
For interested readers of GSUSA News, here is the full typescript of Volunteers? --- Yes!! --- But by Dr. Eva Schindler-Rainman. The printed version of necessity was shortened and does not reflect all the ideas of Dr. Schindler-Rainman on the subject of volunteering.

VOLUNTEERS? -- YES!! -- BUT ---

by Dr. Eva Schindler-Rainman, Chairman, Human Resources Committee, GSUSA

"That's my simple message: that voluntarism is not a luxury, it is a necessity for a civilized society that wants to truly meet its human needs. And we have to expand it in a dramatic way across a broad front of government and human activity." Governor Edmund G. Brown, Jr., of California, said this in a recent speech in San Jose, California.*)

Indeed, voluntarism has catapulted into the space age! Voluntarism has come of age! Voluntarism has a new visibility, meaning, and interest! Voluntarism permeates local, state, national, and the international scenes. New people are demanding an equal opportunity to volunteer!

Voluntarism is on the rise--George Gallup, Jr., in an article by Marjorie Hyer in the International Herald Tribune, June 18, 1977, said: "The current explosion in volunteerism in this country is due to religious motivation." -- "One out of every four people, fourteen years of age and older, volunteers time to some nonprofit organization, with more than fifty percent of this time going to churches and synagogues." Margaret A. Kilgore states in an article in the Los Angeles Times, June 27, 1977, that as a result of a study by the American Association of Fund-Raising Counsel Inc., New York, 24% of the adult population, or thirty-seven million persons, donated part of their time and effort to volunteer work.

*) This excerpt was taken from the New York Times, Monday, June 6, 1977.

The foregoing quotes and statistics make it clear that indeed volunteering, volunteerism*, and voluntarism*, have turned a corner, and are again becoming the mainstay, the life blood, of the democratic way of life as we know it in the United States of America.

One way to look at volunteers these days is to divide them into three categories:

1. The citizen volunteer, who is the person who may be drawn into volunteering due to a cause orientation, and/or an advocate position on some issue, like school integration, child advocacy, better air, no smoking, or raising money for a new library.
2. A second type of volunteer is the direct service volunteer, who is the person who gives direct service to patients, clients, members, consumers. This person may be a leader, a camp counselor, a driver, a tutor, a volunteer librarian, and others.
3. The third kind of volunteer is the administrative or decision making volunteer, who is the person who gives time and energy to helping make advisory and policy decisions that move on the business of the system or organization in which the person is active. These are the kinds of people who are members of agency boards, budget panels, Boards of Education, etc.

It is also noticeable that more emphasis is being placed on meeting the needs of the volunteer, as well as the volunteer meeting the needs of the consumer of volunteer and other human services. These needs include the human need to be cared about, and to be given an opportunity to care; it was said by one of our favorite historical greats in a moment of great crisis: "Is anybody there?-Does anybody care?" Another need is being given to, as well as the need to give to others; another one is the need to grow, as well as help others grow, and to feel one can help change to happen; the need to learn, and help others learn; the need to participate in problem solving and decision making; the need for sociability and fun; the need to succeed in a team effort, and to sense that joyful feeling that one is making a difference. There is also a need for tangible recognition and support for all.

These are but a few of the needs that volunteers have, and we might ask to what degree we are meeting these needs in the volunteer opportunities offered through Girl Scouting.

VERY NEW DEVELOPMENTS IN THE VOLUNTEER WORLD

1. There are more people, young, middle, and older, male and female, from all kinds of racial, ethnic, and lifestyle backgrounds available to volunteer than there ever were before in our history. Are we tapping all of these groups?

* Volunteerism-to give, or to offer to give on one's own initiative with no monetary compensation for the service-to volunteer;

Voluntarism-the broad movement of persons who contribute their work and efforts freely to a variety of causes as part of the democratic way of life

2. There is extant in our society, through volunteering, the implementation of a deep American value, namely that of helping one another, helping your neighbor. People are volunteering to help each other to keep their streets and neighborhoods safe; past problem experiencers are helping present problem experiencers, such as people who had a mastectomy helping those who are going to have one; or past rape victims joining rap groups for women who have had this experience more recently; single parents helping each other; The Winners, a group of ex-felons helping recently paroled felons to find employment; and retired business persons helping persons who are just establishing their own business. How many alumni Girl Scouts do we have helping as volunteers in any capacity with Girl Scout programs now? How many Girl Scout councils still keep in touch with all of their Thanks Badge recipients?

3. Another development is the fact of rehabilitation through volunteering, in such programs as court referrals where selected first time lawbreakers are given an opportunity to volunteer for a certain number of hours and days rather than being put in jail. Many of these persons continue to volunteer after their court referral time is over. Prisoners volunteer to teach arts and crafts; and community volunteers work in prisons, and with persons on probation and parole to help them become rehabilitated; persons needing group and intergroup experiences are being referred to volunteer jobs by their therapists. Are the Girl Scouts recruiting any of these volunteers, or providing these kinds of enriching experiences for their own volunteers?

4. Advocacy of all kinds is becoming a very important volunteer movement. The cause might be anything from work on decreasing child abuse, to improving the quality of the environment, to working for legislative causes, to offering volunteer time to help make neighborhoods and camps safer. Do we have advocacy volunteers?

5. There are some motivational changes in the world of volunteering. Many people now see volunteering as a way to improve the quality of life. For instance, many industries are offering as part of pre-retirement preparation an opportunity to volunteer, and to experience volunteer work as a way of transitioning from paid work to retirement time. Both vocational and professional exploration and preparation is another motivation for volunteering by the young in high school courses, by the middle aged seeking a new career and by the older seeking to remain in the flow of society.

a. It is also important to many people that volunteer experiences are documented for them, so that they can be listed and counted on a resume or for college credit. In many cities civil service commissions will count volunteer experience in their job specifications and qualifications for certain positions.

b. Some people volunteer because they want to help change happen whether through or within the organization where they work.

c. The wish to be in on decision making and problem solving is another motivation for volunteering.

Are we capitalizing on some of these motivational changes?

6. There are changes in commitment, and people want to be where the action is; persons are more apt to volunteer if the job is temporary, or time limited, rather than being a "99-year committee lease"; people want optionality and variety, and see these as important, rather than "marriage" to one organization and/or cause. They want optionality and variety in ideas, jobs, opportunities, and they want choices as to how, when, and where they will commit their volunteer time. How many of our jobs still

require a long term commitment, or have very inflexible job descriptions? Do we need to change some of our by-laws?

7. There are some important educational changes going on. For instance, credit courses are available for volunteers, and credit and degree courses are now becoming available for administrators of volunteer programs, both on the graduate and undergraduate levels. There is also a fast expanding body of knowledge available on voluntarism, both in the research literature and in the number of books and articles being published by a great variety of people about volunteering, volunteerism, and voluntarism. Are our bibliographies up to date to include some of these new materials and articles?

8. Towards equal opportunity in the volunteer world! Yes, we are moving in that direction with the existence of enabling funds for volunteers who cannot afford to pay for a babysitter, for the transportation to and from the volunteer job, or for a luncheon conference, or other kinds of relatively small expenses that are required in order to volunteer. Insurance for volunteers has become an important item, and may be demanded by some volunteers before they will serve. Contracts between the agency and the volunteer covering such things as hours and time, the kind of support the agency will give, the kinds of things the volunteer will do, the training opportunities that will be offered, and other items mutually agreed upon by the agency and the volunteer. Portable training is another opportunity being offered, so that people will have more equal chances to be trained to volunteer. This means that the training is taken to the volunteer, and is available when the volunteer has time and the need, rather than when it is convenient for the agency. Certainly all minority groups, including persons with physical disabilities, have requested an equal opportunity to volunteer, and we in the Girl Scouts of the USA have a commitment to offer these kinds of opportunities. Are we translating that commitment into seeable, measurable action?

9. Even service delivery systems are changing through the development of professional-paraprofessional-volunteer service teams. In many places the unique talents of the volunteer, paraprofessional, and the professional are being blended in order to give more humanized, varied, and interesting service to the consumer. We have neighborhood teams, but do we have community or council evaluation teams? Or have we other ways of combining staff and volunteer resources to give better service?

10. We are also moving towards more evaluation of volunteer programs and more accountability. We are becoming more and more interested not only in the quantity of volunteer help, but also in the quality of that help, and the difference that it makes in more humanized, individualized, varied and interesting service to girls. What kind of evaluation for volunteer development and service does your council have?

11. There are some new questions being raised about the expanded world of voluntarism. The women's movements have asked whether volunteering makes women second class citizens; certain professional groups, such as nurses, social workers, and teachers, are worried about the role of the volunteer, and the possible encroachment of volunteers on professionals, and the decrease of budgets to pay professionals, who in the eyes of some might be replaced by able volunteers. It is clear that the job descriptions for professionals and volunteers must be differentiated, and the volunteer must be seen in most cases as an extender of skillful professional services, rather than that the person is there instead of the professional. Unions have had some concern about whether jobs that have been paid for would in an economic crisis be scratched and given to volunteers. Some oppositions and questions come from the status quo volunteers, the kind of persons who have been in the organization a long time, and act as guardians of the program, unwittingly excluding people unlike themselves. They are often reluctant to see the changes

that are going on. Have we developed strategies to answer these questioners?

NEW SPACES AND PLACES TO VOLUNTEER

One of the things that is important to us in the Girl Scouts of the USA is to realize that there is much competition for the volunteer these days. Volunteers can be found on all levels of government, and indeed thirty-three State governments now have State Coordinators of Volunteers directly responsible to the Governor of that State. Many local governments also have coordinators of volunteers, and interesting volunteer jobs available. Increasingly there is a focus on international voluntarism through such organizations as American Women for International Understanding, American Field Service, the Experiment for International Living, and LIVE (Learn through International Volunteer Effort). Also challenging volunteer jobs can be found in all sectors of community, including: recreation, be it the zoo or the local recreation center; the religious sector, in which, according to Gallup, there are more people active now than ever before; the health sector, both in the mental health agencies as well as in hospitals and convalescent homes; in the welfare sector, be it the advisory committee of the local public welfare department, or the volunteer at a family service agency, or the volunteer counselor; education--there volunteers are active in the private, parochial, and public schools, and include people who tutor from ages three to a hundred and three, as well as people who help teachers directly, or who work with whole classes, or who offer particular and special resources to children; government on all levels, from taking minutes at commission meetings to being a schoolboard member, to working as a consumer advocate; the mass media, with all the volunteer opportunities available through for example Public and Educational T.V.; the cultural sector, including museums of art, history, folk art and craft museums, the field of dance, writing, film, music, etc.; the employment sector, where many volunteers are now acting as volunteer employment counselors; the business and industrial sector is becoming increasingly active by offering human as well as material resources to help with a variety of causes (indeed a privately funded organization known as Involvement Corps helps businesses and industry to organize volunteer programs); and the public safety sector, including the courts, police, probation, parole, and prisons. It would be interesting to know to what extent Girl Scout councils recruit some volunteers from any of these sectors to help with the Girl Scout program, and to what extent we send trained girl and adult volunteers into any of these sectors?

CHALLENGES FOR THE GIRL SCOUTS OF THE USA

Albert Schweitzer once said: "Example is not the main thing in influencing others, it is the only thing." As we look at the challenges as opportunities for us, we might think of the saying by Dr. Schweitzer, because not only can we as adults hopefully be examples to girls, but the organization can be an example to other organizations, and adults can be examples to other adults, and girls can be examples to us all.

The challenges include:

1. to develop career ladders for volunteers which allow for vertical and horizontal mobility, and which are visual, so that as volunteers are recruited they can see the opportunities, and can make a plan as to where they want to start, and where they would like to move to.

2. to develop volunteer support teams, pairs matching experienced volunteers with inexperienced volunteers, and challenging the experienced one to help the inexperienced learn the particular job, be it that of leader, committee person, board member, neighborhood team member, etc.
3. To develop more ways to train girls from Brownie age up to volunteer and become part of the volunteer corps of the organization, and later in the community.
4. to develop ways that older girls are helped to learn to volunteer to help younger girls, and help younger girls learn how to help older girls, utilizing perhaps as a model the kinds of packages that have been developed in the educational field, known as "Cross Age Teaching." Many of these packages could be adapted for Girl Scout program use.
5. to see what records are available on girls and women who have been Girl Scouts and who are part of that large "alumni group" that we could tap again, and to whom we can offer varied, challenging, and fun jobs.
6. to develop more mobile jobs that allow for more temporary commitment and work. An example of this was the Resources Committee developed in one youth organization for each group of youngsters. It consisted of from five to nine adults who made sure that the youths had an adult at each meeting, but it might be a different person each time, thus providing a variety of adult models to the group, and providing opportunities to the adult volunteers to work on a more temporary and intermittent basis.
7. to develop more opportunities for teaming and working as a team, be it a team, as mentioned earlier, of professionals and volunteers, or a team of young, middle, and older volunteers, or a team with persons of different kinds of skills and resources. This can be an addition to the neighborhood team concept.
8. to look broader in our recruitment techniques, including the use of C.B. radios, audio-taped recruitment statements, and more personal one to one recruitment techniques. Also we need to look into new spaces and places for volunteers, including some of the ones mentioned earlier. We must develop new volunteer opportunities in our organization.
9. to offer more choices for growth and change in the volunteer job and through volunteering, instead of categorizing people as "leaders," "board members," "committee members," "finance experts," etc.
10. to provide incentives for summer volunteering, so that there is excitement for volunteering in the summer, rather than seeing it as the slack season. Summer volunteer fun might include ad hoc planning groups for fund raising, ad hoc idea groups on how to provide new, safe summer experiences for girls, etc.
11. to provide "porta-training," portable and flexible, keyed to the individual or group, that can be given on a one to one, or one to group basis at different times in different places, depending on the needs and availabilities of the volunteers and the trainers.
12. to develop easy to use volunteer personnel record systems, so that volunteers can have a record of their services that they can use either for school applications, volunteer jobs in other agencies, or for moving into paid work in addition to their volunteering.
13. to encourage advocacy volunteers in our organization, to advocate legislation that

makes camps safer, or a more realistic minimum wage for counselors and other junior helpers, or legislation that makes sure that girls and women have equal opportunities with men. There are many causes that have a great deal to do with the health and growth of the Girl Scouts of the USA, but we can be stronger advocates than we now are on carefully selected issues.

14. to implement the belief that a pluralistic society is a rich and resourceful one, by having Board of Directors and other decision making bodies reflect the pluralism of the community more than we do now. This would include different racial, ethnic, religious, life style, intergenerational groupings, as well as including people who come with expertise from a variety of backgrounds, including their own experiences, and to be sure and include persons who are, or have been, handicapped, physically, mentally, or through their life experiences.
15. to develop realistic budgets that include enabling funds for volunteers, so that we can offer equal opportunity to volunteers.
16. to initiate or participate in communitywide collaborative recruitment and/or training of volunteers with other like agencies, and agencies which specialize in volunteer recruitment.
17. to update the training of staff in the skills of working with volunteers in more combined volunteer/staff training activities, with one of the purposes being to get to know each other better, and to have an opportunity to share values related to their common commitment to Girl Scouting.
18. to give opportunities to youngsters to volunteer, particularly if there is more than one child in the family, and all of them don't want to be Girl Scouts; perhaps the others could volunteer to help with Girl Scout "happenings."
19. to develop ad hoc work groups, task forces, and recruitment groups, that implement board commitment to adult recruitment.
20. to make volunteering a humanizing experience, both for the volunteer and for the organization, and to build in as much fun as possible for all concerned.
21. to appoint a Director of Volunteers who would review the volunteer structure as it now is, and make recommendations to improve volunteer management methods, as well as increasing opportunities and possible jobs for volunteers.

Volunteers are available! Yes! But are we changing and growing enough to attract them?

Pablo Casals said that "the capacity to care is the thing which gives life its deepest meaning and significance," and that is what volunteering has been all about through the years; it is the heart and the hand of volunteering. We in the Girl Scouts of the USA have an unmatched opportunity to enrich peoples' lives through serving in this organization as volunteers. Let's take hold of that opportunity, and really run with it.