

SERVICE ENTERPRISE DOMAINS & CHARACTERISTICS

ALIVE'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.

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.

ESTABLISHING THE FOUNDATION creates and sustains the appropriate groundwork and necessary organizational foundations to assure the successful engagement of volunteers and community resources.

FUNDING & RESOURCE ALLOCATION, the provision of the financial, human, space, and material tools necessary for the engagement of volunteers, as well as the willingness to seek additional support as needed.

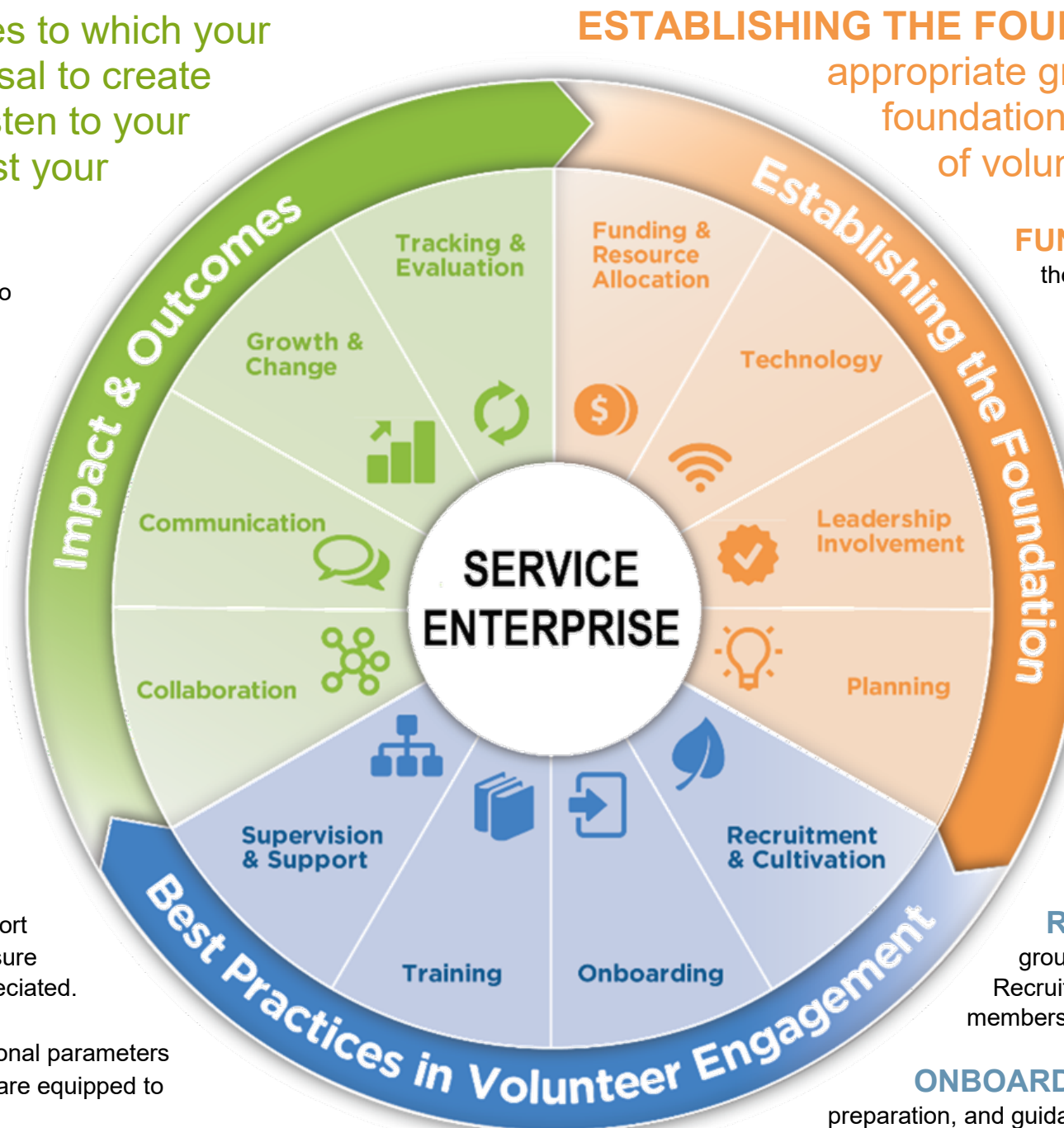
TECHNOLOGY is the broad-based utilization of technology to facilitate all aspects of volunteer engagement (record-keeping, service options, and communication).

LEADERSHIP INVOLVEMENT is when the executive and board leaders demonstrate through actions a commitment to community involvement and engaging volunteers as a key strategy to achieve the organization's mission.

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

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.



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 ALIVE's Service Enterprise Administrator, Kayla Paulson, CVA at ServiceEnterprise@VolunteerALIVE.org or 319.310.0901

