Winnipeg

Community Centre Volunteer Management Survey

The City of Winnipeg is conducting a short survey in order to solicit feedback and ideas regarding Community Centre volunteer management. Please take a few minutes to answer these questions.

1. Which Community Centre do you represent?

2. Does your Community Centre have an existing process for recognizing volunteers? If yes, please explain (does not have to be a formal system).

3. Do you currently track and record volunteer hours for each individual volunteer? If so, how?

4. How do you currently schedule and manage volunteer hours? Do you use a particular software tool to schedule (e.g. Access Database, Excel, Volunteer Management Software)? If yes, please indicate the software you are using.

5. What specific functionality should be embedded in a web-based volunteer management system? Please check all that apply.

- [ ] Allow volunteers the ability to register on-line from their own computer or personal device.
- [ ] Allow volunteers to schedule their own hours on your website once approved.
- [ ] Track volunteer contact information, skills, hours, and availability.
- [ ] The ability to run reports on volunteer hours.
- [ ] Allow volunteers to access and update their own information.
- [ ] Automate communications between volunteers and staff.
- [ ] Match volunteers with opportunities, based on their qualifications and interests.
- [ ] Track where volunteers are in the orientation process.
- [ ] An approval system for volunteer recruitment.
- [ ] Other (please specify)

6. The City of Winnipeg and the GCWCC will be developing a Winnipeg-made online video training program for Community Centre volunteers that incorporates Winnipeg's unique and rich cultural diversity, inclusivity and cultural sensitivity. What components/topics do you think would be important to include in the videos?

7. Are there any other challenges your Community Centre faces with respect to your volunteer program? (i.e. recruitment, selection, retention, training, scheduling, communication, etc.)

8. If savings to your Community Centre could be realized, what types of supplies/purchases would your Community Centre like to see be made available through the City of Winnipeg's standing order contracts, such that bulk purchasing could be provided to Community Centres?

9. In order to enhance volunteer recruitment, Volunteer Manitoba has offered to expand their free volunteer recruitment website service to all Community Centres.

Is this a service that your Community Centre would be interested in using if you are not already? If no, please indicate why.

10. Volunteer Manitoba offers a series of training workshops in three streams: Volunteer Management, Organizational Development, and Board Governance. Customized workshop topics for Community Centre board members could include basic recruitment, selection, retention, leading, communication skills, risk management, working with special populations, etc.

Would you send a representative from your Community Centre board if this training was provided at no cost to the Community Centres? If yes, what specific components would your Community Centre be most interested in?
If no, please indicate why.

11. Thank you for taking the time to complete this survey. If you have any other comments, please provide them below.