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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