

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!

Spring 2012 Dates:
March 14, April 11 & May 9, 2012

Classes will be held at:
United Way of Wapello County
Volunteer Connection Center
224 E. Second Street, Suite 1
Ottumwa, IA 52501
641.682.1264 www.wapellocouw.org



Curriculum developed by:



Funding for this program provided in part by the Corporation for National and Community Service through the Iowa Commission on Volunteer Service.



Contact & Registration Information

Name _____
 Organization _____
 Home Address _____
 City _____ ST. ___ ZIP _____
 Work Address _____
 City _____ ST ___ ZIP _____
 Home Phone _____
 Work Phone _____
 Home Email _____
 Work Email _____

I would like to attend:

- Institute Series (Courses 1-6) 12/YR VOC 3204-201 \$250
 - Understanding Volunteering 12/YR VOC 3204-202 \$50
 - Planning 12/YR VOC 3204-203 \$50
 - Recruiting & Placement 12/YR VOC 3204-204 \$50
 - Training & Orientation 12/YR VOC 3204-205 \$50
 - Supervision 12/YR VOC 3204-206 \$50
 - Evaluation 12/YR VOC 3204-207 \$50
- Total payment enclosed \$ _____

Make checks payable to IHCC and mail to:

Indian Hills Community College
 Regional Economic Advancement Center
 Division of Customized Learning
 Attention: Peggy Thie
 626 Indian Hills Drive
 Ottumwa, IA 52501

Register early! The decision to hold the classes will be made one week before the start of the first class. Ten students are needed in each class. For questions: Call 641.683.5177.

EXCELLENCE IN VOLUNTEER MANAGEMENT



Brought to you through a collaboration between:



Schedule

Volunteer Management Certification

Certification Requirements

VOLUNTEER MANAGEMENT INSTITUTE

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

March 14, April 11 and May 9, 2012

CRN#12/YR VOC 3204-201: \$250

UNDERSTANDING VOLUNTEERING:

Exploring the Heart of the Volunteer Sector

Wed., March 14; 8:30am–12:00pm; CRN#12/YR VOC 3204-202; \$50

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

PLANNING: Building a Solid Foundation

Wed., March 14; 1:00pm–4:30pm; CRN#12/YR VOC 3204-203; \$50

- 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

Wed., April 11; 8:30am–12:00pm; CRN#12/YR VOC 3204-204; \$50

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

TRAINING AND ORIENTATION:

Achieving Service Excellence

Wed., April 11; 1:00pm–4:30pm; CRN#12/YR VOC 3204-205; \$50

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

SUPERVISION: Maximizing the Volunteer Experience

Wed., May 9; 8:30am–12:00pm; CRN#12/YR VOC 3204-206; \$50

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

EVALUATION:

Improving Results Using Data and Feedback

Wed., May 9; 1:00pm–4:30pm; CRN#12/YR VOC 3204-207; \$50

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

If interested, you can earn a Volunteer Management Specialist Non–Credit Certificate.

CERTIFICATION PROCESS

1. Successfully complete the six core courses:

- Understanding Volunteering
- Planning
- Recruiting and Placement
- Training and Orientation
- Supervision
- Evaluation

2. Complete a minimum of thirty (30) hours of elective course requirements. See “Electives” section.

3. Complete all work for the Certificate within four years—both core courses and electives.

4. Start taking electives after completing the first course.

5. IHCC and United Way will keep track of your progress toward certification. Simply complete the appropriate form that can be accessed by visiting: www.wapellocouw.org or call 641.683.5177

ELECTIVES:

Elective credits are intended to broaden an individual's knowledge. For this reason, elective courses may be obtained through a variety of sources and cover multiple fields of interest relevant to the needs of the individual manager of a program.

Thirty hours of elective credit may be obtained in any combination from at least **two** of the following five categories:

1. CONTINUING EDUCATION

Up to twenty hours elective credit for workshops, seminars or classes at the rate of one hour credit for each contact hour. Travel time and lunch breaks are not considered contact time. Continuing education may fall within one of the following areas:

Computers/IT	Communication
Conflict Management	Diversity
Fundraising	Grant Writing
Human Resources	Leadership
Management	Marketing
Newsletter Production	Team Building

2. COLLEGE CREDIT COURSE

Up to ten hours elective credit for a college course covering one of the above topic areas. To be eligible for elective credit, the course must be taken after an individual completes the first Volunteer Management core course.

3. MULTIDAY CONFERENCES

A maximum of ten hours elective credit, based on one hour for each contact hour, will be allowed for attending a conference—such as the Iowa Nonprofit Summit.

4. DOVIA CLASSES

A maximum of twelve hours elective credit, based on one hour for each contact hour, will be allowed for attending DOVIA luncheon presentations, workshops, etc.

5. VOLUNTEER MANAGEMENT WORK EXPERIENCE

Up to ten hours elective credits for past experience—either paid or unpaid working as a manager of volunteers. Credit is awarded at the maximum rate of one credit hour for each year of full-time work experience. Credit will be awarded on a prorated basis.