Assessing Volunteer Needs during COVID-19

COVID-19 may require your organization or community group to create new volunteer positions, or engage volunteers for the first time. This essential overview will help you engage volunteers safely.

1. **What are the foreseeable risks to the volunteer, clients or team members?**
    - *Is this role remote or virtual? If not, can activities be migrated online? (low risk)*
    - *Does this role require a volunteer to engage with clients/staff? (high risk)*
    - *COVID-19 Public Health Resources*

2. **What are the "non COVID-19" risks associated with this role? E.g. physical, psychological**

3. **What are your key requirements for this role?**
    - *E.g. experience in field/area or task, access to phone/computer, minimum age, language skills, etc.*

4. **Who will be responsible for recruiting and selecting volunteers? What steps will that process involve?**

5. **How will you train and prepare new volunteers virtually?**
    - *E.g. phone calls, group webinar, teleconference or virtual meetings*

6. **Who will volunteers go to with questions and regular support?**

Example Questions to Help Select Volunteers

While an all hands on deck approach is required during COVID-19, there are a few questions you may wish to ask volunteer applicants to ensure the best possible fit for you needs:

- Why are you interested in this role?
- When are you available?
- This role works with (skill area), do you have experience in (skill area)?
- Have you volunteered before?
- Can you give me an example of a time you worked (independently/in a group)?
- What skills do you feel you would need to succeed in this role?
- In this role, you may encounter a question or situation that you are unsure about - how would you deal with this if a supervisor were unavailable?

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