

EXCELLENCE IN VOLUNTEER MANAGEMENT

Discover the tools necessary to make volunteers an effective and integral part of your organization! Take individual classes or the complete Institute. Receive the Volunteer Management Certification, by completing all six core courses plus 30 elective hours—details on back. **Questions?** Call 515-964-6402 or jmbundy@dmacc.edu

Tuesdays, October 12 – 26, 2010

United Way of Central Iowa, Suite 100, 1111 9th Street, Des Moines, IA

VOLUNTEER MANAGEMENT INSTITUTE

Includes all six courses. Sign up for this and get all six courses for the price of five!

UNDERSTANDING VOLUNTEERING: Exploring the Heart of the Volunteer Sector

Tuesday, October 12; 8:30 a.m. – 12:00 p.m.

- Volunteer trends in the U.S.- What's HOT
- Characteristics of effective programs
- Volunteer motivation models
- Generational issues

PLANNING: Building a Solid Foundation

Tuesday, October 12; 1:00-4:30 p.m.

- Mission, vision, purpose-how volunteerism fits
- Tools to conduct basic needs assessments
- Creating volunteer position descriptions

RECRUITING AND PLACEMENT: Matching Volunteer Skills with Service Needs

Tuesday, October 19; 8:30 a.m.-12:00 p.m.

- Developing recruitment strategies
- Accessing underutilized volunteers
- Interviewing for optimal placement

TRAINING AND ORIENTATION: Achieving Service Excellence

Tuesday, October 19; 1:00-4:30 p.m.

- Why volunteers don't stay
- Identifying training needs
- Building a training session
- Effective training delivery

SUPERVISION: Maximizing the Volunteer Experience

Tuesday, October 26; 8:30 a.m. – 12:00 p.m.

- Defining and communicating expectations
- Supervising people with different motivations
- Developing a recognition plan

EVALUATION: Improving Results Using Data and Feedback

Tuesday, October 26; 1:00-4:30 p.m.

- What to evaluate
- Assessing volunteer satisfaction and outcomes
- Using evaluation information

Registration Form – Please Print

Name _____

Social Security Number _____

Date of Birth _____

Home Address _____

City _____ St _____ Zip _____

Home Phone _____

Work Phone _____

2 WAYS TO REGISTER: Call 515-964-6800 or 1-800-342-0033. **Mail to:** DMACC Registration, Bldg. 1, 2006 S Ankeny Blvd., Ankeny, IA 50023. Payment required at time of registration.

I would like to attend:

- Institute Series (Courses 1-6) #15842.....\$250
- Understanding Volunteering #15846.....\$50
- Planning #15843.....\$50
- Recruiting & Placement #15844.....\$50
- Training & Orientation #15847.....\$50
- Supervision #15845.....\$50
- Evaluation #15848.....\$50
- Total payment \$ _____

Method of Payment (Make checks payable to DMACC)

- Check Visa MasterCard Discover
- Card #: _____
- Exp: ___/___ Signature _____

Volunteer Management Certification Requirements

1. Successful completion of the six core courses.
2. Completion of a minimum of **thirty (30) hours** for elective course requirements.
3. All work for the Certificate—both core courses and electives—must be completed **within four years**.
4. Electives may be taken at any time **after the first course is taken**.

Electives:

- A. Continuing Education—up to 20 hours**
Attend workshops, seminars or classes and earn one hour credit for each contact hour. Continuing education may fall within the following areas: Computers, Conflict Management, Fundraising, Human Resources, Marketing, Team Building, Communication, Diversity, Grant Writing, Management, Newsletter Production, Stress Management, etc.
- B. College Credit Course—up to 10 hours**
Take a college course covering one of the above topic areas and earn elective credit.
- C. Multi-day Conferences—up to 10 hours**
Attend a conference, such as the Iowa Conference on Volunteer Service, and earn one hour credit for each contact hour.
- D. DOVIA/Religious Community Volunteer Network Training—up to 12 hours**
Earn one hour credit for each contact hour for training attended.
- E. Volunteer Management Work Experience—up to 10 hours**
Use your past experience, either paid or unpaid, as a manager of volunteers. Credit is awarded at the rate of one credit hour for each year of full-time work experience. Credit will be awarded on a prorated basis.

Presenters Biographies

Shirley Burgess—Understanding Volunteering

Shirley is Director of Volunteer Engagement for United Way of Central Iowa. She works with volunteers, community partners, business, government, labor and faith-based organizations. Her goal is to engage volunteers in meaningful, quality volunteer roles that make a measurable difference in the quality of life for people in central Iowa.

Callie Le'au Courtright—Planning

Callie is the City of Des Moines Parks and Recreation Volunteer Program Supervisor. She managed volunteer programs for the U.S. Fish and Wildlife Service's Desert National Wildlife Refuge Complex where she established the nationally-recognized volunteer program, "Get Outdoors Nevada". Callie was also a Volunteer Coordinator and Interpretive Park Ranger for Neal Smith National Wildlife Refuge in Prairie City, IA.

Nancy Shafer—Recruiting and Placement

Nancy has been helping volunteer directors grow their programs for 30 years through the Volunteer Management program. She presents creative ideas for volunteer recruitment based on her many years of experience as a hospital volunteer director. Nancy will help you reflect on new approaches to today's volunteer management challenges.

Marisue Hartung—Training and Orientation

Marisue is the 4-H Youth Development Specialist serving Marshall, Tama and Poweshiek Counties for Iowa State University Extension. After serving as a VISTA volunteer in Kansas, her professional work began at Big Brothers/Big Sister programs in Kansas, Oklahoma and Iowa and the Boys & Girls Clubs in Iowa and Indiana.

Rachel Stokman Brown—Supervision

Rachel's been involved in volunteer engagement, fundraising and project management. She was the Volunteer Director for Open Arms of Minnesota where she supervised more than 200 volunteers actively working each week. Rachel has also provided consultation and training for the City of Des Moines and United Way of Central Iowa.

Corinne Lambert—Evaluation

Corinne has been a volunteer since she was a Brownie Girl Scout and has managed volunteers in youth programs for over 20 years. She has been using and teaching Results Accountability since 1999 to help our community effectively demonstrate the good work we are doing and have data to prove change is taking place.