Guidance for Volunteer Facing Document - Volunteer Role Description

Completing the Volunteer Role Description thoroughly and accurately supports several important outcomes: it clarifies responsibilities for both volunteers and staff, helps identify and mitigate risks through proper assessment, promotes consistency across roles and locations, and demonstrates accountability in how volunteer roles are structured and managed.

Clarity of Responsibilities. Clearly defining each volunteer role helps both employees and volunteers understand the scope of responsibilities and what's expected.

Risk Management and Safety. A risk assessment identifies potential hazards to volunteers, outlines mitigation strategies, and helps prevent unsafe tasks or environments.

Consistency Across Roles. Using a consistent, well-structured template for volunteer roles helps build a reliable bank of role descriptions and ensures best practices are applied consistently across all locations.

Accountability. Reviewing each volunteer role from a risk perspective — and documenting mitigation strategies — helps demonstrate a thoughtful approach to volunteer safety and accountability.

The sections below outline the main components of the Volunteer Role Description. The guidance provided will help ensure all necessary details are captured effectively.

1. **Purpose of the Role.** A short summary of how the volunteer role supports the team or program's overall goal.
2. **Duties and Activities.** Outline all tasks required for the volunteer role to support a clear understanding of responsibilities and expectations.
3. **Clients or People Served.** List the demographics or key characteristics: age groups, backgrounds, or special considerations (e.g., seniors, youth, newcomers).
4. **Location or Setting.** Provide information on the physical location(s) or environment(s) where the volunteer will be assigned.
5. **Time Commitment.** State the duration and frequency: how many hours per day/week/month, or whether the role is event-based.
6. **Supervision, Training, and Orientation.** List the following:
   - Main point of contact/Volunteer Supervisor name, email, and contact phone number
   - Any specific training or certification requirements.
   - Onboarding Process: How and when orientation is delivered before engaging in the volunteer role.
7. **Other Relevant Details.** List any unique or additional information not previously covered.

For questions, please contact the CFMWS Volunteer Office at volunteer@cfmws.com.