Dear Colleagues,

United Way of the Greater Seacoast Volunteer Action Center is currently the only organization in NH licensed to deliver the national Volunteer Management Training Series (VMTS). VMTS is a seven part Certificate Program in Volunteer Management created by the Points of Light Institute, and delivered by Volunteer Centers across the nation. We are proud to present the program again in May/June, 2012 in Portsmouth, NH. This professional development series provides new ways to increase the effectiveness of volunteer programs, expand an organization’s reach in the community and lay the groundwork for building or enhancing a successful volunteer program.

The intent of the program is to build the capacity of local volunteer administrators by providing accessible, affordable and high quality training. Findings from the 2004 Urban Institute study “Volunteer Management Capacity in America’s Charities and Congregations” include:

- The investments in volunteer management and benefits derived from volunteers feed on each other, with investments bringing benefits and benefits justifying greater investments.
- The best-prepared and most effective volunteer programs are those with paid staff members who dedicate a substantial portion of their time to management of volunteers. As staff time spent on volunteer management increases, adoption of volunteer management practices increases as well.

Often we embrace the myth that volunteers are free. This is not true. Volunteers are unpaid staff who need a competent individual to lead and manage them. If you invest wisely in the development of the volunteer administration, then you will reap the benefits by:

- Increasing the number of appropriately selected, placed and trained volunteers who will assist in achieving the organization’s mission;
- Improving volunteer’s satisfaction and their willingness to donate time and resources;
- Enhancing staff and volunteer productivity, performance and enjoyment;
- Bringing more resources into your organizations to serve your clients better.

We encourage you to take advantage of this program, which will be held on seven consecutive Thursday mornings from May 3 – June 14, 2012. Attached you’ll find information covering course content, along with frequently asked questions.

Application and registration are due Friday, March 30 and can be found online at: https://volunteer.truist.com/uwgs/survey/2012cert

Space is limited. Please send course fees to the address below. Please feel free to contact me with for any additional information you may need.

Regards,

Robin Albert, Director
Volunteer Action Center

United Way of the Greater Seacoast Volunteer Action Center
112 Corporate Drive, Portsmouth, NH
www.uwgs.org  unitedway@uwgs.org (603) 373-9105
General Information

**What:** The purpose of the Volunteer Management Training Series is to build the capacity of local organizations to engage volunteers effectively.

**When:** Thursday mornings from May 3 to June 14
Optional coffee and networking: 8:00 a.m.
Workshop: 8:30-Noon

**Target Audience:** Executive Directors, Volunteer Coordinators, and any staff who work with volunteers. The full course is geared to individuals with 1-3 years of volunteer management experience and/or those new to the profession. More experienced Coordinators will find value in each of the sessions, but may want to view the curriculum prior to registering.

**Facilitator:** Robin Albert, Director, United Way of the Greater Seacoast Volunteer Action Center and guest presenters

The Volunteer Management Training Series is a sequence of 7 sessions on organizing and implementing a volunteer program in a nonprofit or government organization. The topics that comprise the series are:

- **COURSE ONE:** Understanding Volunteering – Identifying key elements of a volunteer program, the current trends in volunteering, and social motivators to volunteering.
- **COURSE TWO:** Planning Your Volunteer Program – Writing a purpose statement for the volunteer program, determining the appropriate roles for volunteers, writing volunteer position descriptions, and understanding risk management.
- **COURSE THREE:** Recruiting & Placing Volunteers – Effective volunteer recruitment and placement, includes learning, applying, and improving recruitment and placement methods.
- **COURSE FOUR:** Orienting & Training Volunteers – Preparing to train volunteers, training volunteers to perform their services and developing plans for improving volunteer training.
- **COURSE FIVE:** Supervising Volunteers – Designing, improving and implementing strategies for volunteer supervision and recognition.
- **COURSE SIX:** Evaluating Your Volunteer Program – How to evaluate your volunteer program and the next steps for evaluating and improving your volunteer program.
- **CLASS SEVEN:** Closing Topics and Graduation – Special in-depth topic, panel of past graduates and graduation.

**Course fees:**
United Way Volunteer Action Center (VAC) Partners: $210 per participant for entire series.
United Way of Massachusetts Bay funded Partners: $210 per participant for entire series.
Non-VAC partners: $240 per participant for entire series.
Individual sessions: $45 per participant. May be used toward future certificate.

**Application and registration form available online:**
[https://volunteer.truist.com/uwgs/survey/2012cert](https://volunteer.truist.com/uwgs/survey/2012cert)

**Deadline:** Friday, March 30, 2012.

*Please send course fees to UWGS, 112 Corporate Drive, Portsmouth, NH 03801*
FREQUENTLY ASKED QUESTIONS:

May I reserve and pay for a spot now and receive a refund if unable to attend? Yes, but please let us know by Friday, March 30th if unable to attend. Fees may be refunded at a later notifications date due to unforeseeable situations.

What do you mean by “Certificate Program?” Upon successful completion of the series, participants will be presented with a “Certificate of Accomplishment” for this nationally recognized curriculum. The certificate will bear the logos of United Way of the Greater Seacoast, and Points of Light/Hands on Network.

Is this the same as a “CVA” (Certified Volunteer Administrator) credential? No. The CVA is a more advanced professional credentialing program, taken individually and accredited by another national organization.

What is required to receive a Certificate of Accomplishment? Candidates are expected to attend all sessions. To meet the requirements for a Certificate of Accomplishment, (as opposed to a “Certificate of Completion”) a measurable component is required. Therefore, post class surveys are designed for each module and given to the participants upon completion of each class. To reinforce knowledge acquisition and individual success, the follow up survey is relaxed instead of rigorous. It will be administered in an on-line survey format, and will be due prior to the next week’s class.

What if there is an unavoidable absence due to illness, etc? Options to accommodate individuals with one absence may include in-person or phone tutorial, plus completion of an assignment and post-survey. Individuals with more than one absence will be presented with a Certificate of Completion for each successfully completed session. Missed courses can be made up the next time the full program is given in order to obtain the Certificate of Accomplishment.

How can we really tell if the course is right for us, regarding content and our level of experience? The curriculum is available to view at United Way of the Greater Seacoast Volunteer Action Center. You are invited to come over and review it. Please call ahead.

What is the expected class size? Minimum 12 – Maximum 17

What are the benefits of completing this program?

- Higher job satisfaction
- Higher job efficiency and effectiveness
- Increased value and respect of the volunteer administrator position and program within your organization
- Improved volunteer administration knowledge and skills which can be immediately applied to existing or new volunteer programs
- Higher level of satisfaction by volunteers and co-workers
- Expanded organizational partnerships and resources
- Broadened leadership skills that can be used within and external to the organization
- Heightened credibility among your peers and leaders
- Keener awareness of ways to identify and respond to volunteer trends and the resulting needs
- Opportunity to remain engaged in a statewide network of volunteer administrators
- Ability to assume local, state or national leadership roles in volunteer administration
- Increased employability by building resume
**What are the benefits to my organization? Why invest dollars in this type of staff development?**

Often we embrace the myth that volunteers are free. This is not true. Volunteers are unpaid staff who need a competent professional to lead and manage them. If you invest wisely in the development of the volunteer administration certification training, then you will reap the benefits by:

- Increasing the number of appropriately selected, placed and trained volunteers who will assist in achieving the organization’s mission;
- Improving volunteer satisfaction and their willingness to donate time and resources;
- Enhancing staff and volunteer productivity, performance and enjoyment;
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Findings from the 2004 Urban Institute study “Volunteer Management Capacity in America’s Charities and Congregations” include:

The best-prepared and most effective volunteer programs are those with paid staff members who dedicate a substantial portion of their time to management of volunteers. As staff time spent on volunteer management increased, adoption of volunteer management practices increased as well.

The investments in volunteer management and benefits derived from volunteers feed on each other, with investments bringing benefits and benefits justifying greater investments.

Training staff on how to work with volunteers could address a range of challenges, including recruiting volunteers available during the workday; lack of paid staff time to train and supervise volunteers; lack of adequate funds for supporting volunteers; and absenteeism, unreliability or poor work habits by volunteers.

**What teaching methods will be used to deliver the course material?**

Each 3+ hour session will contain active participant involvement. There will be discussion, group activities, hands on learning, as well as some lecture. Each participant will be provided with a handbook. The course is meant to be interactive, and it is understood that participants bring a variety of their own experiences and skills to the class.

**Who is the facilitator?** Robin Albert is an experienced educator and trainer, with over 30 years experience. Her background includes teaching at the middle school, high school, college, and adult learner levels. Robin’s training in Volunteer Management includes on the job experience as well as workshops and courses with nationally recognized leaders in the field, including Susan Ellis, Linda Graff, Steve McCurley, Mary Merrill, and Rick Lynch. She currently serves on a variety of national task forces for United Way World Wide and Points of Light/Hands on Network. In 2010, Robin served on the national VMTS task force to revise and update the program’s curriculum. Robin lives and volunteers in Portsmouth, NH.

For more information, please contact Robin Albert at ralbert@uwgs.org or (603)373-9105.