COURSE TITLE: Volunteer Management

COURSE NUMBER: AHS 7690

BLACKBOARD TECHNOLOGY WILL BE UTILIZED FOR THIS COURSE

I. RATIONALE:

Volunteers, when utilized effectively, can help human service organizations achieve their missions. The administrator plays a critical role in the success of the volunteer program. The administrator’s philosophy of volunteerism will dictate how he or she will interact with board members and other executive volunteers; supervise the volunteer manager and set the tone for staff-volunteer interactions throughout the organization. This course will provide the knowledge, skills and attitudes needed to effectively engage volunteers whether doing so one’s self or indirectly through supervision of a volunteer manager.

II. INSTRUCTIONAL GOALS:

GOAL A: The student will understand the unique character of organizationally-based volunteerism

Learning Outcomes: The student will:

A-1 Compare formal to informal volunteer involvement
A-2 List strengths and weaknesses of organizationally-based volunteerism
A-3 Conduct a cost/benefit analysis of different organizational approaches to engaging volunteers
A-4 Compile a list of values that must be preserved when incorporating volunteerism into an organizational setting

GOAL B: The student will know the role that an administrator plays in a highly-effective volunteer program

Learning Outcomes: The student will:

B-1 Analyze the value of involving volunteers in different organizational scenarios
B-2 Compute the costs of supporting a program engaging 100 volunteers
B-3 List key actions of administrators of organizations with highly effective volunteer programs
B-4 Produce a personal philosophy of volunteerism
GOAL C:
The student will understand how to develop or assist volunteers in developing mission-directed roles

Learning Outcomes: The student will:

C-1 Demonstrate the ability to assess volunteer functions against an organization’s mission statement
C-2 Utilize a planning model to develop a volunteer activity
C-3 Develop a volunteer position description
C-4 List the dimensions of a volunteer opportunity that determine how appealing it will be to a particular volunteer
C-5 Debate the value of “staff-created positions” vs. “volunteer-designed roles”

GOAL D:
The student will know how to recruit volunteers

Learning Outcomes: The student will:

D-1 Select the right recruitment method for a specific situation.
D-2 Use generational and interest type characteristics to create a recruitment strategy.
D-3 Develop a compelling recruitment message.
D-4 Explain how information and communications technology can be used to recruit volunteers.

GOAL E:
The student will understand how to interview, place and train potential volunteers

Learning Outcomes: The student will:

E-1 Discuss techniques for identifying potentially harmful volunteers.
E-2 Compare a state background check to a federal background check.
E-3 Role-play an effective volunteer interview.
E-4 Demonstrate the ability to match volunteers’ interest types to appropriate opportunities.
E-5 Develop a volunteer training plan.

GOAL F:
The student will know how to lead and coach volunteers for maximum performance
Learning Outcomes: The student will:

F-1 Discuss risk management in volunteer programs.
F-2 Compare “supervision” with “leadership” or “coaching”.
F-3 List ways of monitoring volunteer performance without taking direct control.
F-4 Role-play a corrective action interview.
F-5 Explain how to document the termination of a volunteer.

GOAL G:
The student will use appropriate written and oral communications skills

Learning Outcomes: The student will:

G-1 Communicate information orally in a logical and grammatical manner.
G-2 Present written information using standard APA style.