SERVICES ENTERPRISE DOMAINS & CHARACTERISTICS

AL!VE’s Service Enterprise change management program will transform the way your organization leverages volunteers and their skills. The program is research-backed and provides the training and support needed to help your organization engage the community to deliver your social mission more effectively & efficiently. A Service Enterprise Trainer helps you achieve organizational excellence in each domain and at least 9 of the characteristics.

JOIN THE SERVICE ENTERPRISE MOVEMENT TODAY
The national Service Enterprise Program is run by the Association of Leaders in Volunteer Engagement and supported by Points of Light. You can learn more at VolunteerALIVE.org/ServiceEnterprise or through your local partner. To find out how your organization can begin to operate as a Service Enterprise more effectively and efficiently engaging the community to deliver your mission contact AL!VE’s Service Enterprise Administrator, Kayla Paulson, CVA at ServiceEnterprise@VolunteerALIVE.org or 319.310.0901

IMPACT AND OUTCOMES are the degrees to which your organization utilizes the tools at your disposal to create and sustain relationships, tell your story, listen to your stakeholders, and measure success against your mission and organizational objectives.

COLLABORATION is being part of your community and is vital to the nonprofit and public sectors. Collaborative undertakings with organizations, constituents, and volunteers build relationships and sharpen the focus of service organizations.

COMMUNICATION takes many forms and operates through a wide and diverse array of channels (both formal and informal) leveraging print, social media, etc. to inform external and internal groups.

GROWTH & CHANGE creates vibrant, exciting organizations that seek to improve services, cultivate leaders, continuously source new ways of thinking, and create new platforms for action and problem-solving. Staying on the cutting edge of industry practices motivates paid or unpaid personnel.

TRACKING & EVALUATION assesses the degree to which an organization monitors progress toward institutional goals and the performance of volunteers, staff, and partners in reaching these objectives.

SUPERVISION & SUPPORT assures that oversight and support are consistently provided to volunteers and community partners to ensure they are given the opportunity to succeed and to feel valued and appreciated.

TRAINING, education, and skill development, as well as organizational parameters and boundaries knowledge, are critical to ensure volunteers and staff are equipped to perform their work and work together effectively.

RECRUITMENT & CULTIVATION engages individuals and groups to serve your organization is an ongoing cultivation process. Recruitment should be targeted to assure a diverse mix of community members with the skills, interests, and abilities to further your mission.

ONBOARDING with a smooth pathway to service through careful screening, preparation, and guidance that includes both community members and staff involvement.

BEST PRACTICES IN VOLUNTEER ENGAGEMENT ensures the effective engagement of volunteers and community partners.