

# PREPARING FOR CAREERS IN VOLUNTEER ADMINISTRATION

INSTITUTIONS OF HIGHER learning are playing a key role in training and educating volunteer administrators in the managerial and administrative skills necessary to run a successful program.

More than 70 universities and community colleges have incorporated volunteer administration into their curriculums by offering more relevant educational backgrounds through a wide variety of courses, workshops, and seminars. In some instances, courses lead to graduate and undergraduate degrees.

In October 1973, the National Center for Voluntary Action held a conference at *Michigan State University* on Education Development for Voluntary Action. Participants discussed future volunteer leadership. According to Harriet Naylor, NCVA's director of education and training, "The volunteer administrator can no longer afford to learn his profession on the job. He must have a sound educational background to act as a competent liaison between the community and volunteer service."



## COLLEGES OF CONTINUING EDUCATION

Many colleges of continuing education now offer graduate or undergraduate courses in volunteer administration that can earn students a certificate of volunteer administration. The *University of Colorado* at Boulder has a program designed specifically for active volunteer administrators. The nine-course unit must be completed within a five-year period and is directly related to volunteer field experience. Some of the areas covered within the course unit are orientation and training, personnel and human management, and the psychology of personality.

Hope Bair, Voluntary Action Center director in Akron, Ohio, teaches a two-hour weekly session on volunteer administration at the *University of Akron's College of Continuing Education*. In its seventh quarter, the course has drawn over 100 students who already had gained extensive experience as volunteer directors and leaders in community, state, and local agencies.

The course emphasizes better management and administration of volunteer services. Role-play, interviewing techniques and the NSVP Training Manual are among the tools used in the course.

## UNDERGRADUATE AND GRADUATE ADMINISTRATIVE PROGRAMS

At *Lincoln State University*, Naperville, Ill., students have an opportunity to earn a bachelor of arts degree in volunteer administration. The nontraditional program allows the undergraduate to assess the needs and resources of the local community, and plan a curriculum design with the guidance of the university's volunteer consultant. Students study the role of a volunteer administrator and his direct relationship with the community through courses on volunteer philosophy, communication, administration, and public relations.

Social studies majors at *Penn State University* in University Park often choose volunteer administration as an elective because, as future probation officers, social workers, and youth service counselors, they will be dealing directly with volunteer manpower. At Penn State graduates and undergraduates are attending a three credit, 10-week course conducted by Dr. Helen Moore, coordinator of the university's volunteer service center.

Students concentrate on four areas of volunteerism—volunteer settings (agencies, institutions, etc.), motivation, administration, and manpower utilization. Course requirements include a minimum of 20 hours of volunteer experience, assigned readings, and publicity-recruitment campaign planning. Students must also prepare a narrative description of the student's volunteer experience from the recipient's point of view.

Administration of Volunteer Programs is a two-

credit course that can be applied toward undergraduate or graduate degrees at the *University of Pittsburgh*. The course covers basic principles of volunteer practice, recruitment, training, placement, supervision, and retention of volunteers in the fields of probation, rehabilitation, and counseling.

*Goddard College*, in Plainfield, Vt., offers a master's degree in human services, with a concentration on volunteer administration. Student and faculty design a curriculum plan that enables the graduate to spend as much time off campus as possible. A good 80 to 90 percent of the student's time is devoted to creating or managing a volunteer program. Courses supplement the student's volunteer experience by providing the necessary educational background in interviewing techniques, recruitment and placement of volunteers in community service agencies.

A summer's master degree program in community leadership and development is offered at *Springfield College*, Springfield, Mass. This program enables candidates with a minimum of five year's volunteer service work experience to gain expertise in volunteer administration through minimal time on campus. Degree requirements can be fulfilled on the job. Thirty-six hours of credit must be earned, and all students must attend special intensive workshops before designing their course of study.

## COMMUNITY COLLEGES

Community Colleges sometimes give students an opportunity to earn certificates or associate arts degrees in volunteer administration. At *Gavilan College*, in Gilroy, Calif., an AA degree is offered after the completion of a two-year program. The curriculum includes six learning areas: Introduction to volunteer administration, management of volunteers, techniques of interviewing, community resources and development, working with volunteers, and public relations. Those students who complete the six courses earn a certificate in volunteer management and may apply the credits toward an AA degree.

*Highline Community College* in Midway, Wash., places students in King County-Seattle area volunteer agencies, so that they might gain first-hand experience as volunteers and learn how an efficiently run volunteer organization operates.

An advisory committee composed of local volunteer administrators and volunteer program personnel meets regularly with the faculty and students to make sure that the two-year Associate of Arts degree program in Administration of Volunteers offers an up-to-date, pertinent evaluation of volunteer problems.

The school offers courses in interviewing, administration, volunteer-client community relations, and the principles of supervision. Educators also make an effort to place graduates in related volunteer fields.