Volunteer Development Project

Report to Volunteer Development Committee

Final Work Group Recommendations

Date: May 19, 2016

Work Group: Orientation and Training

Work Group Members:

- Sterling Lejia, 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

Final Recommendations:

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 manage 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.
5. Governance volunteers are on-boarded and trained under the direction of the Board of Directors. 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.
8. All resources and tools should be easily accessible (and easy to find) for volunteers and staff.

Comments on Items That Have Surfaced That Should 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 (I.e. job descriptions) will be used in the orientation process.

Other Comments:

1. Tools and resources developed should be reviewed by volunteers who have previously served in the role that the tools have been developed for.

Attachments:

See Draft Training Outline