

VOLUNTEER MANAGEMENT TRAINING SERIES

KEEPING PACE WITH THE TIMES



SUBTITLE: DINOSAUR ROAR!



EVALUATE THE EVALUATION

- Why Evaluate?
 - Inform advanced course research
 - Diagnosis interest topics
 - What else can an intern do for five months?
 - No, seriously, what else?



MEET THE "EXPERTS"

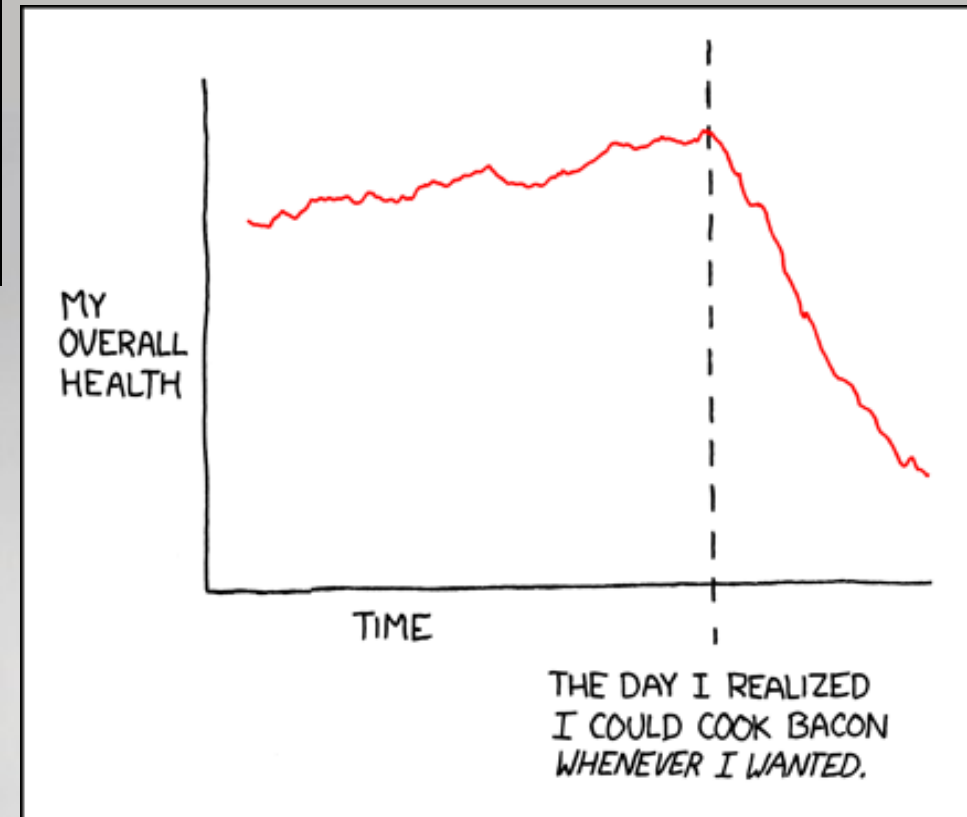
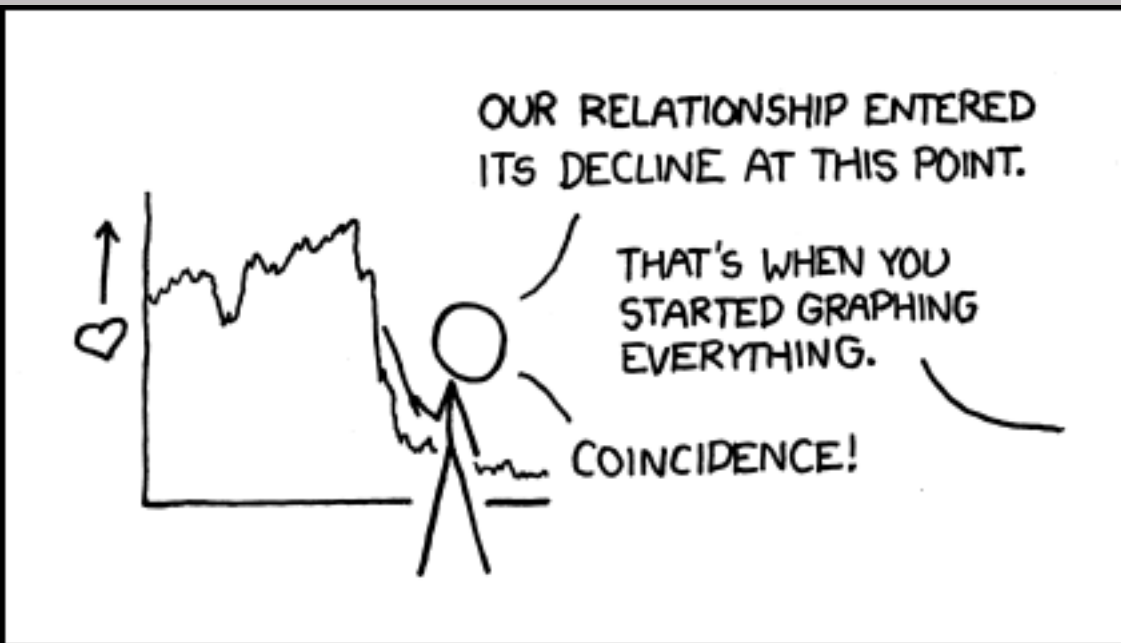
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(Mr. Cavell is only an expert at sleeping)



I'M AN AWESOME EVALUATOR



EVALUATION STRUCTURE

- All thanks to Kate Williams, Florida State
- Email survey with 32 questions
 - sent to all attendees over six years
 - course impact evaluation since training series
- Site interviews, participants
- Site interviews, instructors
- 18 email respondents, 10 interviews



FLORIDA VOLUNTEER ADMINISTRATION CERTIFICATION PROGRAM HISTORY

- **1996** – Volunteer Florida with 30+ partners develop a statewide strategic plan which included “By 2000, create a certification program for volunteer and community service program personnel.”
- **2002** - Need for a statewide volunteer management certification program increased due to overwhelming interest in volunteering after September 11, 2001, coupled with limited capacity voluntary agencies.
- **2002** - Florida Association of Volunteer Center decision to establish a Florida statewide volunteer certification program in a joint effort with Volunteer Florida. FAVC Certification committee formed and facilitated by a Volunteer Florida staff member. Points of Light Foundation’s Volunteer Management Training Series curriculum used



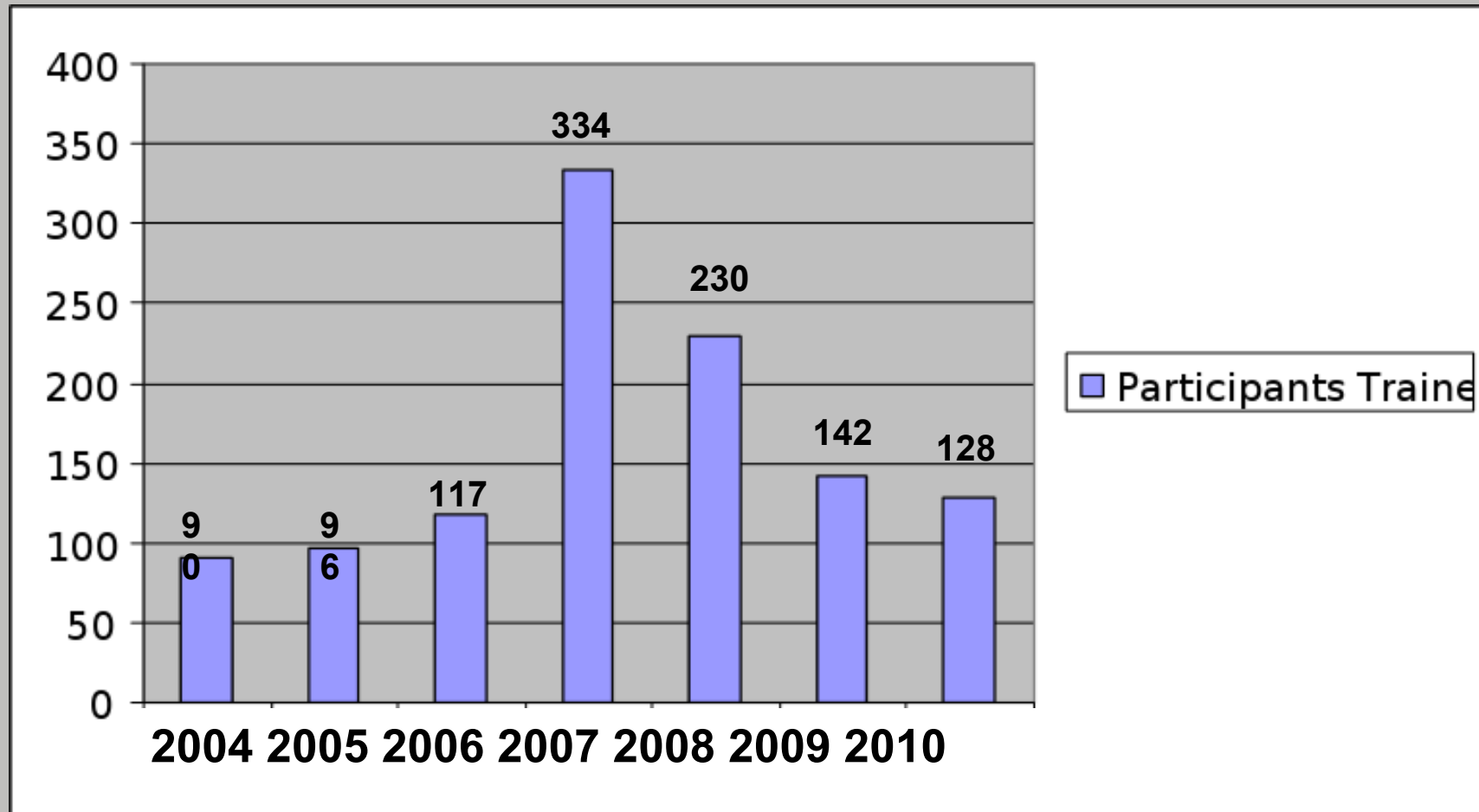
FLORIDA VOLUNTEER ADMINISTRATION CERTIFICATION PROGRAM HISTORY

- **2003** - Discussions about the statewide certification program with Association for Volunteer Administration to clarify intent; not to replace the AVA credentialing program but to be a building block towards AVA credentialing.
- **2004** – First trainings conducted at Heart of Florida United Way, Martin Volunteers, Volunteer Jacksonville, VolunteerLEON
- **2005** – Convened program review to update and agree upon parameters for conducting training and fees charged
- **2007** Convened Curriculum Retreat with 25 volunteer center trainers to review and update the Florida version of the curriculum



Florida Volunteer Administration Certification Program Snapshot 2004-2010

22 Volunteer Centers conducted 69 trainings
and trained 1137 Participants



Excellence in Volunteer Management Training Series



Hands On
NETWORK

June 2010 Revision

Excellence in Volunteer Management Training Series



1. Understanding Volunteering: Exploring the Heart of the Volunteer Sector
2. Planning Your Volunteer Program
3. Recruiting and Placing Volunteers: Matching Volunteer Skills with Service Needs
4. Orienting and Training Volunteers: Achieving Service Excellence
5. Supervising Volunteers: Maximizing the Volunteer Experience
6. Evaluation: Improving Results Through Data and Feedback

JOB DESCRIPTION / ATMOSPHERE

- Skills gained
- Representation on senior management
 - improvement necessary, teach upwards
- Succession plan
- Networking
 - significant / DOVA



OTHER AREAS

- Volunteer Retention
- Mission
 - immutable
- Training
 - valuable techniques
- Recognition
 - budgetary limits, alternative methods
- Planning
- Recruitment / Placement
 - specificity required
- Risk Management
 - further emphasis required



CURRICULUM SUGGESTIONS

- More case studies
- Time management practices
- Courses via webinars
- Social networking and outreach
- Limit PowerPoints
- VMTS manual needs index
- Group by organization type (health, elder, etc.)



INSTRUCTORS - WHY DO THIS?

- Co-teaching a great path forward
 - succession
 - reduce workload
 - increase personal perspective
 - interactivity
- Increase number of VMTS courses offered
- VMTS lite, should be offered
 - certification process
- Printed matter must include trends
- Specific curriculum by organization type



VMTS TRENDS BY OVERVIEW

- Experience dictates engagement
- Volunteer managers in senior management: clarify
- Recognition and retention often highlighted as success
- Risk Management should be emphasized
- Evaluation requires case studies



PATHS FORWARD

- Advanced curriculum
- Specialized courses (faith-based)
- Strategic planning
 - instructors meet annually to revise
 - incorporate trends
- Instructional improvement
 - Co-teaching
 - Sit-ins
 - Annual review of each module



NEXT STEPS FOR VMTS

- Task 1: Develop recommendation for VMTS Certification Program updates
 - Convene work group
 - Review current program (presentation method, frequency, fees, reporting, certificates, etc) for any changes
 - Review updated VMTS Curriculum for validation method (test, portfolio, etc)
 - Provide recommendation to membership for consideration



NEXT STEPS FOR VMTS

- Task 2: Develop and implement an advanced Florida Volunteer Management training program
 - Convene a workgroup
 - Determine scope of advance training needs
 - Develop implementation plan
 - Develop curriculum

