

Natural Resources and Environmental Issues

Volume 11 *Abstract Proceedings of the Galaxy II
Conference*

Article 32

1-1-2004

Volunteer Programs - Development / Management

Follow this and additional works at: <http://digitalcommons.usu.edu/nrei>

Recommended Citation

(2004) "Volunteer Programs - Development / Management," *Natural Resources and Environmental Issues*: Vol. 11, Article 32.
Available at: <http://digitalcommons.usu.edu/nrei/vol11/iss1/32>

This Article is brought to you for free and open access by the Quinney Natural Resources Research Library, S.J. and Jessie E. at DigitalCommons@USU. It has been accepted for inclusion in Natural Resources and Environmental Issues by an authorized administrator of DigitalCommons@USU. For more information, please contact becky.thoms@usu.edu.



UNLOCKING THE KEY ELEMENTS OF POSITIVE YOUTH DEVELOPMENT PROGRAMMING FOR VOLUNTEERS

Joseph Campbell*, Dr. Theresa Ferrari, Niki Nester McNeely, Carolyn Wilson and Brenda Young

ABSTRACT:

The National 4-H Strategic Plan (2001) recommended that 4-H "increase opportunities for all youth to participate in long-term, sustainable relationships under the direction of caring adults in community-based settings" (p. 9). The adult is the one who creates the safe, welcoming environment that provides engaging opportunities for youth. Therefore, the 4-H volunteer plays a crucial role. A state team of extension professionals, volunteers, and youth developed educational materials that can be utilized to teach volunteers how to incorporate the eight key elements of positive youth development in their work with youth. The key elements, taken from the National 4-H Impact Study, that will be discussed include: (1) positive relationship with a caring adult; (2) safe environment; (3) welcoming environment; (4) opportunity for mastery of skills; (5) engagement in learning; (6) community service; (7) self-determination; (8) future orientation. This hands-on, activity-based seminar will offer participants an opportunity to experience new, research-based volunteer training materials that actively engage the adult volunteers. Resources to be shared include lesson plans, newsletter articles that describe each element, and a club self-assessment checklist. Feedback from agents indicates that they have used these ideas successfully in their local programs with a variety of audiences (e.g., volunteer orientation, advisory committees, camp counselor training). With these strategies, positive youth development pervades every aspect of the program and is not an afterthought.

*Program Leader, Volunteerism 4-H Youth Development, Columbus, OH Email: campbell.372@osu.edu

BUT, I'M JUST TOO BUSY TO VOLUNTEER...

Harriett Edwards Ed.D.* and R. Dale Safrit

ABSTRACT:

Volunteers have always been integral partners in community Cooperative Extension programs. 4-H club leaders, Extension homemakers, program advisory members, and master gardeners are just some of the historical and contemporary examples of ongoing, long-term volunteer leadership positions in Cooperative Extension. However, societal changes over the past 30 years have resulted in a changing volunteer force in this country. Numerous national studies have documented that while Americans are still eager to volunteer, they are much less willing to commit to ongoing, long-term volunteer roles and responsibilities. This interactive linked seminar will familiarize participants with research-based insights and ideas about how to more effectively engage "short-term," "annual," or "sporadic" volunteers in Extension educational programs. This focus on strengthening episodic volunteerism is especially relevant for Extension professionals in any program area who work with once-a-year program planning committees; special event volunteers; family and community educators; camp or retreat volunteers; on-farm demonstration hosts / partners/ collaborators; and unpaid event and contest judges. Participants will better understand the "three P's" of strengthening episodic volunteerism: People (building and strengthening teamwork among paid staff, ongoing volunteers, and episodic volunteers); Place (creating welcoming and nurturing organizational and office environments for episodic volunteers); and Program (examining current volunteer management policies and procedures in order to better support and encourage episodic volunteer involvement.)

*State Extension Associate, Department of 4-H Youth Development, North Carolina State University, Raleigh, NC Email: harriett_edwards@ncsu.edu

ONLINE VOLUNTEER MANAGEMENT CERTIFICATE PROGRAM--BASIC AND BEYOND Janet

H. Hiller PhD*

ABSTRACT:

The Volunteer Management Certificate Program (VMCP) is a non-credit program delivered through the Internet. It is geared to adult professionals who do not need/want college credit courses, but desire a credible professional development option to enhance their volunteer management skills. It builds basic level competencies in volunteer management, develops confidence in computer skills, and offers the capability to network with other volunteer managers. Results from a broad-based market survey helped determine the initial course content and level of this program. Individuals can visit the program's Website (<http://vmcp.wsu.edu>) to view a self-assessment tool to determine which of the VMCP courses might enhance their professional volunteer management their professional volunteer management skills. The VMCP provides a tutorial, course pre- and post-tests, and opportunity for interaction among the students and instructors through a discussion forum. Four courses address recruiting, training, managing, supervising, and recognizing volunteers and evaluating aspects of volunteer programs. The VMCP is self-paced, interactive, practical and fun. Students have two years to complete all four courses. Graduates often request additional courses at a more advanced level. VMCP instructors have been inspired by this response and are developing courses for an Advanced level certificate to be offered Fall of 2003. Topics considered for the Advanced Series include: Organizing and Managing the Episodic Volunteer, Risk Management and the Volunteer Program, The Volunteer Program and the Internet, Volunteers as Middle Managers, and Evaluation for Impact.

*Extension 4-H Youth Development Specialist, Washington State University, Pullman, WA
Email: hillerj@wsu.edu

WASHINGTON STATE UNIVERSITY ONLINE VOLUNTEER MANAGEMENT CERTIFICATE PROGRAM (VMCP) DISTANCE LEARNING FOR THE WORLD

Lauri E.B. Sherfey* and Janet Hiller

ABSTRACT:

The WSU Volunteer Management Certificate Program (VMCP) is a non-credit course delivered through the Internet at <http://vmcp.wsu.edu> and designed to: (1) offer a quality, professional development training course on volunteer management, delivered to individuals working in the field anytime, anywhere; (2) promote and enhance volunteer administration as a field of expertise with professional standards; (3) bring recognition to Cooperative Extension as a experienced leader in the emerging field of volunteer administration. Cooperative Extension has a long history of effectively mobilizing and increasing programs through volunteers. However, the resource of human capital and the ability to increase it is now being recognized and valued by many corporations, non-profits, government, public and private entities. VMCP consists of four units with five modules in each unit. Unit One provides information on Recruiting Volunteers; Unit Two on Training Volunteers; Unit Three on the Management and Supervision of Volunteers; and Unit Four on the Evaluation and Recognition of Volunteers. VMCP is innovative with its technology and adult learning model. Each unit's module is designed with two or three paragraphs of content, followed by interactive exercises related directly to the type of work done by the student. Washington State University offers one of the few existing Web-based educational sites instructive in volunteer management and administrative skills. VMCP has three author/instructors of national and international reputations and recognition. The Web course now begins it's fifth year of operation and currently enrolls students from all over the USA, Canada, Germany, Barbados, India, Bermuda, Portugal, Panama, Bolivia, and Guam.

*Area Extension Educator, 4-H Youth Development, Franklin County Cooperative Extension, Pasco, WA Email: sherfey@wsu.edu

A NATIONAL STUDY OF VOLUNTEER SCREENING, INVOLVEMENT, AND MANAGEMENT PRACTICES IN COOPERATIVE EXTENSION

Cathy M. Sutphin*

ABSTRACT:

Volunteers are a critical resource to Cooperative Extension. Skilled management is required to interest and retain volunteers and to provide for the safe and effective involvement of our clientele. Volunteer management practices have changed dramatically in the last few years. Increasing responsibilities have been assigned to volunteers and the paid staff who work with them. As we have increased the duties of volunteers who work with vulnerable clientele, we have also increased our organizational responsibility to provide effective volunteer screening and management. Cathy Sutphin, Extension Specialist Volunteer Development at Virginia Tech assessed the volunteer management practices of Cooperative Extension across the country. A 26-item survey was developed and reviewed by a panel of experts. The instrument was placed on-line and an electronic letter along with the URL was sent to each State Extension Director with a request that the person in their system giving direction to volunteer development complete the survey on-line. Two weeks later, a hard copy of the original letter and a reminder was mailed to non-respondents. A limitation of the study is the degree of knowledge concerning the state volunteer system possessed by the respondents. Forty-one responses were received for a response rate of 79%. Survey results provide an organizational picture of volunteer screening, management, and involvement practices across the country and by region. Significant differences were found across Extension regions. Key findings highlight management practices, which should be reviewed as a system. In addition, areas for future research and implications for Cooperative Extension will be shared.

*Extension Specialist, Volunteer Development, Virginia Tech, Blacksburg, VA
Email: cmsutph@vt.edu

POSITIVE PARENT DEVELOPMENT

Alayne Torretta*, Terese Buchanan and Laura Bovitz

ABSTRACT:

Are the parents in your program always a positive influence? Are they a help or a hindrance? Do they resemble "Peter Positive" and "Sally Supportive"? Or are they more like "Vi Carious", "Ima Cheater", "Patty Perfect", "Ira Sponsible", or "Bill Dozer"? If they resemble any of the latter, this workshop is for you! Workshop presenters will help you understand how to build on the positive traits parents possess in order to provide a beneficial environment for youth in your program by minimizing inappropriate parent behaviors. Participants will learn to discern what motivates parents and what strategies can be used to deal effectively with them. The workshop will include hands on activities and discussion. Participants will have an opportunity to develop a healthy "parent pledge" to be used as part of a behavioral agreement that will foster a win/win relationship. Workshop presenters have over 58 years combined experience in dealing with difficult people and conflict resolution.

*County 4-H Agent, Rutgers Cooperative Extension of Warren County, Belvidere, NJ
Email: torretta@aesop.rutgers.edu

YOU CAN'T SUE ME! I'M A VOLUNTEER!: A RISK MANAGEMENT TRAINING PROGRAM FOR VOLUNTEERS

Dr. Linda I. Webb*

ABSTRACT:

Volunteers are the life force of many youth serving organizations. However, volunteers must be aware of the best practices for risk management. Volunteers are not exempt from liability when things go wrong. Participants will be introduced to a training program that helps volunteers take a closer look at the risks they face when working with youth and other vulnerable service recipients. Participants will learn how to make their organization safer and more secure without sacrificing their mission. Topics covered include: What is Risk Management; Your Organization's Responsibility; The Four P's of Organizational Child Abuse Prevention; Educating Youth and Parents; Reporting and When the Media Calls. Participants will receive a PowerPoint training outline and learn of other available volunteer risk-management resources.

*Extension Youth Specialist, Boise, ID Email: lwebb@uidaho.edu

GIVING YOUR VOLUNTEER TEAM THE PLAYBOOK: DEVELOPING AND USING BASIC TOOLS TO MAKE YOUR VOLUNTEER PROGRAM A SUCCESS

Michael Wilson*

ABSTRACT:

Volunteer leaders working with Extension professionals form the most common type of team in our field. However, many times the volunteers on our team don't feel they have all the plays, know the rules, or even know what team they are on. Whether you are already super-organized or just wish you were, the development and use of basic written instruments (tools) based on a volunteer administration model will help you keep your volunteers informed and engaged. In this seminar participants will learn how to use tools to meet their programming needs, and how to develop the right tools to help them meet their goals. By achieving these objectives, participants will increase their ability to plan, design, and evaluate volunteer programs. Tools discussed and adapted apply directly to volunteer supervision, risk management, evaluation, and reporting. Examples of tools include volunteer assessments, position descriptions, checklists, and report forms. The included instruments were created or adapted for use in administering volunteer-lead 4-H programs according to the GEMS Model of Volunteer Administration as a part of the 2002 University of Kentucky Volunteer Administration Academy, taught by Ken Culp III, Ph.D. and Wendy Stivers, Ph.D.

*Hickman County Extension Agent for 4-H/Youth Development, University of Kentucky Cooperative Extension, Hickman County Office, Clinton, KY
Email: [mswilson@uky.edu](mailto:mwilson@uky.edu)