



The New Volunteer Manager’s Toolkit Sample Volunteer Agreement Letter

Summary

VolunteerMatch works with over 150 corporate leaders to help power their employee volunteer programs through hosted web solutions. On a quarterly basis, we provide them with metrics to measure how their program is doing (hours tracked, connections to nonprofits, visitors, unique visitors, etc.) as well as four core benchmarks that measure their success against their peers. The Benchmarking Team, led by Jake Smith, will update these benchmarks and move them to an online platform. We are envisioning an engaging, visual platform that brings their metrics to life, and inspires continued growth and engagement in VolunteerMatch services.

Team: Jake Smith, Mary Johnson, Gary Liu
Supervisor: Laura Song
Project name: Corporate Benchmarks Overhaul
Begin date: 5/1/16
End date: 9/30/16

Scope of Work and Deliverables

Jake will work with a core project team at VolunteerMatch from the Client Services department for a 4-5 month period. This project will include:

Task	Led By	Timeline
Review our current benchmarks, and initial plans for new and additional metrics	Mary	April-May
Design and send a survey to understand what metrics they most care about. Collect and analyze results.	Gary	June-July
Brainstorm and begin to develop key performance indicators. Explore how they can develop into meaningful benchmarks and metrics for VM corporate clients.	Jake	August
Use VM’s database/Google analytics to develop queries for new metrics	Jake	May-July



Present new set of proposed metrics/indicators to CRM team	Jake	Aug-Sept
Explore online tools (plugins, open source tools, etc.) to implement the project	Jake	July-Aug
Hold check-in meeting to determine direction forward (e.g. do we need more technical support, another volunteer, new technology, etc.)	Laura	July-Aug
Develop an online platform for each client to see their visual benchmarks in real time	TBD	Aug-Sept
Work with VolunteerMatch and Google Analytics APIs to implement the benchmark tool	TBD	Aug-Sept

Work Schedule

Most of the work for this project will be completed independently. VolunteerMatch will be in charge of setting Joe up with a computer and secure access to our database that will then allow him to work offsite.

The project will span 4 months, and we expect it will require roughly 10-15 hours of work per team member per month. The team will check in by phone or in person at least once a month. Email communication and shared resources will be used between meetings to continue momentum on the project.

Questions about the project will be directed to Gary and Mary; larger-scope questions (regarding access, timeline, scope of the deliverables, etc.) can be directed to Laura.

Assumptions

All work associated with this project will be done in compliance with VolunteerMatch's Confidential Information and Inventions Assignment Agreement and VolunteerMatch's security and data practices and policies.

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have executed this Statement of Work, under seal.

VolunteerMatch Supervisor
Laura Song
Signature:
Date:

Volunteer
Joe Smith
Signature:
Date: