
CaringHands

(A Volunteer Management System)

OVERVIEW

Develop a Salesforce app to efficiently manage and coordinate volunteers for a social causes. Include features for volunteer registration, task assignment, and real-time communication. A Volunteer Management System on Salesforce involves designing a system that efficiently organizes and coordinates volunteers for various social causes. Here are the basics and key features to implement:

Basics:

User Authentication and Registration:

- Set up a user authentication system to ensure secure access.
- Create a registration process for volunteers to sign up with essential details.

Dashboard and User Profiles:

- Design a user-friendly dashboard that provides an overview of volunteer activities.
- Allow volunteers to create and customize their profiles with personal information, skills, and interests.

Volunteer Opportunities:

- Create a section to list available volunteer opportunities with details such as cause, location, and time commitment.
- Include a search and filtering mechanism for volunteers to find opportunities aligning with their interests.

Key Features:

Volunteer Registration and Onboarding:

- Develop a registration form for new volunteers, capturing essential details.
- Streamline the onboarding process, guiding volunteers through essential information and orientation materials.

Task Assignment and Scheduling:

- Implement a task assignment system for volunteer coordinators to allocate responsibilities.
- Provide a calendar view for volunteers to see their assigned tasks and schedules.

Real-time Communication:

- Integrate a real-time communication platform for volunteers and coordinators.
- Enable in-app messaging, email notifications, or even SMS alerts to keep everyone informed.

Skill Matching:

- Implement a system to match volunteer skills and interests with specific tasks or projects.
- Allow coordinators to find volunteers based on required skills.

Feedback and Recognition:

- Integrate a feedback mechanism for volunteers to provide input on their experiences.
- Implement a recognition system, such as badges or certificates, to acknowledge volunteers' contributions.

Reporting and Analytics:

- Develop reporting tools for coordinators to assess volunteer engagement and impact.
- Include analytics on volunteer demographics, participation rates, and impact metrics.

Document Management:

- Provide a secure repository for important documents, such as training materials, event guides, or safety protocols.
- Ensure easy access for volunteers and coordinators.

Mobile Accessibility:

- Optimize the system for mobile access, allowing volunteers to manage their tasks and coordinators to communicate on the go.

Additional Considerations:

- Using Salesforce's Experience Cloud, we will provide a publically accessible URL to the volunteers. They can sign up easily by entering their basic detail and then sign in to the site. Later they can complete their profile by adding skills, serving location, availability, past experience etc.
 - There will be some custom objects in Salesforce like Volunteer, Cause, Task and Feedback to manage their records and creating the reports for further use.
 - Also, there will be LWC (Lightning Web Component) to be place on the community site for the volunteers to sign ip and sign in. Also, they the records of the Cause objects will be read only available for the volunteer.
 - We will be using flow to send the email communication among the volunteers and coordinators
 - Moreover, using the validation rules we will make sure to receive the correct data.
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