



Agency & Volunteer Development Community Solution Team*

Volunteer Consulting Service Fact Sheet

WHAT IS THE VOLUNTEER CONSULTING SERVICE?

This service is available to United Way of Dane County affiliated agencies only. The purpose of this service is to help agencies achieve their maximum potential by providing resources to strengthen agency staff, volunteers and internal systems. One way this will be accomplished is by providing agencies access to resources that increase their capacity, continuous improvement and effective delivery of services.

The Agency & Volunteer Development Community Solution Team (AVD CST*) has developed the *Best Practices Self-Assessment Tool* to help agencies identify their areas of strength and those areas in which they need assistance. This assessment must be completed before agencies can be matched with a potential volunteer consultant. The practices are divided into 11 categories:

Governance	Consumer Awareness & Responsiveness
Legal	Volunteer Management
Human Resources	Planning, Evaluation & Continuous Agency Improvement
Fiscal	Fundraising & Revenue Generation
Records/Data	Marketing
Programs	

Through the Volunteer Consulting Service, agencies will be matched with a volunteer consultant to help with identified organizational needs. Projects are to be short-term with clearly defined goals, timelines and responsibilities of the volunteer and agency outlined and agreed upon at the beginning of the project.

THE CONSULTATION SERVICE

To request assistance for consulting services, an agency must complete the *Best Practices Self-Assessment Tool* and the accompanying *Follow-up Questionnaire*. When the Volunteer Center Director receives a consulting request, s/he will review the list of Lead Consultants that have agreed to serve as a resource, and then contact a Lead Consultant to discuss the issues, skills, general timeline, etc. related to the project. If it seems an appropriate project for the Lead Consultant, s/he will meet with the agency to get more detailed information on their needs. At this meeting, the agency and volunteer mutually decide if this is a "good match." If it is, they work together to define the outcomes, timelines, mutual responsibilities, etc. and proceed with the consultation project. If the Lead Consultant is not available to take on a project, s/he may contact another consultant to do so.

Once the nature of the project is clarified, the agency and volunteer consultant will develop a **Project Agreement** which outlines what is to be accomplished through the consultation.

Although there are no set policies regarding the length of the time projects should last, in general; they should take no more than approximately 5-10 hours to complete.



EVALUATION

The agency and the volunteer consultant will complete a short evaluation after the project is completed concerning the consulting process.

VOLUNTEER CONSULTING SERVICE GUIDELINES

The major operational guidelines for the Volunteer Consulting Service are:

Volunteer Consulting Service: The Volunteer Consulting Service addresses the agency management needs of an agency identified through the completion of the *Best Procedures Self-Assessment Tool*.

No Cost For The Services Of The Consultant: Volunteer consulting services are provided at no cost to the agencies.

Confidentiality: Confidentiality is essential to the integrity of the Volunteer Consulting Service. Information regarding the names of agencies or agency personnel receiving assistance will not be shared with other United Way staff or volunteers who are not affiliated with the Volunteer Consulting Service, the United Way Board of Directors, other agencies or any other parties without prior approval of the agency.

Non-Solicitation: It is expected that a volunteer consultant will not solicit an agency for the purpose of contracting to provide fee-based services for 2 years after completion of a consulting project for the agency, although the agency is not prohibited from contracting with the consultant for fee-based services if desired.

WHAT ARE THE BENEFITS OF USING THE VOLUNTEER CONSULTING SERVICE?

For volunteer consultants: forming a relationship with the Volunteer Consulting Service gives an organization an excellent opportunity to provide a valuable service to the community.

For agencies: these consultation services help strengthen the management and leadership of nonprofit agencies, thereby enabling them to provide more efficient and effective services and to be better positioned to take on leadership roles in our community.

WHO TO CONTACT

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*What is the Agency & Volunteer Development Community Solution Team?

The Agency and Volunteer Development Solution Team's (AVD CST) vision is "a United Way of Dane County that builds a stronger community by supporting nonprofit organizations and partnership initiatives through the mobilization of volunteer and technical resources."