

# Volunteer experience department overview

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**Dedicated to:** volunteers and volunteer leaders

**Scope:** strategy and oversight of volunteer leader succession planning, retention and recognition across the region; regional volunteer leader placement, tracking and recognition activities/initiatives

**Tasks and focus areas:**



**Volunteer recruitment:** getting people to set up into leadership roles

- Maintenance of regional leadership list, tracking open opportunities and potential successors across the region and chapters
- Prospective volunteer leader placement: work to understand prospective leaders' goals/desires from a leadership position and place them in the appropriate role
- Assist with leadership recruitment strategies (when able, in conjunction with the needing department/chapter and marketing) to fill open leadership positions

**Volunteer recognition:** ensuring leaders are recognized for their efforts to help with satisfaction

- Tracking of all leader and volunteer recognitions across the region and chapter
- Maintenance of regional Spark and Honored Volunteer awards throughout the year (e. maintenance/checking of submission surveys, connection to marketing for visibility, etc) and reward benefits fulfilment (certificates, etc)
- Execution off Annual Awards program across the region in Q3-4 and EOY Awards Event if desired

**For future development:** focus area designed specifically retain, guide and advise existing volunteer leaders; aid in succession planning

*See also role descriptions for:*

- [President](#)
  - [Vice president](#)
  - [Regional director](#)
  - [Regional committees](#)
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