



Sample Volunteer Handbook Outline

I. Background on Your Organization

- A. History
- B. Mission, goals and objectives
- C. Culture and language of the organization
- D. Programs and clients served
- E. Major events and activities

II. Organizational Structure

- A. Organization chart
- B. Board of directors
- C. Key staff
- D. Position descriptions
- E. Types of tasks or other ways volunteers contribute

III. Facilities

- A. Location of restrooms, supplies and equipment
- B. Storage of personal belongings
- C. Parking

IV. Procedures

- A. Service requirements
- B. Check-in procedures
- C. Arrangements for breaks, meals and refreshments
- D. Recordkeeping
- E. Training opportunities
- F. Continuation/termination policies
- G. Evaluation procedures