

## Volunteer Management

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These policies and procedures will enhance the volunteer orientation and training programs. Volunteers may become more effective and efficient within your organization with established policies and procedures. In addition to a review of the policies and procedures, orientation should provide an overview of the organization including organizational structure, program description, events and activities, and staff. Orientation is the time to provide the volunteer with an employee/volunteer handbook or orientation packet, a tour of the facility including information on parking, restrooms, breaks and supplies, and a description of the volunteer's position/duties. This job description may cover specific tasks and duties, check-in/out procedures, training opportunities and evaluation procedures.

Training opportunities enhance the volunteer's skills. Training can be conducted by the staff member specific to that area and should: include requirements of the position, be geared to the skill level of the position and volunteer, be on-going, and be evaluated for effectiveness. Volunteers can be recognized and promoted through advances in training. It can serve as a motivation or a reward to improve the quality of performance.

**\*\*To contact ShoreCAN:**

**410-546-6015 (voice), 410-677-5012 (fax) or dkfarrow@salisbury.edu (e-mail).**

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# Citizen Action Network SHORE CAN

AUGUST 2002



Bringing human resources to human needs

### The Shore CAN Mission...

... to generate citizen action through volunteer service to address community needs on Maryland's lower Eastern Shore.

### Web Site

www.salisbury.edu/community/servicelearning

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Office Hours:

8 a.m.-5 p.m.  
Monday-Friday

### Network Update

Agency Partners ..... 182

Service Partners..... 641

Media Partners..... 32

Total ..... 855

Next Newsletter

Deadline ..... August 30

### Staff

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Interim Director  
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Shore CAN Volunteer  
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Henrietta Parker  
Hazel Ricker



POINTS OF LIGHT  
FOUNDATION

## Volunteer Management:

### From Policies and Procedures to Orientation and Training

The following is an excerpt from the *Best Practices for Developing a Volunteer Program* manual, published by the Maryland Advisory Committee on Volunteerism. Copies of the manual are available at no charge to Shore CAN agency partners.

Policies and procedures for the volunteer program provide for sound management practices. Policies are defined as the principles, plans or courses of action of the organization. The procedures are the steps used to accomplish the task or goal of the volunteer program.

Volunteer policies connect the volunteer program to the organization. They reinforce decisions and guidelines, ensuring continuing fairness and consistency over time. They allow for improved volunteer retention and fulfillment. The volunteer policies should include the mission and vision of the organization, as well as its beliefs, positions and values, information on personnel policies for the volunteer and regulations on volunteer confidentiality, training and customer service.

The policies can be broken down into three areas: organizational - the mission, vision, beliefs of the organization; general - volunteer information and guidelines; and specific - job descriptions.

The steps in developing volunteer program policies are:

- Recognize that volunteers are already part of the organization.
- Recognize that volunteers are important to the organization.
- Recognize that volunteers need to be acknowledged by management.
- Develop beliefs and values regarding the involvement of volunteers in the programs and services of the organization.
- Develop policies regarding volunteer participation.
- Develop procedures and guidelines for volunteers.
- Develop volunteer evaluation, review and recognition.

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## National Service Opportunities



Join the national service movement by becoming an AmeriCorps member. ShoreCorps/PALS, a local AmeriCorps program serving children and youth on the Eastern Shore, is currently recruiting members to begin a one-year service commitment in September. Members receive a living allowance of \$9,600 and a post-service education award of \$4,725 plus six credits of University coursework in return for 1,700 hours of service. Call ShoreCorps/PALS at 410-548-5119.

## SHORE CAN (CITIZEN ACTION NETWORK)

### SEPTEMBER VOLUNTEER NEEDS

**Shore CAN** empowers individual citizens and Service Partners to decide how best to make a difference in their communities by matching themselves with Agency Partners. Agency Partners are responsible for screening, training and supervising volunteers and volunteers are solely responsible for their conduct.

Youth service opportunities are coded with the letter “Y” followed by a number that represent the minimum age for volunteers for that particular project. Shore CAN is sponsored by Salisbury University.

#### SHORT-TERM NEEDS

**FAIR VOLUNTEERS**, Pocomoke City Chamber of Commerce/Great Pocomoke Fair. Assist in kids games, contests, judging, handing out surveys, setting up stages, parking, gates and other fun activities. (Y16). Hours vary. August 21-25. Carol Johnsen, 410-957-1919.

**EVENT SET-UP**, Salisbury Zoo. Assist with event preparation for the Zoo’s annual Halloween fundraising event, which benefits the education and conservation programs of the Zoo. Carve pumpkins, sort candy, decorate, set-up, etc. October 14-18, 1-5 p.m. (Y14). Carrie Samis, 410-546-3440 x 5.

**EVENT STAFF**, Salisbury Zoo. Assist with fundraising event. Practice session Wednesday, October 16, 6 p.m. Event dates: Friday-Saturday, October 18-19, 4:30-10:30 p.m. (Y14). Carrie Samis, 410-546-3440 x 5.

**KALEIDOSCOPE VOLUNTEERS**, Ward Museum of Wildfowl Art. Guide and encourage children through the Kaleidoscope Project at the Centre at Salisbury. Daily 8:30 a.m.-noon or 11:30 a.m.-2:15 p.m. Judy Richardson, 410-742-4988 x 109.

**TRADE SHOW EXHIBITOR**, Worcester County Tourism. Assist tourists at information table during Delmarva Bike Week at Ft. Whaley Campground. September 13-15. Diane Cary, 410-632-5656.

**CONCESSION ASSISTANTS**, Worcester County Recreation & Parks. Assist customers during adult softball, youth ponytail games, and youth soccer games at parks throughout the County. May-Nov. Diane Cary, 410-632-5656.

#### LONG-TERM NEEDS

**HELPLINE VOLUNTEER**, Alzheimer’s Association, Eastern Shore Chapter. Provide support and information to callers and visitors requesting information and assistance related to Alzheimer’s disease as requested. Assist with maintaining and updating information supplies, books and audiovisuals in Lending Library. Flexible hours, Monday-Friday, 8:30 a.m.-4:30 p.m. Amy Schine, 410-543-1163.

**RECEPTIONIST/OFFICE VOLUNTEER**, Alzheimer’s Association, Eastern Shore Chapter. Answer phones, greet visitors, and provide clerical support for day to day office functions and special events. Flexible hours, Monday-Friday, 8:30 a.m.-4:30 p.m. Amy Schine, 410-543-1163.

**SPECIAL EVENTS VOLUNTEER**, Alzheimer’s Association, Eastern Shore Chapter. Assist with planning, coordinating and managing of special events and fund-raisers throughout the year. Duties range from clerical to creative, interaction with people if desired. Flexible hours, volunteer when you are able for the events that interest you. Amy Schine, 410-543-1163.

**GIFT SHOP VOLUNTEERS**, Art Institute & Gallery. Retail experience not needed. Training available. Monday-Friday, two-hour shifts, or Saturday three-hour shift. Ake VanWagenberg, 410-546-4748.

**CONCESSION WORKER**, Dove Pointe, Inc. Cashier, counter help, runner at the Shorebirds Concessions. Home games for the Delmarva Shorebirds. Gloria Reddish, 410-341-4472 x 230.

**CANTEEN BOUTIQUE ASSISTANT**, Holly Center. Inventory material donations and assist with monthly set up and opening of the Canteen Boutique. Flexible hours, Monday-Friday. Marlina Belote, 410-572-6204.

**COMPUTER TECHNICAN**, Holly Center. Install software, troubleshooting, minor repairs and networking. Flexible hours, weekdays. Marlina Belote, 410-572-6204.

**FRIENDLY VISITOR**, Holly Center. Volunteers are needed for social interaction – take individuals for walks, read stories, books or newspaper. And accompany individuals on community trips. Flexible hours, weekdays or week-ends. Marlina Belote, 410-572-6204.

**JUNIOR VOLUNTEERS**, Holly Center. Monthly activities. (Y8-16). Marlina Belote, 410-572-6204.

**GUEST SPORT INSTRUCTOR**, Lower-Shore Family YMCA (Pocomoke). Demonstrate, educate and instruct campers on a sport such as but not limited to lacrosse or golf. Monday-Friday, June 17-August 23, 9 a.m.-4 p.m. Judy Hunt-Harris, 410-749-0101 x 118.

**FRONT DESK ASSISTANT**, Mid-Shore Family YMCA (Salisbury). Assist with front desk stuff. Greet members, answer phones. Flexible hours, Monday-Sunday. Judy Hunt-Harris, 410-749-0101 x 118.

**SWIM INSTRUCTOR AIDE**, Mid-Shore Family YMCA (Salisbury). Assist instructor with youth ages 3 years to 14 years in beginning to advanced swimming and safety skills. Days and hours to coincide with swim lessons, Monday-Saturday, days and nights. Judy Hunt-Harris, 410-749-0101 x 118.

**YMCA FAMILY FRIEND**, Mid-Shore Family YMCA (Salisbury). Accompany/sit/walk and adult YMCA member while adult caregiver member exercises. Two hours weekly, flexible hours. Judy Hunt-Harris, 410-749-0101 x 118.

**CONSUMER RIGHTS ADVOCATE**, Office of the Attorney General. Volunteer as a consumer rights advocate. Learn how to help empower consumers through advice, education and problem resolution. Flexible weekdays and hours. Kathryn Bliven, 410-543-6220.

**WILDLIFE INTERPRETER**, Salisbury Zoological Park Education Department. Promote zoo and its mission. Conduct/assist with variety of education programs. Flexible hours. Training is conducted in March, June and September. (Y14). Carrie Samis, 410-546-3440 x 5.

**GRANT RESEARCH/WRITER**, Wicomico County Department of Social Services. Explore funding opportunities that will enhance the program and services we provide to low-income families. Monday-Friday, 8 a.m.-5 p.m. Ella Russell, 410-543-6844.

**OFFICE ASSISTANT**, Wicomico County Department of Social Services. General clerical duties as assigned, updating addresses, preparing holiday letters. Monday-Friday, 8 a.m.-5 p.m. Ella Russell, 410-543-6844.

**MENTOR**, Wicomico Mentoring Project. First through twelfth grades. One hour per week for the school year, during the school day, on school property. Monday-Friday, September-June. Henrietta Parker, 410-677-4586.

**ACTIVITIES HELPER**, Wicomico Nursing Home. Will assist residents to and from activities, conduct room visits (read, play games, conversation). Monday-Friday, 10 a.m.-5 p.m., Saturday, 10 a.m.-3 p.m. Gail Lewis, 410-742-8896.

**DATA ENTRY**, Worcester County Development, Review & Permitting. Snow Hill. Diane Cary, 410-632-5656.

**CONCESSION ASSISTANTS**, Worcester County Recreation & Parks. Assist customers during adult softball, youth ponytail games and youth soccer throughout the county. May-Nov. Diane Cary, 410-632-5656.

**WEB SITE DEVELOPER**, Worcester County Recreation & Parks. Develop, design, and update Web site to publicize department programs and county parks. Diane Cary, 410-632-5656

**GRANT RESEARCH/WRITER**, Worcester County Recreation & Parks. Explore funding opportunities for enhancing parks and developing programs. Diane Cary, 410-632-5656

**TRANSPORTATION ASSISTANT**, Worcester County Public Works/Transportation Division. Perform varied tasks for at W.C. RIDE (bus system) office. Diane Cary, 410-632-5656.

**DESK CLERK**, Worcester County Administration. Greet visitors and provide information at entrance to Government Center. Diane Cary, 410-632-5656.

**INVENTORY CLERK**, Worcester County Recreation & Parks. Organize and inventory equipment at parks throughout the County. Diane Cary, 410-632-5656.

**OFFICE ASSISTANT**, Worcester County Recreation & Parks. Assist with preparation and distribution of brochures, plus various other tasks. Diane Cary, 410-632-5656.

**FIRE PREVENTION EDUCATOR**, Worcester County Fire Marshal. Provide information to the public at exhibits and other community events. Diane Cary, 410-362-5656.

**RECEPTIONIST**, Worcester County Public Works, Administration. General clerical support. Diane Cary, 410-362-5656.

\*\*To list a volunteer need in this column, contact ShoreCAN at:  
410-546-6015 (voice), 410-677-5012 (fax), or dkfarrow@salisbury.edu (e-mail).