

EXPERIENCE AND TRAINING RECORDS:

Volunteer Recognition That Counts

by Pat Hardy

A great deal of talk is being heard in the area of volunteers using their volunteering toward career development or job obtaining. The time has come to offer the volunteer a means of actually making that concept useful and codifiable. This paper shall introduce a form (see page 30) that can be used by the volunteer to record and define experience. Utilization of this form shall be covered, including recording information, understanding the aspects of the individual columns, using the information once recorded, and lastly -- how the coordinator can effectively introduce this form into a program.

RECORDING INFORMATION

All experience, paid and unpaid, should be recorded. Involvement in club activities should not be forgotten. The information should be as complete as possible and recorded at the time of the experience or immediately following it. Obviously if the volunteer is just beginning to record experience, past involvements will need to be researched initially. This is a personal "brag" sheet.

Experience Aspects of Record

Title: The name of the job is crucial

Pat Hardy is the Director of Riverside Volunteer Center, Riverside, California.

to creating a valid position in the minds of future employers. If a volunteer finds that the volunteer job has no title -- the coordinator should be consulted to create a title for the purpose of the form. The created title should represent what the volunteer did...for example, if a person has organized a speakers' bureau, a title might be "Developer of Speakers' Bureau".

Organization and Address: The name and location of the organization is essential. Full zip code, phone with area code and branch or division or department in which volunteer served should be included. This information is frequently difficult to get after one has left the organization, so should be recorded as soon as possible.

Dates and Reason for Leaving: This information is routinely asked on employment forms and in employment interviews, and is very helpful in personal retrospection and evaluation. If a volunteer is finding that leaving an agency is frequently due to boredom or need for new experiences, that will need to enter into job choice. How this is worded should be carefully thought out for future job applications.

Volunteer or Paid, No. of Hours; Pay: Whether the position is paid, unpaid, stipended or expenses paid is significant. The number of hours worked (total or per week or month) should be included to give a measure for the codification and

and comparison of volunteer time. The amount of pay or expenses base (e.g., mileage reimbursement) should be included as well.

Name of Supervisor; Position: Both the volunteer coordinator and the person supervising the volunteer in the agency should be listed. If the volunteer functioned in a loosely structured group -- list the person or group to whom the volunteer was responsible.

Number You Supervised: This category should include those people actually supervised as well as clients actually worked with (e.g., Girl Scout leader supervised 2 assistants and 30 girls).

Job Description: Breaking this out should be detailed, yet concise. My favorite example is the PTA Carnival Chairperson's job description: Public relations, purchasing, budgeting, supervision, program development, community resource development, recruitment of volunteers, mediation, planning, evaluation, report writing.

Accomplishments: This column is an amplification of the job description and adds color and dimension as well as ego strength to the whole record. The uniqueness of the volunteer surfaces here. Some examples are: PTA Carnival Chairperson raised \$500.00 more than any previous year, got 20 more groups to participate and the newspaper to cover the event.

Training Aspect Of Form

This part of the tool is designed to keep track of all training, education, and workshops that the individual has attended. It is important to file with this any brochures, catalog descriptions and/or grade cards that relate to a particular course. Conferences attended should be listed and actual programs filed.

Course Title: This area is obvious and generally easily obtainable from advertising material about training.

Instructors: List name, degrees, title of leaders as well as organizational sponsor and location.

No. of Hours/Credit; Length: List total time spent. If college credit was received, certificates or cards received (e.g., ARC Junior Lifesaving Card).

Dates: When did it happen?

Course Description: This should be a brief summary; more detailed program or outline should be attached. If the volunteer has a file system, a cross reference system might facilitate easy recall of course information.

USING THE RECORDED INFORMATION

Once this form is filled out completely, the volunteer can review it and get a clearer self picture. By asking the following questions the volunteer should get an overview of career directions and patterns:

What are consistent patterns in involvement or growth?

Is there any change in direction? If so, why? If no, why not?

What comments can you make regarding the patterns? Examine and stretch the patterns.

What positions have you enjoyed most? Why?

What positions have you disliked most? Why?

What aspects of those positions caused you to like or dislike them?

Now, having looked at the patterns and how you feel about the jobs --- - try designing your ideal job description...including all the aspects you would want in a volunteer or paid position.

Now look at the record and list saleable skills --- this is not a place for modesty or for unrealistically optimistic assessments.

Mesh saleable skills with job description and see if a career goal surfaces.

What skills are needed to reach goal?

What experience gaps are there?

How might either of these be met through volunteering?

These are general and brief questions and should be examined with the expectation that other thoughts and ideas will spin off them.

How Can the Volunteer and the Coordinator
Utilize this Record?

The record can be effective in several ways. The record can give the volunteer a permanent method of recording activities that might then be carried to the next volunteer assignment, or it might be part of a volunteer program file. The record might be used as part of the application process in a program or it might be part of an advocacy/training program for volunteers. It could be a nice going away gift for a volunteer leaving the agency. A whole workshop might be given around the Experience and Training Record, demonstrating how to utilize it toward gaining good experience or a job. The development of a volunteer career ladder around this form might also be desirable. For the volunteer, this form could be especially helpful in developing a resume, filling out job or volunteer applications, or just generally as an ego booster.

These forms are designed as a basis for evaluating your career direction and as an ongoing record of your occupational growth, as well as for use in developing a resume or filling out an application. Be sure to include your volunteer positions as most employers are now considering that experience in hiring.

We hope that in looking at your life goals you will consider filling in the gaps in experience and satisfaction with meaningful volunteering.

EXPERIENCE

| <u>Title</u> | <u>Organization & Address</u> | <u>Dates & Reason for Leaving</u> | <u>Volunteer or Paid # Hours Pay</u> |
|--------------|---------------------------------------|---|--|
|--------------|---------------------------------------|---|--|

TRAINING

| <u>Course Title</u> | <u>Instructor</u> | <u>#Hours/Credit Length</u> |
|-------------------------|-------------------|---------------------------------|
|-------------------------|-------------------|---------------------------------|

EXPERIENCE AND TRAINING RECORD OF _____

RECORD

| <u>Name of Your Supervisor, Position</u> | <u>Number You Supervised</u> | <u>Job Description</u> | <u>Accomplish- ments</u> |
|--|----------------------------------|----------------------------|------------------------------|
|--|----------------------------------|----------------------------|------------------------------|

RECORD

| <u>Dates</u> | <u>Course Description</u> |
|--------------|---------------------------|
|--------------|---------------------------|

AREAS OF EXPERTISE

Communications and Public Relations

- Prepared and delivered speeches to professional and community groups.
- Conceived and moderated panel discussions for professional and community groups.
- Maintained contacts with key media, government and national corporation representatives.
- Wrote articles, book reviews, press releases, and annual reports.
- Edited newsletters.
- Revised procedural manuals.
- Supervised layout and printing of programs, directories and promotional materials.
- Maintained rapport with 100+ annually-elected national and local officers.

Membership Development and Member Services

- Originated and implemented membership solicitation for new and existing associations.
- Conducted membership surveys to develop programs to increase membership retention.
- Organized and coordinated direct mail campaigns to increase membership.
- Liaised with more than 20 national committees, 60 local chapters and 2500 members.
- Computerized membership records for greater efficiency.
- Supervised research and compilation of survey defining membership profile.
- Created and revised membership directories and application and renewal forms.

Conventions and Special Events

- Planned and coordinated all phases of national conventions and annual dinners for 1800 industry and government leaders including The President of the United States.
- Developed budgets (\$150,000) and approved all expense payments.
- Negotiated rates and facilities use with hotels and contractors.
- Solicited corporate participation in hospitality suites.
- Supervised planning of professional program, social events and entertainment.
- Directed all on-site activities for conventions and special events held nationwide.
- Recommended future meeting sites involving 20 cities in a five-year period.

Training and Counseling

- Conceived, coordinated and moderated all-day career seminar for national organization which drew speakers nationwide.
- Facilitated personal development support group.
- Counseled colleagues on personal needs assessment for career direction.
- Coordinated, edited and voiced an 800-number telephone job bank.

Financial Management

- Planned and developed two budget formats--annual operational (\$400,000) and convention/special project (\$150,000).
- Counseled Finance Committee recommending income-producing projects and procedures to resolve cash flow problem and to provide membership solicitation incentive.
- Exercised effective cost control which produced more profitable bottom line.
- Compiled monthly, quarterly and annual financial analyses and supporting narratives.
- Computerized financial records for greater efficiency.

PROFESSIONAL EXPERIENCE AND SKILLS

Membership Development and Maintenance

- Conducted first national survey of a 250,000 member organization.
- Managed a successful 30,000 signature state-wide petition drive.
- Wrote an 80-page volunteer leader's manual for 250 local and state groups to create a winning gubernatorial campaign.

Education and Training

- Delivered supervisory and management training and consulting on: leadership techniques, Board/staff relations, team-building, motivation and volunteer program management.
- Conducted organizational and individual needs assessment and program evaluation in non-profit and government organizations.
- Managed design, delivery and evaluation of management training and consulting services for 8 to 15 projects at any one time.

Marketing and Fund-Raising

- Marketed and negotiated \$250,000 of organization services in first year contributing to the organization's highest annual gross.
- Planned and executed over 15 state-wide fund-raising and government relations events with attendance to 500.
- Designed a two-year fund-raising plan and organizational prospectus for a consortium of 21 national voluntary associations.

Government Relations

- Lobbied federal government to achieve collaboration between non-profit, public and private sectors.
- Managed senior state legislative leader's office, liaised with special interest groups, state and federal offices, and supervised case-work.
- Coordinated written and oral presentation to Congress of departmental budget and preparedness statements.

Communications and Publications

- Designed and wrote a quarterly legislative newsletter for a state-wide audience of 8,000.
- Re-designed and edited over 10 management and training aids for a national catalogue of 20,000.
- Co-authored and published a newsletter on non-profit management, inter-agency/inter-association collaboration and voluntarism.

EMPLOYMENT HISTORY

Vice-President of Consulting and Training Services
January, 1980 -- present

Project Associates, Inc.
Washington, D.C.
Dr. Gordon L. Lippitt, President

Management Consultant
September, 1978 -- September, 1979

Alliance for Volunteerism
Washington, D.C.
Susan R. Greene, Executive Director

Senior Administrative Assistant
January, 1975 -- March, 1978

Michigan State House Minority Leader
Lansing, Michigan
Rep. Dennis O. Cawthorne

Management Analyst
September, 1972 -- May, 1974

Office of the Navy Comptroller
Washington, D.C.

SPECIAL TOPIC AREAS

Meetings/conferences
Issue campaigns
Proposals

Program evaluation
Public speaking
Telephone banks
Management information systems

Survey research
Citizen participation
Hiring procedures

TEMPORARY POLITICAL ASSIGNMENTS

Assistant State Campaign Manager
Spring, 1978

Committee for U.S. Senator Robert
P. Griffin
Detroit, Michigan

Field Representative
June, 1976 -- November, 1976

Republican National Committee
Washington, D.C, Ohio, Iowa and
Nebraska

Executive Director
May, 1974 -- December, 1974

Kalamazoo County Republican
Committee
Kalamazoo, Michigan

Membership Survey Coordinator (Part-time)
November, 1973 -- March, 1974

Common Cause
Washington, D.C.

PROFESSIONAL MEMBERSHIPS

Member, American Society for Training and Development
Member, Toastmasters International
Member, Volunteer Resources Conference of Washington, D.C.
Associate Member, International Consultants Foundation

OTHER ASSOCIATION EXPERIENCE

Associate Regional Director, Organizational Renewal Inc. (ORI), The Lippitt Group
Volunteer National Coordinator, The 1972 National Convention Project, Common Cause
Consultant: American Lung Association, Baltimore Health and Education Council, Consumer
Credit Association, Girl Scout Council of the Nation's Capital, The Urban Institute.

PRESENTATIONS AND PUBLICATIONS

Speeches, presentations and workshops on: "Human Resource Development in the 80's";
"Professional Leadership of Volunteers"; "Critical Issues for Volunteer Managers"; and
"How Volunteers Are Making A Difference".

Publications: Developing a Volunteer Program in Eight Steps, a 60 page guide; and a review
of Managing Voluntary Organizations (Gallagher).

EDUCATION

B.A. Alma College, Alma, Michigan
B.A. Michigan State University, East Lansing, Michigan
M.S.A. Candidate, George Washington University, Washington, D.C.

References Available At Interview.

Administrative Management

- Instituted procedures in six newly-created positions, departments and companies.
- Managed association national headquarters and supervised and evaluated four employees.
- Realigned job responsibilities and established evaluation system, competitive salaries and equitable employee benefits program with staff increase from three to five positions.

EMPLOYMENT HISTORY

Corporate Assistant Secretary-Treasurer. Television Corporation of America, Washington, D.C.
1980 - present.

Public Relations and Special Projects Consultant. Washington, D.C. 1978 - present.

Executive Director. American Women in Radio and Television, Washington, D.C. 1973 - 1978.

Business Manager. Dickerson & Company, Washington, D.C. 1971 - 1973.

Advertising and Promotion Assistant. NBC/WRC Radio, Washington, D.C. 1967 - 1970.

PARTIAL CONSULTING CLIENT LIST

American Film Institute

Center for Institutional Development

White House Correspondents' Association

Association of Independent Television Stations

Northern Virginia Association for Retarded Citizens

Educational Foundation of American Women in Radio and Television

EDUCATION and ACADEMIC AWARDS

B.A. Dunbarton College of Holy Cross, Washington, D.C.

Dean's List; elected to Pi Gamma Mu (national social science honor society).

"Business Management" and "Law and Government Methodology." American Society of Association Executives (ASAE) Professional Development Program, Washington, D.C.

"Facilitator Training." Alexandria Mental Health Association, Alexandria, Virginia.

PROFESSIONAL MEMBERSHIPS

American Women in Radio and Television. Co-Chair, National Convention Publicity Committee (2); Member, National Executive Director Search Committee; Member, Local Chapter Nominations Committee.

American Society of Association Executives (ASAE)

Greater Washington Society of Association Executives (GWSAE)

VOLUNTEER ACTIVITIES

President, Vice President, Editor, Publicity Director. Northern Virginia community support group.

Member, Board of Directors; Co-Editor, monthly newsletter. Winter Hill Condominium

Chairman. High school reunion.