

**VOLUNTEER
MANAGEMENT
CERTIFICATE
PROGRAM**



COMMUNITY
COLLEGE OF
ALLEGHENY
COUNTY

1987

● THE PROFESSION

The job of a Volunteer Administrator is to manage a volunteer program for maximum benefit of an organization. Although there has long been a need for managers of volunteer services, the increased demand to use volunteers in many settings has been significant. Many individuals who have been designated as volunteer directors lack knowledge and experience in administering volunteer services. Others, whose experience varies, need opportunities to keep abreast of new developments in the field, and to have educational opportunities for their professional development.

During the last two decades, the field of volunteer administration has grown, changed, and been given national recognition and status. Standards, guidelines, procedures and formats have been developed which give a measure of structure and uniformity to various aspects of volunteer program management. Contemporary management tools and techniques have been applied to the management of volunteers. This growth and change has increased professionalism, interdisciplinary approaches and broadened scope.

Career opportunities include full and part time employment. Volunteer Administrators are hired in a wide variety of situations including hospitals, nursing homes, schools, churches, government agencies, and a broad spectrum of community organizations.

The Community College of Allegheny County Volunteer Management Certificate Program has been endorsed by the Volunteer Administrators of Southwestern Pennsylvania and the Volunteer Action Center of the United Way of Allegheny County.

● THE PROGRAM

The training and certification of Volunteer Managers is a priority for organizations that understand the benefits of an efficient volunteer operation. **The Credit Certificate Program in Volunteer Management** offered by Community College of Allegheny County is a comprehensive educational, training program. It develops and refines specific management skills for on-the-job effectiveness.

The program is designed to provide specific knowledge and skills to prepare individuals to design and administer a volunteer program. The curriculum offers initial training for those entering the field as well as additional education for those who have had some training or experience and want to further their careers in the field of volunteer management.

Successful completion of the Certificate Program demonstrates a commitment to personal growth as a Volunteer Manager, and the advancement of Volunteer Management as a credible, respected profession.

● THE PURPOSE

The program is intended for:

Experienced Volunteer Managers

Newly appointed Volunteer Managers who wish to broaden their perspectives and gain specific training in job related areas.

Volunteers and Volunteer Managers who acknowledge a need for specialized courses for professional growth and wish to expand their familiarity with volunteerism as a profession.

New students, or re-entry students who wish to consider Volunteer Management as a career.

● CURRICULUM

REQUIREMENTS		CREDITS
Program Core		
VOL101	Basics of Volunteer Management	1
VOL102	Organizational Theory and Behavior for Volunteer Managers	3
VOL103	Planning, Managing, and Evaluating Volunteer Programs	3
VOL104	Recruiting, Interviewing, Placing Volunteers	3
VOL105	Volunteer and Staff Training: Administration	3
VOL106	Marketing, Public Relations, and Community Resources	3
VOL107	Practicum	4
SPH101	Oral Communications	3
PSY103	Applied Psychology	3
Specialized Electives (Minimum of 5 credits)		
VOL108	Fundraising for Nonprofit Organizations	3
VOL109	Developing a Volunteer Handbook	1
VOL110	Developing Newsletters, Brochures, Other Promotional Pieces	1
CIS100	Introduction to Computers	3
ENG103	Technical Communication	3
SOV130	Community Resources	3
HSP103	Group Leadership	3
Minimum Credits for Certificate		31

For specific information about each semester offering, consult the CCAC-Center North Catalog of Scheduled Classes or call 369-3708.

● ENTRY REQUIREMENTS

Applicants should possess a high school diploma or G.E.D. equivalent, enjoy working with people, and have skills or potential skills in interpersonal relationships.

Enrollment is open to certificate candidates and also to individuals who only wish to enroll in selected courses. Application procedures and class requirements are the same for all students.

Return the attached form or call 369-3600 for an admission application.

● THE COLLEGE

Each year, approximately 80,000 people participate in programs at the Community College of Allegheny County. With four campuses and more than 200 off-campus sites, this institution is Pennsylvania's largest community college and ranks among the largest in the United States.

The educational philosophy at the Community College focuses on the importance of individual students and their chosen academic programs by directing full attention toward developing students' maximum potential.

At the Community College students quickly discover that the faculty and staff are highly responsive to their needs and deeply committed to the teaching process.

The Community College is fully accredited by the Middle States Association of Colleges and Schools. The College offers career training and technical programs, both full-time and part-time, leading to a diploma, certificate, and/or associate degrees. The College transfer programs are university-parallel for students who plan to transfer into baccalaureate degree programs at other colleges and universities.

Innovative academic courses and a special dedication to teaching give the Community College of Allegheny County a strong base for continued growth in the field of higher education.

● FINANCIAL AID

Financial aid programs are available. Contact the Financial Aid Office, 369-3656 for specific information.

It is the policy of the Community College of Allegheny County not to discriminate in its programs of education, employment and all other activities on the basis of race, color, national origin, sex, age and handicap. Any complaints of discrimination should be directed to: Mr. Boyd Puryear, Affirmative Action Officer, Community College of Allegheny County, 800 Allegheny Avenue, Pittsburgh, PA 15233. Telephone No. (412) 323-2323.



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