

SERVICE ENTERPRISE CHARACTERISTIC



PLANNING

for thoughtful, comprehensive preparations for volunteer and community engagement based on established principles and practices of effective management.

This characteristic, which is a key part of **ESTABLISHING THE FOUNDATION**, plays a crucial role in creating and sustaining the appropriate groundwork and necessary organizational foundations. This is essential for ensuring the successful engagement of volunteers and community resources.



ORGANIZATIONS THAT EXCEL IN PLANNING:

- Design volunteer strategies & positions based on **needs assessment & evaluation data**
- Have human capital, staff and volunteers, who effectively **practice volunteer management**
- Ensure volunteers, and the work they perform, is included in the organization's **risk management assessment**
- Have a **clear vision that includes the role of volunteers** serve in helping deliver the mission
- See **volunteers as a key resource and know the mission cannot be achieved without them**
- Have and follow **comprehensive policies & procedures** for volunteer engagement
- Utilize systems for **gathering organization-wide input** regarding volunteers and the value of volunteers

[Join ALIVE's National Service Enterprise Linked In Group!](#)

We are starting to relaunch a Service Enterprise LinkedIn Group for team members of Service Enterprise accredited (or actively pursuing accreditation) organizations. You can share resources, ask for samples/templates, and connect with the national network of individuals helping their organizations practice strategic volunteer engagement to better meet community needs.