Volunteer Management Software

Volunteer
toronto

IN THIS RESOURCE

In response to requests from volunteer managers across Toronto, this resource explores volunteer management software tools with a variety of functions and use cases. Learn which platform might be best for you and discover the other organizations in Toronto using each tool.

Featured platforms:

Better Impact, Volgistics, CharityRepublic, Timecounts, VolunteerHub, Sumac, CERVIS, Kindness Connect

Also includes:

Finding the Right Tool, Other Platforms, Considerations for Grassroots Groups, and Next Steps

Getting Started: Finding the Right Tool

What is VM Software?

Volunteer Management (VM) Softwareis a variety of different tools, platforms and apps that help you complete volunteer management tasks. This can include: recruitment, screening, scheduling, management, communication, and more. Every tool is slightly different with their own pros and cons, so it's important to shop around and see what options would be useful for you. This resource highlights 8 platforms used by organizations throughout Toronto and explores their use cases.

Using this resource

In the world of software and technology, things are constantly changing. This resource captures each of these tools as of July 2018 and will give you a sense of the cost, what you can expect, the types of organization this tool will be useful for, and specific use case suggestions. You'll also learn about some technical components, such as how volunteer managers might use it versus how volunteers will use it, how user friendly the platform is, and the level of compatibility.

Feedback from real users

You may not know how the platform will work for you, so we've listed organizations that are currently using some of these tools. You're welcome to reach out to these Toronto non-profits as you build a case for the VM software that's right for you. If a tool doesn't have organizations listed, or if you want to get more information, you can always contact the developer. The website is provided for each platform so that you can make the right call.

Ready to choose VM software for your organization? These steps can help you get started!
Created by Christine Martin, Senior Manager, Volunteer Development, Evergreen.

1. Consider what you need your volunteer management system to do.

2. Consider what you're able to handle (both for technology and people-power) and what you can afford.

3. Connect with your IT department and any potential users to get their perspective.

4. Look at all the options that are interesting to you, and connect with the developers and other organizations using the tool.

5. Do a trial or test run – all the tools highlighted in this resource offer trial accounts.

6. Get quotes from the developer and get started!

VOLUNTEER IMPACT BY BETTER IMPACT

Based in: Hamilton, Ontario

Website: www.betterimpact.ca

What you get

- Backend site and volunteer portal
- Volunteers can make profiles, apply for roles and schedule themselves
- Full suite of services for scheduling, role creation and reporting

Cost

License fee is $425

Annual fees scales from $130/year (50 volunteers) to $4620/year (10000 volunteers)

Cost factors

Additional cost for migration, imports, training

Trial available? Yes

How do volunteer managers use it?

Includes a volunteer database with search options, options to message volunteers, setup custom (and use template) profile/application fields, many features for volunteer scheduling

How do volunteers use it?

Volunteers access via portal and can use the time clock, view and apply to available roles, self-schedule, self-report for shifts - portal can be connected to your organization's website

How does it run?

Operates on its own website (cloud-based) but can be linked from your website

Is it user friendly?

Yes - has a simple interface but also a lot of options to contend with

Can I import data? How does reporting work?

Importing or migrating your data into the system has an additional cost, but any data in the system is easy to store, manage and download for reporting purposes (including trend analysis)

Good to know: Volunteers can use their account for other organizations using Volunteer Impact

Who is it for?

Organization size: **Small (1-100) / Medium (100-500 volunteers) / Large (500+ volunteers)**

Type of organization: **Single managed program / numerous locations / multiple coordinators**

Volunteer terms: **Primarily long-term** / primarily event or short-term / mixed terms

Use this if...

- Your program has a lot of moving pieces
- Your volunteers can/should manage their own schedules
- You need a robust system for import, export (reporting and tracking)
- You're looking for an enterprise-level solution

Toronto organizations who use this software

Kensington Gardens, ImagineNATIVE Film & Media Arts Festival, Children's Aid Society of Toronto, Evergreen

VOLGISTICS

volgistics
Volunteer Logistics

Based in: Byron Centre, Michigan, USA

Website: www.volgistics.com

What you get
- Backend site with easily searchable database
- Can be volunteer manager-only
- Optional paid services for volunteer portal, time clock and document storage

Cost
No license fee

Annual fees scales from $60/year (50 volunteers) to $3900/year (10000 volunteers)

Cost factors
Additional cost for portal, time clock and document stoarge

Trial available? Yes

How do volunteer managers use it?
Backend relies heavily on text for the volunteer database, assigning roles and setting up coordinators in the system. Also possible to setup schedules, volunteer mailbox and "who's checked in" function

How do volunteers use it?
Volunteers can see application forms and opportunities directly. Additional tools (for a cost) include the VicNet portal with profile, mail, schedule and time sheet and VicTouch on-site time clock

How does it run?
Operates on its own website (cloud-based) and requires internet access

Is it user friendly?
No - the interface is very bare and relies on a lot of data management

Can I import data? How does reporting work?
Possible to upload data through "post" system, conversion systems available including a free import utility. Multiple reporting options (including labels) and VicDocs add-in can store documents

Good to know: Volgistics doesn't offer phone support but provide quick response digital support

Who is it for?
Organization size: **Small (1-100) / Medium (100-500 volunteers) / Large (500+ volunteers)**

Type of organization: **Single managed program / numerous locations / multiple coordinators**

Volunteer terms: **Primarily long-term** / primarily event or short-term / mixed terms

Use this if…
- You have multiple different volunteer programs
- You don't need a volunteer-side portal
- You need multiple coordinators on the system
- You're comfortable with a lot of up-front work to make things easier down the road

Toronto organizations who use this software
Toronto International Film Festival

CHARITY REPUBLIC

Based in: Kitchener, Ontario

Website: www.charityrepublic.com

What you get
- Backend site with focused scheduling, profile and communication functions
- Simple volunteer-side portal
- All-in-one package with no extra costs and limited online support

Cost
No license fee

Annual fees scale from $300/year (250 volunteers) to $900/year (1000 or more volunteers)

Cost factors
Three price ranges, no extra costs, and possble free access for grassroots groups

Trial available? Yes

How do volunteer managers use it?
Backend offers scheduling and hour tracking, communication with volunteers, volunteer profiles and opportunity listing, as well as overall unser management for supervisors and administrators

How do volunteers use it?
Volunteers can sign-up directly for shifts in the schedule and communicate with messaging function. Volunteers can be directly invited into the system to setup their account (instead of only uploading)

How does it run?
Operates on its own website (cloud-based) and works well on most browsers

Is it user friendly?
Yes - the design is straightforward and minimal for ease of use

Can I import data? How does reporting work?
Lists can be uploaded by CharityRepublic team, has reporting functionality for volunteer information, hours, roles and some other areas

Good to know: Connects with the Hour Republic tool used by school boards for youth hour tracking

Who is it for?
Organization size: **Small (1-100) / Medium (100-500 volunteers) /** Large (500+ volunteers)

Type of organization: **Single managed program / numerous locations** / multiple coordinators

Volunteer terms: Primarily long-term / **primarily event or short-term** / mixed terms

Use this if...
- You are looking for straightforward scheduling functions
- Your volunteer program is constantly bringing in new and archiving old volunteers
- You want an easy to understand system
- You want to help support the ongoing development of the tool

TIMECOUNTS

Based in: Toronto, Ontario

Website: www.timecounts.org

What you get
- Community "hub" for your organization
- Backend site focused on events and forms that allows for easy volunteer recruitment
- Scalable features based on your needs with unlimited volunteers and events

Cost
No license fee

Annual fees scale from $480/year (Premium) to $1200/year (Growth)

Cost factors
All plans include unlimited volunteers, free plan offered

Trial available? Yes

How do volunteer managers use it?
Build a community "hub" for your organization (or for each program) and attach roles and events, create applications, organize schedules, attribute hours and skills and manage volunteer data

How do volunteers use it?
Volunteers sign-up for roles, shifts and events from community "hub" and coordinate the events they're signed up for on their schedule, can also sign-up to other organizations with Timecounts hubs

How does it run?
Operates on its own website (cloud-based) and can integrate with CRMs

Is it user friendly?
Yes - once you get a handle of the "hub" function, it becomes easy to manage

Can I import data? How does reporting work?
Data import is available, Premium and higher plans offer reporting for hours, events and form data, volunteer data is exportable

Good to know: Level of support is based on the plan type

Who is it for?
Organization size: **Small (1-100) / Medium (100-500 volunteers) / Large (500+ volunteers)**

Type of organization: Single managed program / **numerous locations / multiple coordinators**

Volunteer terms: Primarily long-term / **primarily event or short-term** / mixed terms

Use this if...
- You are looking for a system that helps with recruitment
- Your volunteer program revolves around events and unique volunteer sign-ups
- You want volunteers to be part of your system from day one by signing up directly
- You want a robust event-based platform for no cost (with free plan)

Toronto organizations who use this software
The StopGap Foundation, Miles Nadal JCC, New Circles, Eva's Initiatives

VOLUNTEER HUB

Based in: Dublin, Ohio, USA

Website: www.volunteerhub.com

What you get
- Backend system revolving around calendar for orientation, shift and event dates
- Additional features with the higher plan, including check-in kiosk
- Resources, training and online support

Cost
$595 or $795 setup fee, depending on plan

Annual fees scale from $1800/year (up to 1000 volunteers) to $3000/year (2500 volunteers)

Cost factors
Different plan levels, Pro offers more functions, Enterprise plan available

Trial available? No

How do volunteer managers use it?
Prepare and post events/roles, manage lists, promote roles directly, integrate with your own website and create automation (volunteer forms, thank yous, automatic e-mails)

How do volunteers use it?
Volunteers sign-up directly for roles and shifts, including orientation, events, ongoing roles, also have access to check-in/kiosk capability and can sign-off on waivers

How does it run?
Operates on its own website (cloud-based), can be integrated, works with CRMs

Is it user friendly?
No - has a learning curve but gets easier over time, a lot of data to keep track of

Can I import data? How does reporting work?
Data import available as part of paid premium app, basic reporting of lists, sign-ins and registration, advanced reporting by paid premium apps

Good to know: Volunteer Hub has been around for more than 20 years offering this kind of software

Who is it for?
Organization size: Small (1-100) / **Medium (100-500 volunteers) / Large (500+ volunteers)**

Type of organization: **Single managed program / numerous locations / multiple coordinators**

Volunteer terms: Primarily long-term / **primarily event or short-term** / mixed terms

Use this if…
- You have primarily single-day or event-based volunteer roles
- You want to integrate a system directly with your website and online presence
- You want volunteers to be part of your system from day one by signing up directly
- You take in a lot of volunteers and want a system to handle some orientaiton needs

Toronto organizations who use this software
Habitat for Humanity, Greater Toronto Area, Daily Bread Food Bank

SUMAC

Based in: Toronto, Ontario

Website: www.sumac.com

What you get

- A CRM (client relationship management) tool with volunteer functions
- Cross-organizational features for managing members, donors, etc.
- Operates on its own service but can be integrated into your site

Cost

No license fee, some plans have add-on fees

Annual fees scale from $240/year (up to 1000 volunteers) to $1440/year (10000 volunteers)

Cost factors

Different plan levels, Silver plan includes 2 add-ons, optional cloud and migration costs

TRIAL AVAILABLE? Yes

How do volunteer managers use it?

Access the system from anywhere with the Cloud add-on, create customized profiles and fields, record volunteer skills, scheduling and tracking functions in calendar

How do volunteers use it?

Volunteers do not access anything in the system except for filling out forms (if the Forms add-on is used)

How does it run?

Operates on its own website and can be integrated for additional cost

Is it user friendly?

No - the volunteer management functions require a lot of up-front work to get going

Can I import data? How does reporting work?

Data migration and import has a one-time cost, reporting for volunteer needs is limited by specific data (such as skills, location) and profiles can be downloaded

Good to know: Sumac is a CRM first, volunteer management is not the primary function

Who is it for?

Organization size: Small (1-100) / **Medium (100-500 volunteers) / Large (500+ volunteers)**

Type of organization: **Single managed program** / numerous locations / multiple coordinators

Volunteer terms: Primarily long-term / **primarily event or short-term** / mixed terms

Use this if…

- Your oganization needs a single CRM tool for everything (donors, volunteers, members)
- Your volunteer management needs are limited to records management and time tracking
- Cost is a major barrier and you want to combine functions together
- You can manage your overall volunteer numbers to stay in the plan of your choice

Toronto organizations who use this software

New Circles Community Services, Dixon Hall Neighbourhood Services

CERVIS

Based in: Colorado Springs, Colorado, USA

Website: www.cervistech.com

What you get
- System with unlimited volunteers and coordinators
- Event and shift-focused volunteer sign-up platform
- Operates on and integrates with your website

Cost
$100 setup fee, all plans unlimited volunteers and coordinators

Annual fees range from $300/year (basic features) to $1800/year (most features)

Cost factors
Different plan levels, offer different tiers of service, $300 for data import

Trial available? Yes

How do volunteer managers use it?
Track volunteer profiles, create nametags, rosters, and other lists, setup auto-notification emails and texts and automatic thank you responses

How do volunteers use it?
Volunteers can register and sign up for hours and shifts, update their profile and respond to messages

How does it run?
Integrates directly into your website, has its own API code for integration

Is it user friendly?
Yes - can be embedded in your website which increases ease of access

Can I import data? How does reporting work?
Data migration and import has a one-time cost or included in top tier plan, reporting is limited unless using middle tier plan (can provide interests, custom fields, in addition to regular reporting)

Good to know: CERVIS is a popular tool for health care institutions and hospitals

Who is it for?
Organization size: **Small (1-100) / Medium (100-500 volunteers) / Large (500+ volunteers)**

Type of organization: **Single managed program / numerous locations / multiple coordinators**

Volunteer terms: Primarily long-term / primarily event or short-term / **mixed terms**

Use this if…
- You want to focus on simple sign-up and shift management
- Your organization wants to keep all volunteer management functions on your own website
- You want volunteers to self-select their own shifts, hours and sometimes roles
- You don't need robust reporting (at the lowest tier plan)

KINDNESSCONNECT

KINDNESS CONNECT

Based in: Toronto, Ontario

Website: www.kindnessconnect.com

What you get • Recruitment focused system with simple scheduling and robust analytics • Easy volunteer sign-up and shift management • Operates on its own service and offers a unique URL for your program	**Cost** No setup fee Annual fees scale from $199/year (<100 volunteers) to $999/year (>500 volunteers)	**Cost factors** Free plan offered but paid plan brings main functions **Trial available?** Yes

How do volunteer managers use it?
Create volunteer roles, shifts and events, setup and oversee custom application process, communicate with volunteers, straightforward scheduling system

How do volunteers use it?
Volunteers can sign up for shifts and create a profile for the organization, plus see other local opportunities, advanced features also offer better scheduling

How does it run? Runs on its own website with custom URL	**Is it user friendly?** Yes - the layout is very visual and helps you walk through the process	**Can I import data? How does reporting work?** Built-in function for data and volunteer importing, variety of reporting functions based on hours, individual volutneers, and custome fields

Good to know: Kindness Connect allows volunteers to search for other organization's roles as well

Who is it for?

Organization size: Small (1-100) / **Medium (100-500 volunteers) / Large (500+ volunteers)**

Type of organization: **Single managed program / numerous locations / multiple coordinators**

Volunteer terms: Primarily long-term / primarily event or short-term / **mixed terms**

Use this if...

• You want to drive recruitment through a single platform for multiple roles and events
• You need a system that is very easy to use and prioritizes scheduling and record keeping
• Your focus is on high-quality volunteer recruitment and self-management
• You have basic recruitment needs (free plan) or simple management needs (Premium)

Toronto organizations who use this software

Centennial Infant and Child Centre, The Anne Johnson Health Station

More Volunteer Management Software

TandemPark

Similar to Kindness Connect, TandemPark combines the functions of volunteer referral service and management platform. The system allows people to become part of your community and find roles easily.

VolunteerMark

VolunteerMark is an events-focused platform that allows volunteers to sign-up and self schedule for roles. This platform focuses on schedules and check-in/check-out functions.

Samaritan Technologies

While a higher-cost solution, Samaritan's tool is designed for the full range of volunteer management functions, including evaluation and onboarding. Offers unlimited volunteers but an outdated user interface.

Raiser's Edge

Primarily a fundraising tool, Raiser's Edge includes some modules with functions for volunteer managements. Like Sumac, this is ideal for keeping your organization on one system. Used by the YMCA of Greater Toronto.

eTapestry

A cloud-based variant of Raiser's Edge, eTapestry provides volunteer database functions as well. This tool offers custom fields and report generation to allow for a unified system for your organization. Used by the Toronto Vegetarian Association

The Right Tools for Grassroots Groups

While any volunteer management can be used by small, volunteer-run organiations and grassroots groups, these are the four major items you should be aware of when findign the right tool for you.

Cost

Most of the platforms highlighted in this resource charge a range of annual fees based on features or number of volunteers. However, Kindness Connect and Timecounts both offer free accounts - and you might be eligible for discounts or low-cost accounts with other providers. The best way to keep costs low is to stay on top of your volunteer lists to ensure you're only paying what you need to.

Main functions

As with the steps on page 2, consider what you need your software to do. If your goal is recruiting more volunteers, then choose a tool with that focus. If you're more concerned with list management and scheduling, then other platforms might better for your needs.

Try and try again

Nearly every piece of software you use offers a "trial" period - this lets you see what it's like before you make a purchase. If you have the time and capacity, choose the tools you're interested in and use the trial to the full potential. If you're happy, continue using that tool!

Access

Turnover happens a lot in grassroots groups, so keep your login information handy. This way, new volunteer leaders and managers know the right passwords to access your chosen system. Since so many volunteer management tools exist online and on the cloud, you don't want to risk gaps in maximizing these platforms as your organization grows and gets things done.

Next Steps

What can you do?

Now that you have a sense of some of the volunteer management software platforms available, it's time to consider your next move. Look back to the steps on page 2 and reach out to the organizations mentioned throughout this resource.

You can use this chart to help you narrow down the best platform for you to use before you make your decision:

Does my organization have the capacity (people, technological) to use this software?	Are there enough resources and training available to be successful using this software?
How long do I see myself using this platform? Will it still be useful after that time?	Will my volunteers be able to use this platform easily? Will it be easy for me train them?
Is the cost affordable in the short-term? In the long-term?	Does this tool allow for easy transition in case of staffing changes?

Did we miss anything? Is there a platform we should explore further? Is there a specific element of these systems you want to learn more about? Let us know! We can update this resource based on what organizations like yours are doing to manage volunteers. E-mail us at **info@volunteertoronto.ca**

volunteertoronto.ca

344 Bloor St. West, Suite 404
Toronto, ON M5S 3A7
Canada

416-961-6888
info@volunteertoronto.ca

Volunteer
toronto