



Volunteer Development Project

Interim Progress Update

Date: April 21, 2016

Work Group: Orientation and Training

Work Group Members:

- Sterling Lejja, Chair, ACA, Rocky Mountain, Standards Co-chair
- Maggie Braun, ACA, Wisconsin, and ACA Board of Directors – Board Development Committee Chair
- Tim Nielsen, ACA, Keystone Regional, LCOL chair
- Diane Tyrrell, ACA, Virginias, LCOL member
- W. Patrick Smith, ACA, Michigan
- Liz Ortenburger, ACA, Southwest LCOL member
- Michele Branconier, ACA Staff Liaison

Assigned Tasks:

- Orientation videos
- Training videos
- Ongoing training "How to Orient and Train" portion of the toolkit
- Training on Volunteerism Trends
- Training on volunteer/staff relationships
- ACA Staff Training on working how to work with volunteers

Progress: Items We're Ready to Make Recommendations About:

1. There should be a "Welcome to ACA" video for all ACA Volunteers to connect them to ACA and provide them with a brief orientation of the organization.
2. There should be a continuum of training for the various volunteer positions in the field from an "ACA 101" video to a guide for LCOL chairs to effectively and efficiently fulfill their responsibilities.
3. A variety of learning activities and resources should be available and accessible to volunteers. (I.e. video, webinar, infographics, etc.)
4. An outline of opportunities and potential learning activities has been created. (See attachment.)
5. Since governance volunteers are on-boarded and trained under the direction of the Board of Directors, and Affiliate Boards are trained by the Affiliates, as orientation and training offerings are developed consistency is important.
6. Consideration of the demographics of volunteers is important when choosing learning activities and resources. Incorporating EPIC members into the planning process is important.
7. Training for both staff and volunteers on the staff/volunteer partnership is important and will be incorporated – especially with the connected and committed volunteers as well as the staff.

Progress: Items We Are Still Working On:

1. Review of final recommendations from the work group

Progress: Items That Have Surfaced That Will Be Directed Elsewhere For Consideration

1. There are some tools that need to be created and some need to be gathered to support volunteers in their roles. These tools (e.g., job description templates) will be used in the orientation process.

Other Comments

There are some immediate needs in the association and some needs that can be met with a sequenced approach to orientation and training.

Attachments:

See Draft Training Outline