

Reviewing Volunteer Roles

The purpose of this quick guide is to provide information about reviewing volunteer roles and some tips on how to do this.

Why review your volunteer roles?

It is important to regularly review your volunteer roles to ensure that they are still relevant, supporting your organisation and an effective use of volunteer time. There may be changes in your organisation, or across society more broadly, requiring new roles, or adaptations to existing roles to suit your organisation's and your volunteer's needs.

Reviewing roles on a regular basis will allow your organisation to:

- ensure roles are manageable and there is not being too much asked of any individual volunteer
- analyse what roles are most popular and if there are any characteristics of this role that make it appealing
- identify whether the right people are supporting volunteers in your organisation
- consider whether further training is required for volunteers or those who supervise volunteers



How often

There are no hard and fast rules for reviewing volunteer roles. In many instances a periodic review, for instance annually, will be sufficient. However, you should also consider reviewing roles after any major change in your organisation, whether that be a restructure, changes in processes or legislation, new focus areas or a change in service delivery.

If you run events which engage volunteers, it is also a good idea to review the volunteer involvement as part of a post event review. You can then adjust your volunteer roles accordingly to better support the next event.

Things to consider

Some questions to ask when reviewing volunteer roles:

Has the role scope shifted over time?	<ul style="list-style-type: none">• If a volunteer has been in a role for a long period of time, they may take on more responsibilities or adjust the role to suit their needs. As a result, the role could become too big and contribute to volunteer burnout, or discourage others from taking on the role at a later date.
Are there any gaps in your services?	<ul style="list-style-type: none">• Do you have opportunities to engage volunteers in new areas to better support your organisation's mission?
Is the role inclusive to the needs of volunteers from diverse backgrounds?	<ul style="list-style-type: none">• Can the role be adjusted to meet volunteers who require additional support?• Is the language used in the role description inclusive?
What are the characteristics of the roles most popular in your organisation?	<ul style="list-style-type: none">• Are there opportunities to replicate this in other roles that you offer? Do some roles allow volunteers more flexibility, or take place at different times/days?
Do you have the right people in place to support these roles?	<ul style="list-style-type: none">• Are your supervisors knowledgeable in supporting volunteers? Do they have the right personality traits and skills to lead others?
Is the current role bringing the results needed as an organisation?	<ul style="list-style-type: none">• Could you make changes to roles that will better support your organisation's needs?
Have there been any changes in processes or regulations which will affect your volunteer operations?	<ul style="list-style-type: none">• How might you need to adjust roles to fit with new ways of working?
What does your existing volunteer team think?	<ul style="list-style-type: none">• Your current volunteer teams are on the ground and know what is required – they are often passionate about your cause and prepared to give honest feedback to make a difference.



The seven State and Territory volunteering peak bodies acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present.

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