



The following sample given outlines a scenario in which the volunteer, in this case the Canteen Coordinator, who although overall is very helpful can be very difficult for members to deal with. In this situation it has been reported to the Volunteer Coordinator by a number of longstanding members that she has a very brusque manner and tends to give preferential treatment to younger members.

## Volunteer Performance Review

Name of Volunteer: <i>Mary Jones</i>		Date of review: <i>3 February 2016</i>
Name and title of person conducting review: <i>Paul Smith, Volunteer Coordinator</i>		
Volunteer position: <i>Canteen Coordinator</i>	Time in present position: <i>1 years</i>	Length of service: <i>4 years</i>
Review period covered: <i>12 January 2015 - 12 January 2016</i>		

### Areas for review and points for discussion

	<b>Volunteer Comments</b> (to be completed prior to review meeting)	<b>Staff comments</b>
Describe your volunteer experience during this review period?	<i>Pretty good most of the time.</i>	<i>Mary acknowledged that although she mostly enjoys her job she felt some members were not always appreciative. I asked her to explain this in more detail in order to be clear about her point of view as opposed to those forwarded to me by some members.</i>
What do you like most about your role?	<i>I love meeting all the new kids and the parents each season and having the chance to work with some of them.</i>	<i>I reinforced that this was great and that it is important to be friendly to all members not just those who are new to the club.</i>
Have you experienced any problems when performing this role?	<i>The most common problem I seem to have is as a result of volunteers not giving me enough notice if they are unable to do their shift or just do not turn up at all.</i>	<i>I asked about the way she allocated tasks and what input she receives from volunteers about their role. We discussed the option of developing a work plan in relation to managing canteen volunteers. This is to be included under the action plan in the performance review section.</i>
Are there any areas of training or support you think would be useful to your role?	<i>I would really appreciate the chance to do a basic book keeping course so I can be more proficient in this area.</i>	<i>A course was recommended to Mary as we see her as a valuable team member. It was also suggested she meet with me on a regular basis to discuss her interaction with members and how this might possibly improve. These points are included in the action plan under the performance review goals.</i>
Would you be interested in or prefer doing another volunteer role within the club?	<i>I used to help out the Social Events Coordinator but I really prefer doing what I do now.</i>	<i>We agreed she does run the canteen efficiently but there needs to be improvement in the way she works with others and interacts with the members/customers both for her sake and theirs.</i>

On the top line of each section below, please indicate how you rate yourself in regard to the following areas:		Needs Improvement	Fair	Good	Very Good	Not Applicable
Attendance	Self-rating				x	
	Staff rating				x	
Communication with others	Self-rating			x		
	Staff rating	x				
Ability to complete tasks	Self-rating				x	
	Staff rating			x		
Following Instructions	Self-rating			x		
	Staff rating		x			
Compliance with policies and procedures	Self-rating			x		
	Staff rating			x		

#### Performance review goals

Description of Goal: <i>1. Improve communication and interpersonal skills. 2. Attend a book keeping course.</i>	
ACTION Identify first step to achieve goal	<i>A work plan to be developed regarding the management of canteen volunteers. Set a fortnightly meeting with myself at a mutually acceptable time and place for as long as deemed necessary to help Mary manage her working relationships and to clarify how she is going. Book training course at TAFE.</i>
SUPPORT Information or training required	<i>Mary to participate in an evening book keeping course at TAFE beginning in July.</i>
OUTCOME Indicators that the goal has been achieved	<i>It is envisaged that the outcome indicators would include a decrease or no further comments relating to a negative relationship with members. Successful completion of the TAFE course.</i>
TIMEFRAME Target completion date:	<i>12 June 2016 concerning interpersonal skills and communication and July 2016 in regard to TAFE course.</i>
Progress	<input type="checkbox"/> No progress <input type="checkbox"/> Some progress <input type="checkbox"/> No longer relevant <input checked="" type="checkbox"/> Good progress <input type="checkbox"/> Goal achieved <input type="checkbox"/> Abandoned
Comments from club representative regarding the level of progress	

Signature of Volunteer: <i>M. Jones</i>	Signature of Club/Organisation representative: <i>P. Smith</i>
Date: 03/02/2016	Date: 03/02/2016