

VISTA Assignment Description (VAD)

Title: Volunteer Coordination VISTA

Sponsoring Organization: Achieve Brown County

Project Name: Achieve Brown County II

Project Number: 19VSNWI003

Project Period: 04/24/2022 - 04/22/2023

Site Name: Achieve Brown County

Focus Area(s)

Primary: Education

Secondary: Healthy Futures

VISTA Assignment Objectives and Member Activities

Goal of the Overall VISTA Project: The Volunteer Coordinator VISTA will develop a volunteer recruitment, onboarding, hour tracking and appreciation program to provide ABC infrastructure to grow its number of volunteers and quantify their contributions of time. The VISTA will research ABC's history with the use of volunteers as well as research volunteer program best practices. They will create infrastructure to maintain and grow ABC's use of volunteers through the development of policies and procedures that do not exist. Ultimately, these efforts to formalize the use of volunteers in ABC's mission will ensure volunteer people resources are in place long-term so more children in our community can receive quality education and career training to break the cycle of poverty.

Objective of the Assignment

EXPLORATION: Learn about ABC and research policies, procedures, and resources that are currently in place related to the use of volunteers. Research and identify best practices from other organizations who use volunteers. Document research and communicate findings to ABC leadership and gain further direction to move forward with the development a volunteer program.

Member Activity (04/24/2022 - 04/22/2023):

- Learn the mission, vision, history, and prior volunteer efforts of ABC.
- Explore what aspects of our work with volunteers need improvement by talking with staff and interviewing or surveying the various volunteers involved in ABC's work.
- Research volunteer program components and best practices.
- Research volunteer recruitment and volunteer onboarding innovations.
- Research systems, technologies and costs related to volunteer hour tracking.
- Research volunteer appreciation and stewardship practices and related costs.

Objective of the Assignment

DEVELOPMENT: Based on the information gathered, develop a written plan for developing a formal volunteer program that will address the needs of ABC in terms of recruitment, onboarding, hour tracking and appreciation. This plan for developing a volunteer program may include things like technology needs, a list of policies and procedures that need to be developed, a budget outline or list of funding needs to support activities in the plan and more.

Member Activity (04/24/2022 - 04/22/2023): •Develop and document a plan to launch a volunteer program, including subsections of the plan to focus on recruitment, onboarding, tracking hours, appreciation etc. •Develop and document a process for recruitment including marketing/advertising for needs, planning timelines, budgets, who does what etc. •Develop an onboarding program with checklists and any policies or procedures for when a new volunteer joins ABC's team. Determine if different types of volunteers need different types of onboarding. •Develop a process for tracking hour. Include recommended technology and budgetary needs to support this as well as research on how to fund any costs associated with technology. •Develop and document a volunteer appreciation strategy to include items such as thank you notes, activities or events for National Volunteer Appreciation Month/Week as well as other ways to recognize volunteer milestones. •Develop standard operating procedures and policies for any components of the volunteer program.

Objective of the Assignment

IMPLEMENTATION AND REVIEW: Begin implementation of the new volunteer program. As implementation is started, test and evaluate different parts of the volunteer program. Make revisions as needed in order to ensure success.

Member Activity (04/24/2022 - 04/22/2023): •Implement aspects of the volunteer program such as recruiting a volunteer or onboarding a volunteer. Track and measure results of each aspect that is carried out. Gather feedback through surveys or conversation for each aspect that is carried out. •Implement the volunteer appreciation strategy. Evaluate the appreciation strategy. •Train any staff, interns, or volunteers on any components of the volunteer program that they will be working to carry out.

Objective of the Assignment

SUSTAINABILITY: Ensure that the volunteer program is sustainable and will continue at ABC after the completion of the VISTA term by documenting the procedures, policies, and workflows as well as training staff or other volunteers to continue the work.

Member Activity (04/24/2022 - 04/22/2023): •Develop a manual of resources and directions to maintain the volunteer program in its entirety including the recruitment, onboarding, hour tracking and appreciation strategies that are put into place. •Recruit and train staff/interns/volunteers to ensure there is a transition plan for ongoing maintenance of systems and support of the volunteer program.