

SERVE HERE AMERICA

Learning Module Week 16: Volunteer Training/Management/Purpose

Since case study presentations should commence next week, please designate class time to reiterate case study expectations and answer any remaining questions from the groups.

For the final class of the Learning Module, please discuss best practices for engaging volunteers given challenges associated with such barriers as familiarity with technology, language, and differences in background (race, class, gender, and sexuality).

Suggested Reading:

- “Confidentiality and Other Objections to Volunteers” by Susan J. Ellis (April 2009)
<https://www.energizeinc.com/hot-topics/2009/april>
- “The role of orientation in volunteer programmes” by Mary V. Merrill (September 2005)
<http://www.worldvolunteerweb.org/resources/how-to-guides/manage-volunteers/doc/the-role-of-orientation.html>
- “Volunteer Management: Meeting the Challenge and Raising the Bar” by Norma Ramirez de Miess (April 2014)
<http://www.preservationnation.org/main-street/main-street-news/story-of-the-week/2014-volunteer-management.html>

Note: Please see the attached PowerPoint file.

Slide 1: Volunteer Training/Management/Purpose

Slide 2: Check In

- How is work going?
- Any new issues?
- Are there new points of emphasis as we are nearing the end of the fiscal year? (June 30).
- Some Profiles are on the [website](#)

Slide 3: Case Study Update

- Working with your new employer, you will develop a brief paper that describes the challenges and opportunities your employer faces and will present that “case study” to your fellow students. Possible solutions to addressing those challenges and seizing new opportunities will be discussed in this learning community and shared with your employer. Further, it is conceivable that the learning community may want to work with your employer to implement one or more of those suggestions.

Slide 4: Ellis 2009 & Main Street America 2014

- Does your organization involve volunteers? What challenges does your organization face when involving volunteers?
- Is confidentiality ever an issue?
- What are the downfalls of worst-case-scenario thinking in regard to volunteer involvement?
- Are there certain situations in which involving volunteers will not work?

- o [Mark Bezos: A life lesson from a volunteer firefighter](#)

Slide 5: EnergizeInc

- [Technology and volunteer management](#)
- See Ruth Wilson's [article](#) on culture
- [Prepare: Equipping a Volunteer to Serve](#)

Slide 6: Merrill 2006

- How does your organization train volunteers? What sort of orientation exists?
- Are there any other aspects missing from the rights of volunteers that are mentioned in the text? How does your organization measure up?
- How do you engage volunteers from a variety of backgrounds? We will talk more about [intersectionality](#).
- Why is it important to have an intersectional lens when engaging with volunteers?

Slide 7: Intersectionality

- A theory on the intersections of different forms of discrimination ([Kimberlé Crenshaw](#))
- See article [here](#)
- [Intersectionality in Practice](#)
- [Young Women Rising](#)