

National 4-H Learning Priority Team Volunteerism for the Next Generation Rubric and Syllabus by Topics

Topic 1: Developing and Implementing an Infrastructure to Support a Volunteer Delivery System

Overview

A volunteer delivery system is a unified, orderly process for coordinating and overseeing the work of volunteers and their partnership with staff at all levels of the program. It is a comprehensive infrastructure that links the processes to put all aspects of staffing together. This system includes:

- the organizational structure and operating guidelines
- defining relationships and clarifying roles for paid and volunteer staff
- assuring availability of resources to support the system
- identifying lines of authority and span of control
- securing personnel to fill roles and providing orientation and training for staff
- assuring oversight, support, evaluation and recognition for volunteers
- providing for the evaluation and renewal of the system
- documenting processes and accomplishments of the system

Resources

- Connors, T. (Ed). (1995). *The Volunteer Management Handbook*. NY. Wiley and Sons.
- Ellis, S. (1996). *From the Top Down: The Executive Role in Volunteer Program Success*. Energize Inc.
- *Everyone Ready*. Energize Inc. <http://www.energizeinc.com/>
- McCurley, S, and Lynch, R. (1996). *Volunteer Management*. IL. Heritage Arts Publishing.
- *Volunteerism for the Next Generation Fact Sheet. (2009). National 4-H Council.*
- National 4-H Headquarters; *4-H Professional Research, Knowledge and Competencies Study 2004; New Foundations for the 4-H Youth Development Profession.* http://www.national4-hheadquarters.gov/library/4-Hprkc_study_010605.pdf

Novice Level

Infrastructure to Support a Volunteer Delivery System	
Specific Learning Outcomes	Reading and Learning Activities
Define volunteerism and how volunteerism is critical to 4-H youth development programs.	Connors, T. (Ed.) <i>The Volunteer Management Handbook</i> Ellis, Susan. <i>From the Top Down: The Executive Role in Volunteer Program Success</i>
Describe the elements of an effective volunteer delivery system and their importance to local youth development programming.	Connors, T. (Ed.) <i>The Volunteer Management Handbook</i> Ellis, Susan. <i>From the Top Down: The Executive Role in Volunteer Program Success</i>
Assess current volunteer delivery system including specific elements of volunteer development and volunteer management.	<i>Volunteerism for the Next Generation Fact Sheet. (2009). National 4-H Council. Criteria for Evaluating a Volunteer Program.</i>

Practitioner Level

Infrastructure to Support a Volunteer Delivery System	
Specific Learning Outcomes	Reading and Learning Activities
Develop strategies that build on strengths of the local volunteer delivery system and address the gaps in the system.	Connors, T. (Ed.) <i>The Volunteer Management Handbook</i> Ellis, Susan. <i>From the Top Down: The Executive Role in Volunteer Program Success</i>

Expert Level

Infrastructure to Support a Volunteer Delivery System	
Specific Learning Outcomes	Reading and Learning Activities
Model volunteer delivery systems are identified and shared.	