volunteer. Formulate it so it is an attractive project and not just tasks. Think strategic plan/ challenges faced (SBV). Can it be done through a volunteer team, with a volunteer leader?

Internal Needs Assessment

- *Form: Volunteer Role Description*
- *Owner: Staff Manager*
- Think through the project
- Clearly describe it
- Make project commensurate with time
- Determine who will manage volunteer
- Make project attractive and not just tasks
- Consider the strategic plan, potential challenges faced

Selection and Matching

- *Form: Interview Feedback*
- *Owner: Vol. Manager and Staff Manager*
- Concrete and positive comments
- It is not a recruiting process but a matching one

Project Definition and Scoping

- *Form: Project Definition and Scoping*
- *Owner: Staff Manager supported by Volunteer*
- Overall issue/challenge to be addressed
- Timeline
- Outcomes, expectations, benefits
- Criteria for success; milestones
- Existing tools/reports available
- Constraints



Volunteer Orientation

- *Forms:*
 - *Volunteer Application*
 - *Volunteer Working Agreement*
- *Owner: Volunteer Manager*

Volunteer Introduction to Department

- *Form: Work Plan*
- *Owner: Staff Manager and Volunteer*

Time Tracking

- *Form: Monthly Time Sheet*
- *Owner: Volunteer*
- It's important to get the value per hour for each volunteer's project
- This can be based on previous salary level

Project Completion and Evaluation

- *Form: Project Completion and Evaluation*
- *Owner: Staff Manager and Volunteer*
- Content and deliverables
- Results and next steps, if any
- Volunteer recommendations and inputs

Exit Interview

- *Form: Exit Interview Feedback*
- *Owner: Volunteer Manager and Volunteer*
- Feedback for future projects

Conclusion

Questions?



Remember

- On-boarding and managing volunteers can be time consuming but **IT IS WORTH IT!**



Be the Change.

The [Points of Light Corporate Institute](#) is the go-to resource for community-minded companies looking to build and expand effective employee volunteer programs. With our global network of 250 affiliates and a team of experts, we can help you create a customized volunteer program, engage your employees, learn best practices, network with other leading companies, and gain visibility for leadership and excellence.

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