

# CERTIFICATE IN VOLUNTEER MANAGEMENT

Classes for anyone interested in working with volunteers or volunteer programs



**To earn the certificate in Volunteer Management, each student is required to complete:**

**Six Core Courses (six hours each):**

- Developing Your Volunteer Program
- Recruit, Screen and Place Volunteers
- Orientation and Training Volunteers
- Leadership and Supervision of Volunteers
- Volunteer Appreciation, Retention and Recognition
- Evaluating Your Volunteer Program

**And 20 hours of elective credit related to volunteer management.**

Electives are available from a variety of sources including:

- Kirkwood Community College Continuing Education courses.
- Conferences or workshops.
- Events sponsored by volunteer management professional organizations such as the Volunteer Center of Johnson County in Iowa City and the Leaders in Volunteerism (LIV) in Cedar Rapids.
- Work experience (up to 10 hours of work experience at the rate of one hour per year may be waived for each year of documented experience in volunteer management).
- College credit classes related to human relations.

An application for approval and completion must be submitted when all requirements are met. Applications are available from Kirkwood Community College.

Since all of the courses are complete in themselves, you may take them individually. There is no prerequisite and courses may be taken in any sequence. You may begin working toward your certificate at any time, even though you may have missed previous terms.

The courses in this program reinforce the core competencies for CVA (Certified in Volunteer Administration) credential and will provide classroom support to the candidate's required material.

**FALL 2011–SPRING 2012**

[www.kirkwood.edu/ce](http://www.kirkwood.edu/ce)

## DEVELOPING YOUR VOLUNTEER PROGRAM

### Putting the Pieces Together

Explore ways to utilize volunteers in your agency/organization and develop a quality program that brings staff and volunteers together. This course will cover:

- Basic components of an effective volunteer program.
- Volunteer philosophy and policies.
- Job descriptions and volunteer applications.
- Volunteer manuals.
- Volunteer record keeping systems.
- Risk management processes and assessments.

CBBC-2320 / 1 session / \$95

> 19180 Th 9am-4pm Sep 15  
Fields Coralville United Way

## RECRUIT, SCREEN AND PLACE VOLUNTEERS

### Finding Them and Putting Them to Work

Learn strategies to market your program and put together a volunteer recruitment campaign. Make the most of your efforts by learning the basics to quality interviewing, screening and placing volunteers for a good fit.

This course will cover:

- Marketing approaches to recruitment.
- Marketing/public relations strategies.
- Planning a recruitment campaign.
- Forms and methods of recruitment.
- Volunteer screening, selection and placement as a risk management tool.

CBBC-2310 / 1 session / \$95

> 19181 Th 9am-4pm Oct 13  
Fields Coralville United Way

## ORIENTATION AND TRAINING VOLUNTEERS

### Bringing Volunteers on Board

A quality introduction to your agency is a way to keep your volunteers active. Learn how to incorporate a volunteer orientation into your agency/organization. Explore how adults learn and examine a variety of ways to offer training for volunteers. This course will cover:

- Characteristics of adult learners.
- Components of a learning experience.
- Content areas for orientation.
- SMART learning objectives.
- Training/teaching styles.
- Orientation and training as a risk management tool.

CBBC-2340 / 1 session / \$95

> 19182 Th 9am-4pm Nov 10  
Fields Coralville United Way

## LEADERSHIP AND SUPERVISION

### OF VOLUNTEERS

#### Leading the Way

Quality leadership makes the difference in getting the work done. Identify management styles and learn how they affect the building of a team. This course will cover:

- Organizational climate.
- Leadership characteristics and styles.
- Components of effective supervision:
  - communication, delegation and empowerment.
- Supervision as a risk management tool.

CBBC-2330 / 1 session / \$95

> 19184 Th 9am-4pm Dec 8  
Fields Coralville United Way



## VOLUNTEER APPRECIATION, RETENTION AND RECOGNITION

### The Keys to Keeping Them Happy

How do you work on retention? Learn the importance of year-round recognition and the tools to show appreciation. Discover the tools to keeping volunteers once you have them. This course will cover:

- Volunteer motivation.
- Basic principles of year-round recognition and appreciation.
- Effective, creative and meaningful ways to recognize volunteers.
- Volunteer retention strategies.

CBBC-2300 / 1 session / \$95

> 19185 Th 9am-4pm Feb 9  
Fields Coralville United Way

## EVALUATING YOUR VOLUNTEER PROGRAM

### Are We There Yet?

Learn to evaluate your volunteer program using an evaluation tool. Volunteers need and deserve constructive feedback. Identify the process for evaluating volunteer performance.

CBBC-2350 / 1 session / \$95

> 19186 Th 9am-4pm Apr 12  
Fields Coralville United Way

[ALL SIX CLASSES]

## CERTIFICATE IN VOLUNTEER MANAGEMENT

Sign up for the entire series at a discounted rate.

CBBC-2295 / 6 sessions / \$519

> 19187 Th 9am-4pm Sep 15-Apr 12  
Fields Coralville United Way

## Four easy ways to register:



Register at [www.kirkwood.edu/ce](http://www.kirkwood.edu/ce)



Call 319-398-1022 or 1-800-332-8833 between 8 a.m. – 4:30 p.m. any weekday.



Fill out the enrollment form below and mail with payment to: Kirkwood Community College Continuing Education P.O. Box 2068, Cedar Rapids, IA 52406



Fill out the enrollment form below and fax to 319-398-7185.

Please register me for: \_\_\_\_\_ Please print

Class N° \_\_\_\_\_ Class Title \_\_\_\_\_ Tuition \_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone (day) \_\_\_\_\_

Phone (evening) \_\_\_\_\_

Email Address \_\_\_\_\_

Social Security # \_\_\_\_\_

MasterCard
  Visa
  Discover

Card Number \_\_\_\_\_

Expiration date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_

TUITION ENCLOSED: \$ \_\_\_\_\_

### For Company Billings:

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

Approved by (print name) \_\_\_\_\_

Phone \_\_\_\_\_

Approval Signature \_\_\_\_\_

Date \_\_\_\_\_

Registrations are due one week prior to the start of the class. Classes are subject to cancellation if registration is insufficient. Registration is not complete until payment is received. Seating is limited and may fill prior to deadline.