



CAVS Self-Assessment Tool

This document is intended to provide guidance when studying for the CAVS Exam.

By assessing your own level of knowledge and experience in each topic area, you can identify areas that might require further study or review.

1 = minimal or no knowledge or experience; requires study

2 = some knowledge or experience; requires review

3 = know and understand, with solid experience; little or no review needed

A. Plan for Strategic Healthcare Volunteer Engagement	1	2	3
1. Assess organizational needs and opportunities for volunteers			
2. Promote organizational readiness (e.g., commitment, capacity, competency)			
3. Research and analyze related programs and services			
4. Develop goals and objectives for volunteer services			
5. Develop policies and procedures for volunteer services			
6. Develop supporting tools and resources for volunteer services (e.g. forms, databases)			
7. Develop evaluation plan for volunteer services			
8. Develop risk management or safety plan for volunteer services			
9. Establish benchmarks for volunteer services			
10. Implement evaluation plan for volunteer services			
B. Advocate for Healthcare Volunteer Involvement	1	2	3
11. Design communication plan for volunteer services			
12. Implement communication plan for volunteer services			
13. Evaluate communication plan for volunteer services			
14. Inform community/customers of volunteer service opportunities			
15. Enlist community/customers in promoting volunteer service opportunities			
16. Develop volunteers as internal and external advocates			
17. Advocate for volunteer services (to internal and external customers and community)			
18. Cultivate community/customer and partner relationships			
19. Collaborate with customers			
C. Attract and Onboard a Healthcare Volunteer Workforce	1	2	3
20. Identify current needs for volunteers			
21. Develop volunteer position descriptions			
22. Develop performance objectives for volunteer roles			
23. Design recruitment strategy for volunteers			
24. Implement recruitment strategy for volunteers			
25. Respond to volunteer inquiries			
26. Select applicants for interviews			
27. Conduct applicant interviews			
28. Administer screening process			
29. Match volunteers with assignments			
30. Evaluate placement of volunteers			
31. Evaluate recruitment strategies			

D. Prepare Healthcare Volunteers for their Roles	1	2	3
32. Develop onboarding protocol for volunteers			
33. Design orientation for volunteers			
34. Conduct orientation for volunteers			
35. Coordinate role-specific training			
36. Support on-going development of volunteers' skills			
37. Evaluate volunteer orientation			
38. Evaluate volunteer training			
E. Document Healthcare Volunteer Involvement	1	2	3
39. Obtain permission to release volunteer information or photos			
40. Establish secure storage for volunteer records			
41. Create volunteer files			
42. Maintain volunteer records (e.g. hours, activities, personal information)			
43. Update external screening processes (e.g. background checks)			
44. Generate statistical reports on volunteer services			
45. Archive, destroy, or delete volunteer records			
46. Contribute to budget process			
47. Monitor resources that support volunteer engagement (financial, physical, human)			
48. Provide information to support funding requests			
49. Maintain records on partnership and stakeholder contacts and relationships			
50. Maintain partnership agreements			
F. Manage Healthcare Volunteer Performance and Impact	1	2	3
51. Train staff to work with volunteers			
52. Monitor progress on volunteer performance objectives			
53. Delegate tasks to volunteers			
54. Supervise volunteers			
55. Coach volunteers			
56. Conduct volunteer performance reviews			
57. Provide feedback to volunteers			
58. Conduct corrective action procedures			
59. Gather feedback from volunteers (e.g. surveys, exit interviews)			
G. Acknowledge, Celebrate and Sustain Healthcare Volunteer Involvement	1	2	3
60. Develop volunteer recognition plan			
61. Implement volunteer recognition plan			
62. Evaluate volunteer recognition plan			
63. Provide references for volunteers			
64. Assess volunteer satisfaction			
65. Develop retention plan			
66. Monitor retention plan			
67. Evaluate retention plan			
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