

## Volunteer Hotline Project Portfolio



**Team:**

1 corporate volunteer works closely with a nonprofit executive in a skilled area of expertise

**Project Duration:**

1 hour

**Project Structure:**

Nonprofit leaders are invited to a one-on-one virtual consulting session with a corporate volunteer whose skills and expertise match the scope of the nonprofit's pre-determined project or challenge

### Financial Management

- **Cost Benefit Analysis**

A volunteer consults on a cost benefit analysis that supports a nonprofit in outlining the financial value of a particular design, initiative or program

- **Investment Strategy and Review**

A volunteer provides insight on what individual investors look for in an investment and provides a nonprofit with support thinking through how to “package” services to potential donors

### Operations

- **Program Delivery Optimization**

A volunteer creates a process map and analyzes ways to generate efficiency across multiple programs and services such as program, volunteer, culture management and more

- **Virtual Operations and Strategy**

A volunteer consults on a strategic planning challenge in remote-work and / or remote-programming

### Strategy

- **Strategic Planning Process**

A volunteer shares recommendations and best practices on how to execute a strategic planning process

- **Feasibility Analysis**

A volunteer reviews research provided by the nonprofit and shares insight on feasibility of new or expanded product or service

### Human Resources

- **HR Infrastructure Assessment**  
A volunteer assesses a nonprofit's current human resources infrastructure and consults on gaps and opportunities for a stronger HR backbone
- **Performance Review Assessment**  
A volunteer assesses a nonprofit's annual performance review process and provides recommendations for processes and/or tools to improve the process
- **Personnel Policy Assessment**  
A volunteer assesses a nonprofit's current personnel policies and provides insights on how to improve or build upon the current policies
- **HR Training**  
A volunteer conducts training that would advance the human/people assets of a nonprofit (e.g. Board training, staff training, program/client trainings)

## Marketing

- **Digital Communications Plan**  
A volunteer initiates or improves upon an outline of an integrated digital communications plan (they may include website, social media, email or other online channels and platforms)
- **Marketing or Communications Plan**  
A volunteer initiates or improves upon an outline of a marketing or communications plan for an organization, program, or event.
- **Collateral Development**  
A volunteer conducts a revamp of a piece or marketing collateral (brochure, e-newsletter) to create a visually appealing and consistent message
- **Branding**  
A volunteer advises on brand attributes, target audiences, characteristics and communications tone according to nonprofit's set goal and provides recommendations for future brand planning

## Client Relations

- **CRM Relationship Infrastructure Planning**  
A volunteer overviews and advises a nonprofit's client relationship infrastructure goals (including client relationship management goals, organizational approach to relationship building, staff capacity and technology systems)
- **Client Growth Planning Relationship Infrastructure Planning**  
A volunteer overviews and advises a nonprofit's relationship management process for a key client audience (corporate partners, individual and institutional donors and / or service recipients) and assists in strategizing roadmap for cultivation and growth of that audience
- **Crisis or Complaint Management**  
A volunteer provides training to advance a nonprofit executive's ability to manage and deescalate crisis and complaint situations that may arise with clients or direct service recipients

## Technology

- **Database Assessment**  
A volunteer assesses use and architecture of a database system and provides recommendations for changes that would streamline operations and the end user experience
- **Website Assessment**  
A volunteer analyzes an organization's website and documents recommendations for ways in which the visual design, architecture, and layout could better achieve the organization's goals.
- **Platform Training**  
A volunteer conducts training on a platform, system, or software that is common or useful to nonprofit organizations such as Microsoft Office suite (Excel, Word, and PowerPoint), Adobe Creative Suite, WordPress, Salesforce, etc.
- **IT Infrastructure Assessment and Strategy**  
A volunteer assesses elements of a nonprofit's IT Infrastructure and develops recommendations for infrastructure improvements
- **Vendor Selection**  
A volunteer collaborates in developing requirements and selection criteria for a new technology vendor (e.g. CRM, website CMS, Cloud-based intranet, etc.) and provides guidance on selection process

## Data and Analytics

- **Data Assessment and System Selection**  
A volunteer guides nonprofit on challenges with data management systems and provides recommendations on new processes or vendors that might better serve the organization
- **Data Visualization**  
A volunteer collaborates on using data visualizations to make informed, data-driven decisions
- **Data Collection**  
A volunteer recommends improvements to a current qualitative and / or quantitative data collection challenge or practice