

National 4-H Learning Priorities: Volunteerism for the Next Generation

Knowledge and Skill Rubric and Syllabus
08/07/09

APPENDICES

Appendix 1: Logic Model: Volunteerism for the Next Generation

Learning Priorities: Volunteer Development for the Next Generation Logic Model

Extension 4-H Youth Development staff throughout the nation will implement consistent, high quality volunteer programs that develop a highly educated and empowered diverse volunteer work force that is recognized by stakeholders and our organizational system for the impact they have with youth.

Vision

Mission:

To increase the competencies in volunteer development, volunteer program management, and volunteer delivery systems through education for paid 4-H youth development staff nationwide.

Inputs	Outputs	Outcomes	Impacts		
	Activities	Participation	Outcomes		
			Short		
			Medium		
			Long		
Research National Learning Priority Rubric PRKC Model	Review existing research and best practice programs	Agents/Educators	Staff at all levels will have an understanding of the importance of volunteer	A volunteer delivery system will be in place for county and state programs	
Discussion input from Volunteer Trainers Learning Academy/ ACCESS 4-H Professional Development Survey VRKC Model/Research Existing curriculum: Michigan Curric, TAXI, etc.	Develop rubric of skills/knowledge needed by novice thru expert staff	Community Workers, Paraprofessionals Administrators	Staff become proficient in volunteer development and management practices	Volunteer numbers will increase. Increased retention of volunteers. Staff apply volunteer development and management principles	Staff at all levels of responsibility apply volunteer development and management principles in county and state 4-H youth development programs
Current Volunteer Research: Urban Institute Study for UPS Sarah Steele Evaluation Study Staff	Develop, edit and compile best curriculum/resources for staff development	Volunteerism learning priority team and steering committee	Staff build a local volunteer delivery system	Staff seek additional training in volunteer development and management as determined through their professional development plan	Stakeholders and the Extension Organization value, support and recognize volunteer development and management skills within staff
Everone Ready by Energize Inc. Funding for Resources	Implement teaching and evaluation plan for staff development		Staff understand the prospective volunteer audience for all 4-H YD programs	Staff develop network for support of volunteer development and management	
			States identify volunteer delivery system they will support		

Assumptions:

- 1 Volunteer development is multifaceted and on going dynamic system for 4-H Youth Development Programs. Volunteers are critical to the success and delivery of 4-H Youth Development programs. 4-H programs are delivered primary through volunteers.
2. Volunteer development and management are critical core competencies for 4-H Youth Development staff. Volunteer development and management training requires outcomes learned and reinforced over time.
3. 4-H Youth Development staff are engaged in volunteer development and management within their total job responsibilities. It is not their total job. Development of a volunteer system is critical

External Factors:

1. Each state staffing model is different, but all engage volunteers.
2. Each state may place a differing priority on the need for volunteer development and management training and support
3. 4-H volunteer systems are based on long term traditions and the analysis of the volunteer delivery system has not occurred to insure meet current volunteer trends.

EVALUATION

What do you want to know?

How will you know it?

Appendix 2: Self Assessments

Volunteerism for the Next Generation Self-Assessment

Topic 1: Developing and Implementing an Infrastructure

This self-assessment tool has been designed to help 4-H youth development staff gain a better understanding of their knowledge and skills related to planning, implementing, managing and evaluating a successful volunteer delivery system. This tool is intended for your personal use and will be as accurate and /helpful as are your rankings.

Place a check in the column that best represents your knowledge/understanding of and/or your ability to communicate and/or your readiness to implement the following items:

Rankings: 1 = Little Knowledge – 5 = Much Knowledge

Developing and Implementing an Infrastructure		1	2	3	4	5
1	Define volunteerism and how volunteerism is critical to 4-H youth development programs.					
2	Describe the elements of an effective volunteer delivery system and their importance to local youth development programming.					
3	Assess current volunteer delivery system including specific elements of volunteer development and volunteer management.					
4	Develop strategies that build on the strengths of the local volunteer delivery system and address the gaps in the system.					
5	Model volunteer delivery systems are identified and shared.					

**Volunteerism for the Next Generation
Self-Assessment
Topic 2: Personal Readiness**

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Rankings: 1 = Little Knowledge – 5 = Much Knowledge

	Philosophy of Volunteerism	1	2	3	4	5
1	Describe the concept of volunteerism.					
2	Outline the history of volunteerism.					
3	Describe who volunteers and for what motivations.					
4	Explain roles volunteers do and could play in 4-H programs.					
5	Describe an effective 4-H volunteer delivery system.					
6	Articulate your personal philosophy of volunteer involvement.					
7	Develop, or reinforce and adopt a mission and vision statement of volunteer involvement for their local 4-H program.					
8	Define the role of staff and volunteers and their relationship in a local program.					
9	Assess personal readiness in implementing a volunteer delivery system.					
10	Engage stakeholders in the implementation of 4-H volunteerism.					
11	Engage in or lead systems change processes to insure the philosophy of 4-H volunteer programs is implemented with the intended impact.					
	Trends in Volunteerism	1	2	3	4	5
12	Identify current trends in volunteerism.					
13	Identify potential audiences, reflecting trends to fill new and current roles.					
14	Develop a plan to incorporate trends into current volunteer program.					
15	Understand how broad societal trends related to local trends.					
16	Identify who volunteers in the local program and identify trends in their service. (length of time, roles, etc)					
	Advocating for Volunteerism	1	2	3	4	5
17	Engage the volunteer delivery system in implementing a plan that incorporates trends.					
18	Identify the roles volunteers fill in the organization.					
19	Identify the impact volunteer have in the program.					
20	Educate staff, supervisors, and volunteers on the value of volunteerism to 4-H.					
21	Participate in efforts outside the local program to advocate for volunteer delivery systems as a vital part of paid staff roles.					

**Volunteerism for the Next Generation
Self-Assessment
Topic 3: Organizational Readiness**

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Rankings: 1 = Little Knowledge – 5 = Much Knowledge

Creating a Climate for Volunteerism		1	2	3	4	5
1	Define the purpose, goals and objectives of the volunteer delivery system.					
2	Explain the contribution of volunteer efforts to the program.					
3	Identify strategies for creating an environment that is welcoming and engaging for prospective volunteers.					
4	Identify the dominant culture(s) of the organization and describe the characteristics of the dominate culture.					
5	Identify the level of cultural competency of staff and volunteers.					
6	Identify roles and responsibilities of paid staff and volunteers.					
7	Implement an organized and purposeful entry for volunteers into the program.					
8	Create and maintain a work space for volunteers that are technologically current, appropriately supplied and projects an engaging atmosphere.					
9	Assign individuals(s) responsible for initial greeting of volunteers.					
10	Employ strategies to improve cultural competencies of volunteers.					
11	Establish clear communication of organizational messages and materials which demonstrates ability to adjust for cultural implications.					
12	Employ strategies to ensure inclusion and feedback of/from volunteers.					
13	Assess staff attitudes and help create staff "buy in" of volunteer delivery system.					
14	Clearly articulate volunteer efforts and contributions to the organization.					
15	Survey volunteers to determine perception of environment.					
16	Review and address cultural implications for organizational readiness.					
17	Insure channels of communication are clear and open to all volunteers and staff.					
Identifying Volunteer Needs		1	2	3	4	5
18	Utilize assessment tools to identify areas of programming and current and needed volunteer roles (episodic, short-term, long-term, and virtual volunteer roles. Consider current issues such as generational differences.					
19	Identify current volunteer positions in the 4-H program.					
20	List potential volunteer positions for expansion of program.					
21	Develop and implement a staffing plan for expanding volunteer positions within the local program based on results from needs assessment tool.					
22	Develop and implement a recruitment plan for new volunteers.					
23	Establish and implement a multi-year volunteer staffing plan for expanding volunteer roles in program with phase-in benchmarks.					
24	Engage key players to help clarify and sell your volunteer staffing plan.					
25	Develop and utilize tools for volunteer delivery system renewal.					
Developing Volunteer Positions		1	2	3	4	5
26	Identify reasons to utilize volunteer role descriptions and prepare a short list of the benefits of role descriptions.					
27	Identify components of a well written role description and create sample format.					
28	Create written role descriptions for several volunteer positions.					
29	Create written role descriptions for all volunteer positions.					
30	Create and utilize role descriptions in recruitment, placement, and orientation.					
31	Negotiate and collaborate the content of role descriptions with volunteers.					
32	Involve volunteers, committee chairs, and other key leadership people in developing and/or updating written role descriptions for all volunteer positions.					
33	Utilize volunteer role descriptions throughout the volunteer delivery system including training, support, and evaluation of volunteers.					

**Volunteerism for the Next Generation Task Force
Self-Assessment**

Topic 4: Engagement of Volunteers

This self-assessment tool has been designed to help 4-H youth development staff gain a better understanding of their knowledge and skills related to planning, implementing, managing and evaluating a successful volunteer delivery system. This tool is intended for your personal use and will be as accurate/helpful as are your rankings.

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Rankings: 1 = Little Knowledge – 5 = Much Knowledge

	Engagement of Volunteers	1	2	3	4	5
1	List the motivators for volunteering.					
2	Identify the components of a successful recruitment message.					
3	Identify the five types of volunteer recruitment methods.					
4	Increase knowledge of recruitment methods.					
5	Generate a list of ways to recruit volunteers.					
6	Rate self as volunteer recruiter.					
7	Identify methods of communicating volunteer opportunities.					
8	Increase the awareness of the different levels of volunteer responsibilities. (episodic, short-term, long-term, middle management)					
9	Identify and explain the components of a volunteer application.					
10	Apply the motivators to recruiting volunteers.					
11	Apply volunteer motivation to screening and selection.					
12	Implement one of the recruitment methods to their program.					
13	Develop and implement a volunteer recruitment plan resulting in a ___% increase in volunteers within the program in one year.					
14	Recruit and place volunteers to address the different levels of responsibility within an organization.					
15	Evaluate the effectiveness of matching volunteer motivation to roles.					
16	Evaluate recruitment methods based on best practices.					
17	Evaluate recruitment plan for special target audience(s) as identified in Organizational Readiness section.					
18	Review your volunteer delivery system to see that it incorporates and promotes different levels of volunteer responsibility.					
19	Create an interest survey for volunteers to assist with volunteer placement.					
20	Assure that volunteer application components are aligned with Extension policies and volunteerism standards.					
	Selecting Volunteers	1	2	3	4	5
21	Gain a greater understanding of the purpose of appropriate screening strategies.					
22	Identify the purpose of screening strategies.					
23	Identify at least three types of screening tools that you might use in your program.					
24	Rate your own interviewing skills as measured by an interviewing checklist.					
25	Rate self as a volunteer screener.					
26	Increase knowledge of the components of placing a volunteer.					
27	Gain an understanding of how volunteer recruitment and placement needs to match organizational opportunities and volunteer needs.					
28	Utilize selection tools in the placement of volunteers.					
29	Develop a list of interviewing questions and use them to gain more information about potential volunteers.					
30	Apply volunteer screening techniques that strengthen placement and retention.					
31	Recruit volunteers to assist with the screening and selection process.					
32	Track retention, contributions, and effectiveness of program volunteers.					
33	Educate paid and volunteer staff on the purpose of screening and share this with the general public.					
34	Educate paid and volunteer staff on the screening and selection process.					
35	Delegate and supervise paid and volunteer staff in screening volunteers.					
36	Evaluate volunteer retention, contributions, and effectiveness on an annual basis.					
37	Create a tool to measure the effectiveness of the volunteer placement system including recruitment, replacement, and advancement of volunteers.					

**Volunteerism for the Next Generation
Self-Assessment
Topic 5: Education of Volunteers**

This self-assessment tool has been designed to help 4-H youth development staff gain a better understanding of their knowledge and skills related to planning, implementing, managing and evaluating a successful volunteer delivery system. This tool is intended for your personal use and will be as accurate and helpful as are your rankings.

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Rankings: 1 = Little Knowledge – 5 = Much Knowledge

	Orienting Volunteers	1	2	3	4	5
1	Define volunteer orientation and the components of a quality orientation.					
2	Explain why volunteers should be oriented prior to being engaged in the 4-H program.					
3	Identify key differences between volunteer orientation and teaching.					
4	Prepare and conduct a volunteer orientation program.					
5	Identify the policies and procedures from the organization that should be included in volunteer education.					
6	Compare orientation for episodic versus long-term volunteers.					
7						
8	Schedule orientation during the volunteer development cycle.					
9	Apply the programmatic knowledge shared during orientation to contemporary volunteer situations.					
10	Explain why each volunteer should participate in both orientation and teaching programs.					
11	Teach a volunteer orientation program that has already been developed.					
12	Develop a contemporary definition for volunteer orientation. Adapt a volunteer orientation program, tailoring it for a specific situation.					
13	Create an orientation program for a new cohort of volunteers.					
14	Review current trends to update orientation programs and method of delivery.					
	Educating Volunteers	1	2	3	4	5
15	Define volunteer training, identifying critical components of a quality volunteer training.					
16	Describe volunteer development and how it is important to the recruitment and retention of volunteers.					
17	Explain why volunteers should participate in education and development opportunities.					
18	Develop a training plan for volunteers with sensitivity to specific volunteer roles. Include a comprehensive educational plan for volunteers.					
19	List examples of effective teaching methods for volunteers.					
20	Develop a volunteer education curriculum for your county or unit, including concepts for a scope of volunteers through their career.					
21	Using the VRKC Taxonomy, identify a list of volunteer development opportunities for a targeted group.					
22	Determine how to market and promote a volunteer development opportunity in your county or unit.					
23	Determine the most appropriate means of providing educational opportunities, appealing to the greatest possible number of volunteers in your county or unit.					
24	Develop a lesson that outlines policies and procedures and operating guidelines from your organization for which your volunteers should become familiar.					
25	Create a year-long volunteer education program that will meet the needs of the volunteers in your county or unit.					
26	Develop a five year volunteer development plan for a targeted volunteer audience in your program.					
27	Teach a 90 minute workshop on the topic of your choice, using a minimum of three effective teaching methods.					
28	With volunteers evaluate the volunteer training process in your program. Implement changes that will strengthen that program for volunteers.					

	Adult Development and Learning Theory	1	2	3	4	5
29	Define the terms pedagogy and andragogy.					
30	Explain basic adult learning theory.					
31	Discuss how youth and adult learning methods are different.					
32	Explain why adults learn better when taught using adult learning methods.					
33	List preferred adult learning styles.					
34	Compare and contrast pedagogy and andragogy.					
35	Discuss the major components of adult learning theory.					
36	Compare youth and adult learning styles giving specific examples of each.					
37	Teach an existing lesson to volunteers using an adult learning method.					
38	Discuss the advantages of each of the adult learning styles and appropriate situations for use.					
39	Develop a refined definition of andragogy specific to 4-H volunteers.					
40	Teach adult learning theory to peers.					
41	Write a lesson plan for teaching co-workers about youth and adult learning styles.					
42	Create a new lesson utilizing adult learning methods.					
43	Develop a volunteer unit that utilizes at least three adult learning style delivery methods.					
	Risk Management	1	2	3	4	5
44	Recognize the importance of risk management.					
45	Understand the basic terms and principles involved in managing risks.					
46	Use a process for identifying, analyzing, and managing risks.					
47	Develop a risk management plan for a club meeting or event.					
48	Develop and implement risk management plans for all county level events and activities as well as new programs.					
49	Develop a risk management lesson to share with volunteers, councils, boards, and others.					
50	Work with volunteers to develop risk management plans for 4-H programs.					
51	Teach 4-H volunteers how to work with others to develop risk management plans.					
52	Teach risk management planning to other youth or volunteer serving organizations.					

**Volunteerism for the Next Generation
Self-Assessment**

Topic 6: Sustainability of Volunteer Efforts

This self-assessment tool has been designed to help 4-H youth development staff gain a better understanding of their knowledge and skills related to planning, implementing, managing and evaluating a successful volunteer delivery system. This tool is intended for your personal use and will be as accurate and helpful as are your rankings.

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	Supervising and Coaching Volunteers	1	2	3	4	5
1	Assess if appropriate responsibilities are given to a volunteer.					
2	Identify needs for a positive volunteer support network.					
3	Identify various motivation attributes.					
4	Identify and communicate appropriate behaviors for volunteers working with youth.					
5	Delegate responsibilities to volunteers appropriate for their roles.					
6	Provide opportunities for volunteers to develop networks and cohorts.					
7	Apply motivation attributes in recruitment, placement, recognition, and retention.					
8	Implement a screening, training and support system with volunteers that include identification of appropriate behaviors for volunteers working with youth.					
9	Implement a volunteer mid-management system.					
10	Develop, implement and support volunteer boards and advisory councils.					
11	Integrate individual volunteer motivation attributes into the volunteer delivery system including the volunteer mid-management system.					
	Managing Volunteer Performance	1	2	3	4	5
12	Identify need for volunteer performance feedback.					
13	Develop a series of performance strategies with volunteers.					
14	Describe the need for a consistent disciplinary process and work with volunteers and supervisors to insure a process is available and consistent with state policies and guidelines and is executed in a timely fashion.					
15	Evaluate volunteer performance annually.					
16	Implement and communicate consistent volunteer performance strategies including volunteer self-assessment and goal plan.					
17	Implement disciplinary strategies consistently in a timely fashion as issues arise consistent with state policies and guidelines.					
18	Systemize volunteer disciplinary strategies and consistently follow as issues arise and consistently review and communicate to and with volunteers.					
	Recognizing Volunteers	1	2	3	4	5
19	Identify intrinsic and extrinsic recognition strategies and the importance for in recruitment, retention and renewal of volunteers.					
20	Provide appropriate recognition strategies for volunteers.					
21	Explore expanded leadership opportunities for volunteers.					
22	Connect motivation with recognition for volunteers and implement appropriate recognition strategies for the individual volunteer.					
23	Provides and support expanded leadership opportunities for volunteers.					
24	Promote and implement a comprehensive recognition program for volunteers, including intrinsic and extrinsic strategies, connecting recognition with retention. This becomes part of the volunteer delivery system.					
25	Institute expanded leadership opportunities within the volunteer delivery system, supporting the recruitment, retention and renewal.					
	Evaluating Volunteer Efforts	1	2	3	4	5
26	Identify critical elements that document volunteer impact and access tools for assessing volunteer impact.					
27	Describe the need for conducting and communicating impact of volunteer efforts.					
28	Conduct impact assessments of volunteer efforts.					
29	Communicates impact of volunteer efforts to stakeholders.					
30	Conduct systematic assessments of volunteer impact to the local program.					
31	Communicate impact of volunteer efforts to stakeholders.					

**Volunteerism for the Next Generation
Self-Assessment**

Topic 7: Review and Analysis Volunteer Delivery System

This self-assessment tool has been designed to help 4-H youth development staff gain a better understanding of their knowledge and skills related to planning, implementing, managing and evaluating a successful volunteer delivery system. This tool is intended for your personal use and will be as accurate and helpful as are your rankings.

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Rankings: 1 = Little Knowledge – 5 = Much Knowledge

Review and Analysis of Volunteer Delivery System		1	2	3	4	5
1	Review the elements of an effective volunteer delivery					
2	Review the assessment of the current volunteer delivery system including specific elements including specific elements of volunteer development and volunteer management, identifying the strengths and weaknesses.					
3	Develop a plan for strengthening the local volunteer delivery system with staff and volunteers in leadership roles.					
4	Implement plan for strengthening the local volunteer delivery system with staff and volunteers in leadership roles.					
5	Gather data on volunteer contributions, cost benefit analysis, and volunteer impact.					
6	Benchmark changes in the volunteer delivery system.					
7	Implement an ongoing assessment of the volunteer delivery system with an established plan for change that maximizes the potential of volunteers and reaches organizational goals. This is an ongoing process and includes volunteer and paid staff.					
8	Communicate the volunteer contributions and impact for advocating with stakeholders.					