

VSys Voices: Documenting your Onboarding Process





VSys Voices Presenters



Karina Vargas, CAVS, has over 20 years' experience in volunteer management at all levels, ranging from working with Board-level professional volunteers to high school students. She spent over ten years managing volunteers for a large children's hospital where she developed volunteer leadership programs, presented interactive customer service trainings, and provided expert-level technical and leadership support to the volunteer program. Karina has a B.S. in Human Services from California State University, Fullerton and also has a CompTIA Project+ certificate in project management.



Lisa LaVigna, DM is the Vice President of Business Development & Sales at Bespoke where she focuses on helping existing and prospective VSys clients maximize their use of VSys One to reduce their workload and improve the volunteer experience. She previously worked at a nonprofit college as the Executive Director of Partnerships where she focused on recruiting, admissions and building strong relationships. Lisa is on the board of Jazzy Sun Birthdays, an organization that organizes birthday parties for children in homeless shelters. She also volunteers weekly at a local shelter for women and children





Objectives for today's webinar



Discuss advantages of documenting your onboarding process



Walk through examples of Onboarding Process Maps



Tips for creating process maps





Target audience for today's webinar

SKILL LEVEL





Looking for some basic information, key principles and "how-to's" on the subject.



Working Knowledge

Integrated practices and moving beyond basic concepts. Looking for breadth and depth on a topic



Authoritative Knowledge

Looking for advanced knowledge, integration and concepts that are innovative and cutting edge.



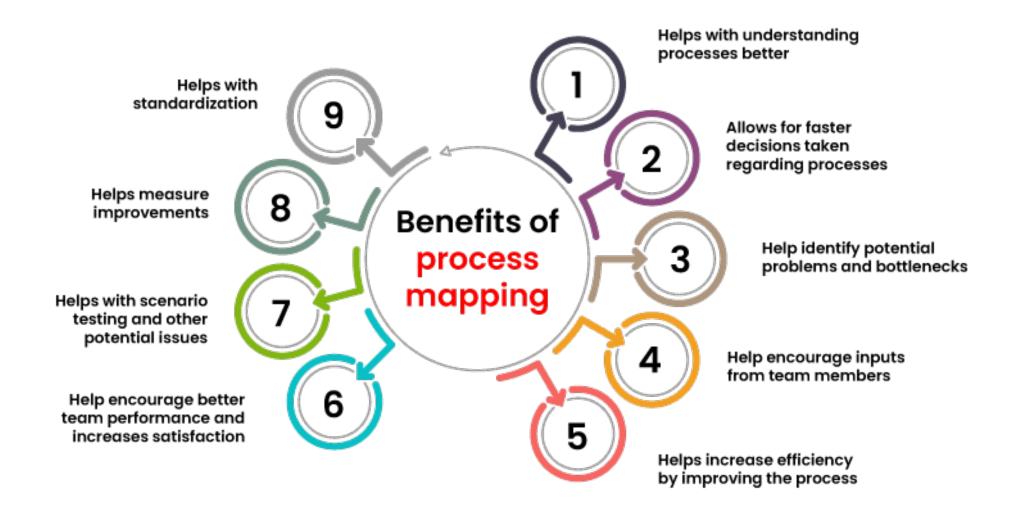


Why document?





Why map?





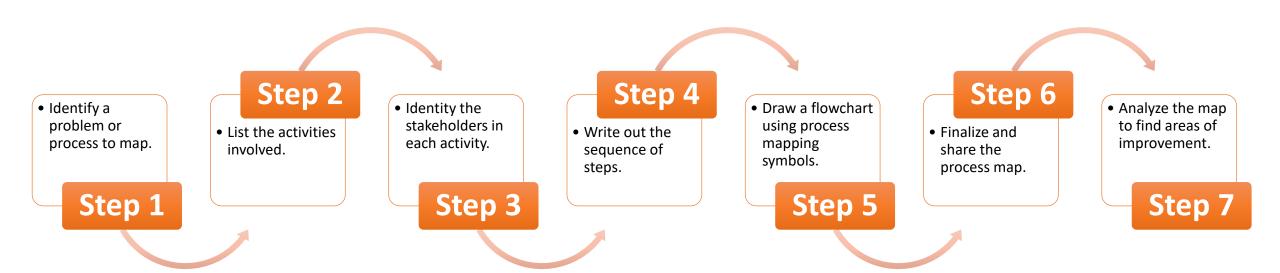


Tips for process mapping





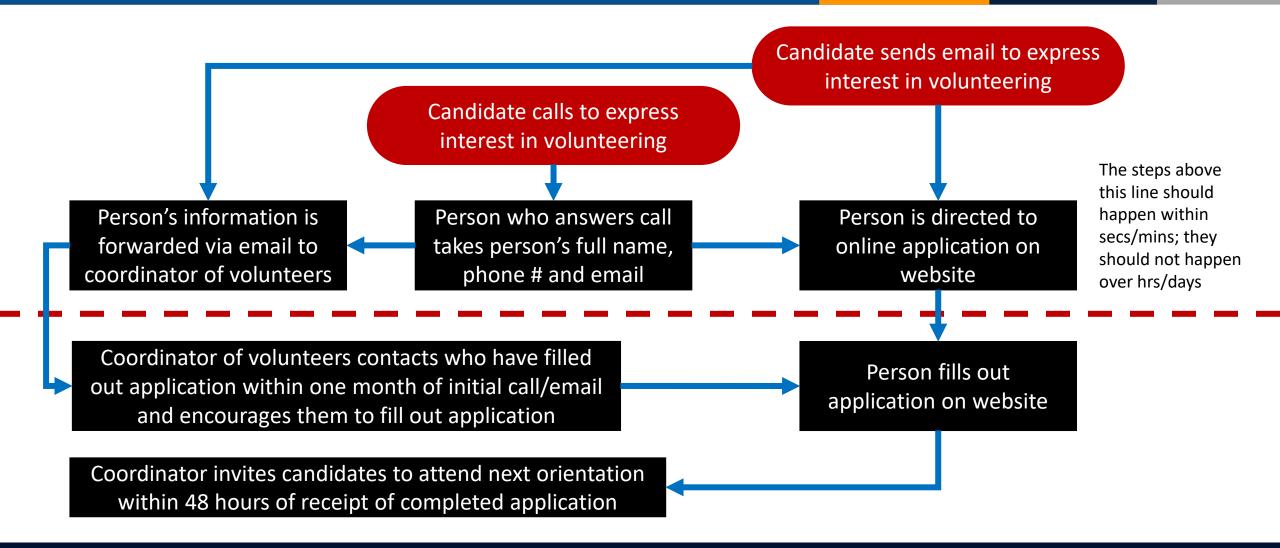
How to create a process map







Example: Volunteer Onboarding Process





Tips

- Engage all stakeholders or at least a person from each functional area.
- Sticky notes are your friend
- CLEARLY identify a problem or process to map. Don't go too BIG.
- Define the Start & End
- Walk through the process with a couple real-life examples
- Revisit it regularly



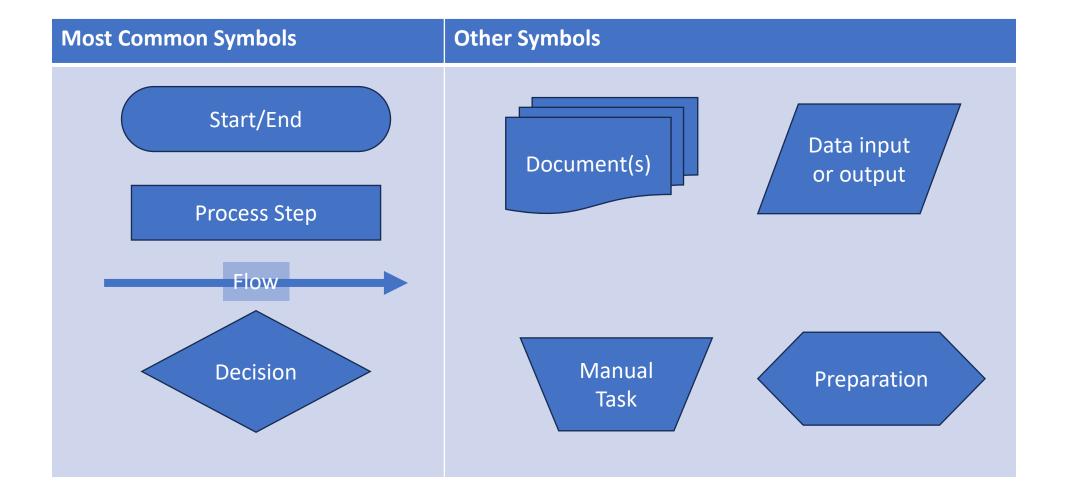


Examples of Process Maps

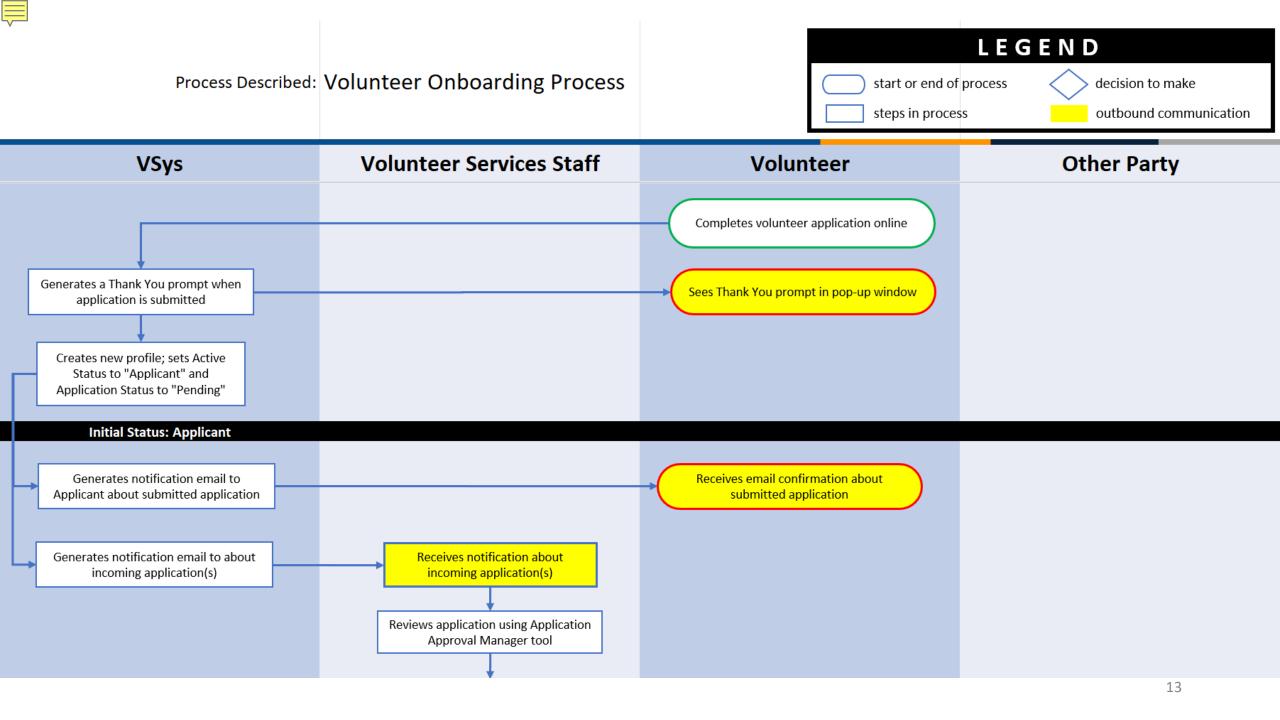




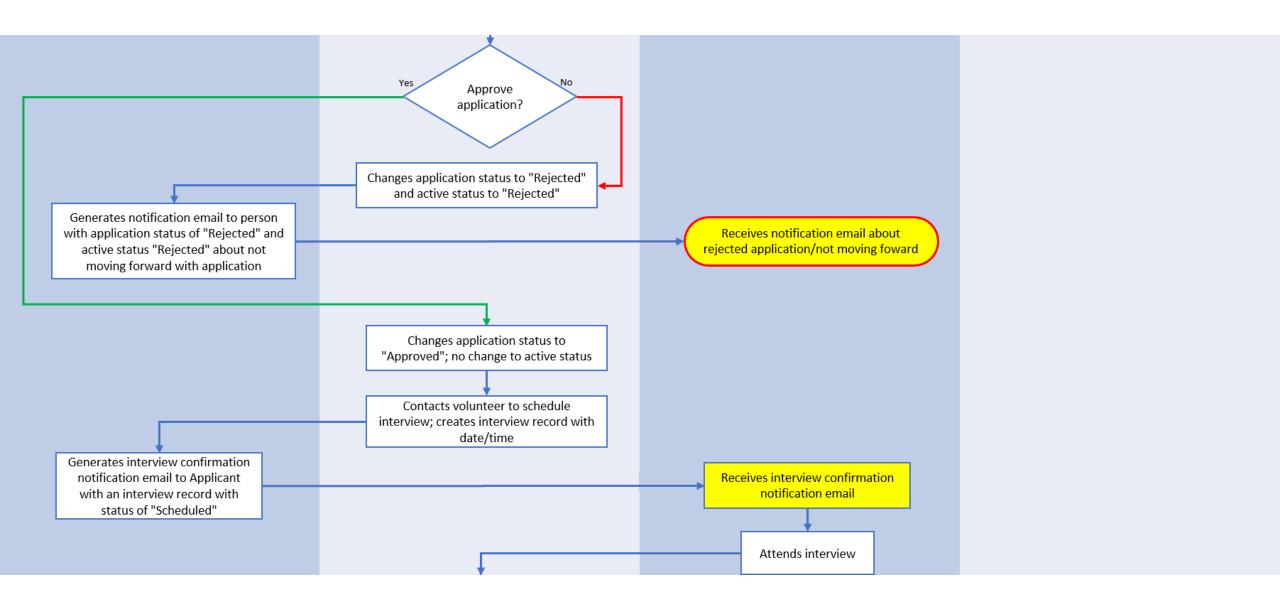
Process Mapping Symbols



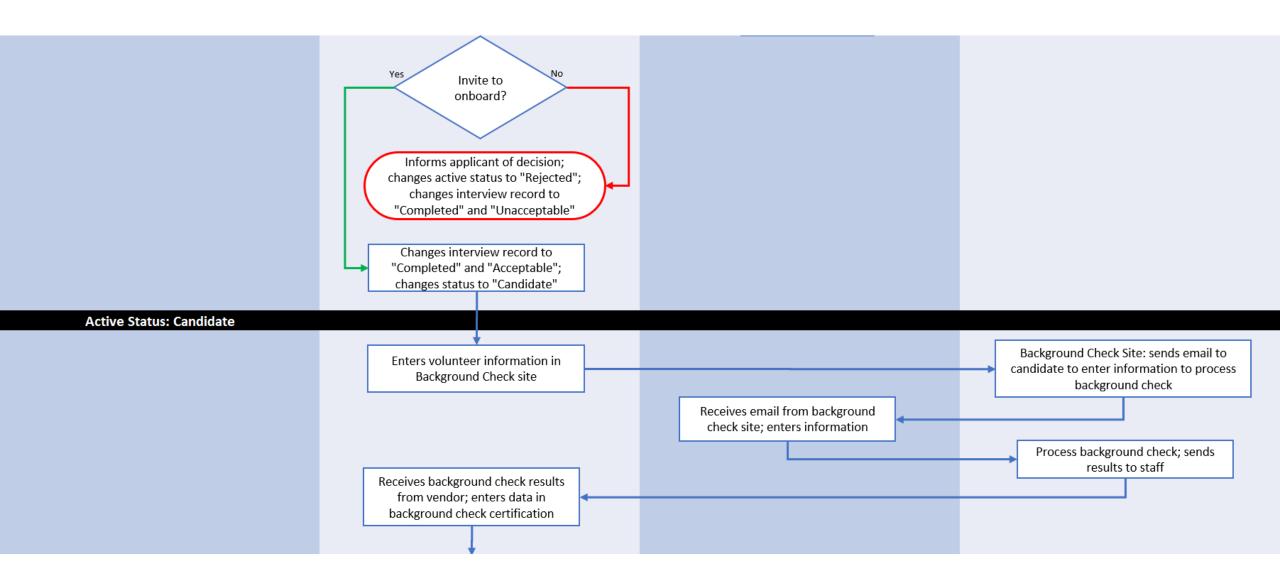




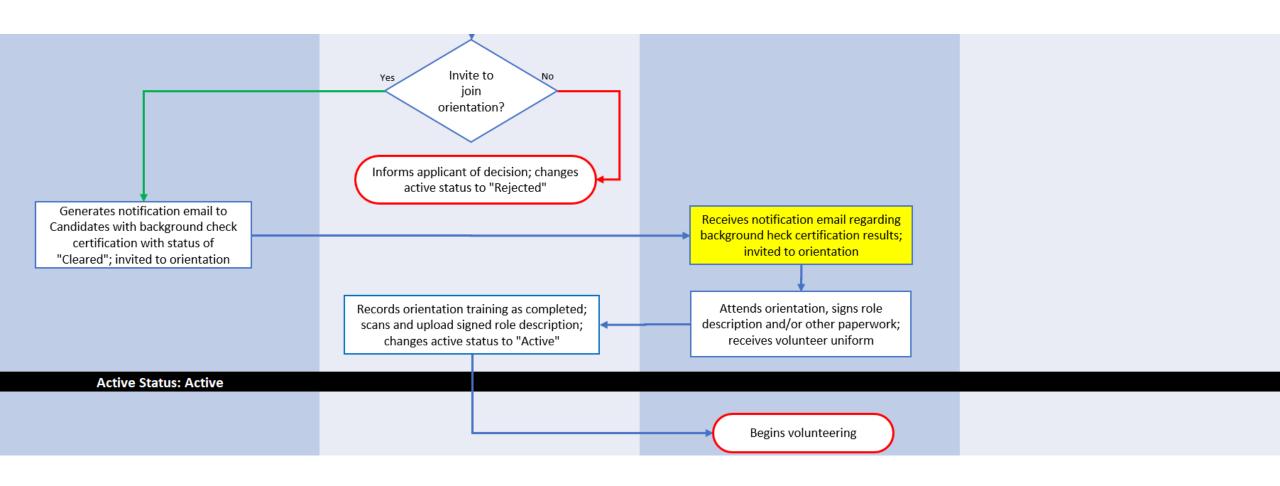














	Volunteer Management			
	System	Staff	Volunteer	Other resources
Step 1 - Vo	lunteer Application			
			Fills out an application	
	Produces thank you message		Sees thank you message	
	Sends thank you email		Receives thank you email	
	Creates volunteer profile			
Step 2 - Re	view Application			
		Reviews application		
		Changes volunteer status to		
If no		Rejected		
	System generates Rejected			
	email		Volunteer receives rejected email -END	
If Yes		Changes volunteer to Prospect	Continues to Interview step	
Step 3 - Int	erview			
		Sends email to invite volunteer to	Volunteer receives interview invite/sign	
		interview	up instructions	
			Volunteer schedules interview online	
	Sends interview confirmation		Volunteer receives interview appt	
	to volunteer		information	
		Interview happens	Interview happens	
If no		Records interview as negative		
	Sends email for not going		Volunteer receives email not going	
	forward		forward - END	
If yes		Records interview as positive		



ONBOARDING

TIMELINE







Volunteer's First Day

Planning

When?

20+ Volunteers = 12 weeks 10-19 Volunteers = 8 weeks Specialized Skills = 8 weeks New Positions = 8 weeks 1-9 Volunteers = 6 weeks

Search

When?

20+ Volunteers = 10 weeks 10-19 Volunteers = 6 weeks Specialized Skills = 6 weeks New Positions = 6 weeks 1-9 Volunteers = 4 weeks

Selection

When?

At least 4 weeks before volunteer's first day.

Placement

When?

At least 2 weeks before volunteer's first day.

NOTE: If you already have identified a candidate and position description, skip to Placement process



Scars

Describes the role of the valuation and the variation and the variation which they will de

Staff
Discuss position with and got approxision frame suggestates

Staff

Counter or apolitic position dense give lesses available apos request lesses available apos request les resources de la contraction de la contraction

Staff

Dilatel

Valuation Request Forms

Inspection Staff Control

Inspection Control

Staff
Volunteer Services
Staff works with Volunteer
Services to Endougram
describe and Croshe
workship and Croshe
workship and Span

Search & recruitment bugins

Staff
Starting graties as craised

Application is completed with reference & contact info

Volunteer Services

Volunteer Services

Volunteer Services receives applicate services and conducts applicated screening interview

Applicants Staff Staff stablets interviews Volumiteer Services
References are contacted

Volunteer Services

Radigramed these form is provided to the applicant. Driver check form is provided as needed.

Applicant
Background check
authorization is completed

Staff
Applicants are notified if
they are accepted as
declared

Staff
Volumere Services
Built inhor on Visioners

Applicant

Paston is screpted or declared

Applicants
Staff
Staff Applicant size day
staff is Applicant size day
staff is applicant of days is
staff in Staffiers

Sydneys
Sydneys
Volumbren Start Baha Paress
Volumbren Start Baha Paress
Volumbren Start Baha Paress
Volumbren Start Baha Paress
Volumbren Start Baha Volumbren
Volumbren Start Baha Volumbren
Volumbren Start Baha Volumbren

Volunteer Services
Belowere budgeround therk
and driving thesk (it needed)
are confirmed

Volumiteer Services

Welcome Packet is sent to new voluments

- Notes over
- Posts over
- Posts over
- Services over
- Services over
- Services over
- Services over
- Services
- Services
- Services
- France
- France

Scaff
Necessary large and large scale are abstacted for violations

1 to New Arthurs, sedeman initiation

Staff

New User IT requaremental in appropri

Volunteer Sciff
Welcass to valuation when they arrive introduce to stall indian, and valuation surviviles.

Volunteer Staff Tear the week areas which easy be resolved to the value doesn't week help

Volunteer Staff Bastow the pusition Georgeton and volunteer and staff expectations.

Volunteer Stall Instruct the educators to recard bio-free come, Options tercine Vertice Welforch and you as approvince passing, because the vertices are below.

Volunteer Scaff
If the valuances will have an MNRS could, have brok her lag on to review a geometrial and Physical sexually geometrials.



Staff

Interview questions are created.

Applicants

Application is completed with reference & contact info

Applicants Volunteer Services

Volunteer Services receives applications and conducts applicant screening interview

Applicants Staff

Staff conducts interviews

Applicant

Background check authorization is completed

Staff

Applicants are notified if they are accepted or declined

Staff Volunteer Services

Staff informs Volunteer Services of any applicants that will not be placed

Applicant

Position is accepted or declined

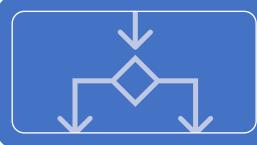


Questions? Open Discussion





VSys One Resources



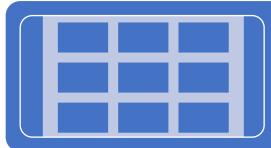
Blank Excel Template for Process Map

• https://www.vsysone.com/download/SampleOnboardingProcessMapTemplate.xls



Sample (completed) Process Map

• https://www.vsysone.com/download/SampleOnboardingProcessMapComplete.pdf



Sample chart form for Process Map

• https://www.vsysone.com/download/SampleOnboardingWorkflowChart.xlsx



Other Resources

Jane Craven: https://coyotecommunications.com/coyoteblog/2010/12/your-flow-chart-for-volunteers/

Prezi: https://prezi.com/4dekktbjrnpr/volunteer-onboarding-timeline/

Journey mapping for NGOs: https://www.smaply.com/blog/journey-mapping-in-ngos





Thank you for joining us

