

(Continued from inside)

ACTIVITIES HELPER, Wicomico Nursing Home. Assist residents going to and from activities, make room visits (read, play games, conversation). Mon.-Fri., 10 a.m.-5 p.m., Sat., 10 a.m.-3 p.m. Gail Lewis, 410-742-8896.

COORDINATOR/FACILITATOR, Wicomico Stroke Club. Assist with planning of bi-monthly meetings, social activities, recruitment of new members. Norma Cotter, 410-546-2894.

ACTIVITIES ASSISTANT, Worcester County Commission on Aging, Inc., Berlin Senior Center. Assist clients with arts & crafts, other activities. Mon.-Thur., 9 a.m.-noon. Diane Cary, 410-632-5656 or 0900.

BUS ASSISTANT, Worcester County Commission on Aging, Inc., Berlin Senior Center. Assist clients on/off buses while being transported to/from center. Assist with delivery of Meals on Wheels. Mon.-Thur., 8 a.m.-2:30 p.m. (especially Thur.). Diane Cary, 410-632-5656 or 0900.

DESK CLERK, Worcester County Commissioners. Man information desk in the new government center. Mon.-Fri., 9 a.m.-1 p.m. Diane Cary, 410-632-5656.

RECYCLING EDUCATOR, Worcester County Department of Public Works. Assist recycling coordinator by presenting recycling information to public at various community events. Distribute materials. Various hours. Diane Cary, 410-632-5656 or 0900.

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

CLERICAL/COMPUTER VOLUNTEER, Worcester County G.O.L.D. Creative computer services, clerical duties: letters, filing, updating mailing list & preparing mail merge. 8 hours/week. Debbie Cole, 410-677-6843. (Y 16).

RECEPTIONIST, Worcester County Public Works. Greet visitors, answer phones, file, type, general clerical duties as assigned. Mon.-Fri. between 7:30 a.m. and 4 p.m. Diane Cary, 410-632-5656 or 0090.

CONCESSION ASSISTANTS, Worcester County Recreation & Parks. Assist customers during adult softball, youth ponytail games and youth soccer throughout the county. May-November 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.

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, fliers, other materials. 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.

**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).

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Citizen Action Network SHORE CAN

JUNE 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

Phone: 410-546-6015

Fax: 410-677-5012

**E-Mail: bmkng@salisbury.edu
dkfarrow@salisbury.edu**

Office Hours:

8 a.m.-5 p.m., Mon.-Fri.

Network Update

Agency Partners 180

Service Partners..... 461

Media Partners..... 32

Total 673

Next Newsletter

Deadline June 28

Staff

Barry M. King
Interim Director

Debbie Farrow
Administrative Assistant

Cissy Sanders
Shore CAN Volunteer
Desktop Publisher

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POINTS OF LIGHT
FOUNDATION

Volunteer Management Tips

The following information is excerpted from the *Best Practices for Developing a Volunteer Program* manual, published by the Maryland Advisory Committee on Volunteerism. Portions of this manual are periodically shared with agency partners in an effort to address agency volunteer management needs. Copies of the complete manual are available at Shore CAN at no cost to agency partners.

In order to retain volunteers, an organization should understand a person's motivation to volunteer and be aware that personal motivations can change. It lists the three primary reasons for volunteer motivation:

- Power - a need to be independent or have control over a project,
- Achievement - to learn a new skill on a project,
- Affiliation - enjoy the social aspects of the work.

Ongoing communication with the volunteer provides insight to his/her motivation. Continued discussion with the volunteer may include shared developments in the project or organization, suggestions about the program or project, and what the volunteer likes about his/her work. Exceptional volunteers can be retained through promotion to more responsible positions.

A volunteer's efforts need to be recognized. Recognition of his/her time, energy or expertise makes a volunteer feel appreciated and valuable. Recognition facilitates retention. It should be personal and appropriate to the volunteer's motivation. An expression of thanks from the organization's director and/or board of directors may be suitable for the volunteer driven by power. A thank you from the paid staff may be fitting for the volunteer seeking achievement. A party may be right for the volunteer motivated by affiliation. Events in a volunteer's life may necessitate him/her to move on, prompting recognition.

National Volunteer Week in April is one time to recognize the efforts of the volunteers with your agency. Special awards and presentations may be made by local, state or national organizations. The Governor's Office on Service and Volunteerism can provide a list of volunteer award programs.

A Volunteer Performance Evaluation also provides the volunteer with additional recognition and gives the agency insight to the volunteer's motivations. Together, the volunteer program administrator, the volunteer's supervisor and the volunteer can gain feedback on the goals, training and effectiveness of the volunteer meeting the mission and vision of the agency. Performance evaluations should be the same for volunteers and paid staff and should include skill and accomplishment criteria such as: dependability, cooperation, effective communication, problem solving, completion of assigned tasks, met goals and objectives, and supported the mission and vision statements. Performance evaluations should be conducted at regular intervals and include staff feedback, self-evaluation and program records. This information should reinforce the volunteer's contributions, emphasize the volunteer's impact and focus on the volunteer's skills and accomplishments.

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)

JULY 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

HORSESHOE CRAB VOLUNTEERS, Maryland Coastal Bays Program. To participate in the state horseshoe crab-spawner survey. 1 hour/9 nights May–June, 6:30–11 p.m. Dave Wilson, 410-213-2297.

CONSUMER INFORMATION ASSISTANT, Worcester County Treasurer’s Office, Snow Hill. Assist with preparation and distribution of water quality statement. May 21–July 1. Diane Cary, 410-632-5656.

PAINTER, Worcester County Public Works/Water & Wastewater. Paint fire hydrants in Ocean Pines and Mystic Harbour service areas. Immediate opening. 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. Assist with maintaining and up-dating information, supplies, books and audiovisuals in Lending Library. Flexible hours, Mon.–Fri. 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, Mon.–Fri., 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-raising events 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. Mon.–Fri., 2-hour shifts; or 3-hour shift on Sat. Ake VanWagenberg, 410-546-4748.

CLERICAL/ACTIVITIES ASSISTANT, Big Brothers Big Sisters of the Lower Eastern Shore. To help with basic office duties to include answering phones, filing, faxing and help with bulk mailings. Also help out with special activities for the “Bigs” and “Littles”. Flexible: 12 hours/week. Karen Kondziola, 410-543-2447.

CANTEEN VOLUNTEERS, Deer’s Head Hospital Center. Duties: selling snack and gift items from the Canteen. Two hour commitment per week (canteen open 7 days/week 10 a.m.-4 p.m.). Ruth Ann Cadwallader, 410-543-4051.

DIETARY VOLUNTEER, Deer’s Head Hospital Center. Assist Dietary Department in preparing food, serving on the “front line”, etc. Hours: all days, especially weekends. Ruth Ann Cadwallader, 410-543-4051.

KIDNEY DIALYSIS VOLUNTEER, Deer’s Head Hospital Center. Duties: answering the phone and filing, also, someone to help “thin” files in preparation for permanent storage. Hours: Weekdays and Sat., 8 a.m.-3 p.m. Ruth Ann Cadwallader, 410-543-4051.

LABORATORY VOLUNTEER, Deer’s Head Hospital Center. Duties: filing, typing, answering the phone and paperwork as assigned. Hours: 1st & 3rd Wed. & Thurs., Mon. before the 1st Wed., last week of each month. Ruth Ann Cadwallader, 410-543-4051.

MEDICAL RECORDS VOLUNTEER, Deer’s Head Hospital Center. Duties: help preparing the hospital Newsletter, typing skills are necessary, but training on the computer will be provided. Hours: Mon.–Fri. times and dates vary. Ruth Ann Cadwallader, 410-543-4051.

SEWING ROOM VOLUNTEER, Deer’s Head Hospital Center. Duties: sewing for patients and craft items for sale in the Canteen. Hours: group meets on Tues. mornings. Ruth Ann Cadwallader, 410-543-4051.

VOLUNTEER BAKERS, Deer’s Head Hospital Center. Duties: deliver home-baked goods to the hospital for special occasions. Hours: volunteers will be called various times during the year for baked goods donations. Ruth Ann Cadwallader, 410-543-4051.

VOLUNTEER CHAPLAIN, Deer’s Head Hospital Center. Duties: visiting with patients one-on-one. Do not need to be ordained. Non-denominational. Training provided. Hours: three-hour commitment per month/visit. Ruth Ann Cadwallader, 410-543-4051.

VOLUNTEER DRIVERS, Disabled American Veteran chapter #34. Volunteer drivers are needed to drive veterans to Baltimore and Elsmere, VA medical centers. Vehicle, gasoline, tolls and a meal are provided. Sue Lennon, 410-742-6926 or Ray Wampler, 410-742-5480.

CONCESSION STAND VOLUNTEERS, Dove Pointe. Assist with concessions at the Shorebirds baseball games. Hours vary. Gloria Reddish, 410-341-4472 ext. 230.

POOL ASSISTANT, Easter Seals of Delaware & Maryland’s Eastern Shore. Assist stroke survivors in the pool. Tues., 11 a.m.-noon, Fri., 9:30–10:30 a.m. Norma Cotter, 410-546-2894.

WORKSHOP CONDUCTORS, Eastern Correctional Institution. Volunteers needed to facilitate Alternatives to Violence Project workshops for inmates in a medium security facility. Complete training is provided by experienced facilitators. Workshops are held weekdays for three full days once a month. Ideal for retired social workers. Jane Rollins, 410-651-9000 ext. 4353.

CANTEEN BOUTIQUE ASSISTANT, Holly Center. Inventory Material donations and assist with monthly set up and opening of the Canteen Boutique. Hours are flexible weekdays or on a monthly basis. Marlina Belote, 410-572-6204.

COMPUTER TECHNICIAN, Holly Center. Install software, troubleshooting, minor repairs and networking. Flexible hours, Mon.-Fri., 8 a.m.–4 p.m. Marlina Belote, 410-572-6204.

FRIENDLY VISITOR, Holly Center. Volunteers needed for social interaction—take individuals for walks, read stories, books or newspapers, and accompany individuals on community trips. Flexible hours, weekdays or weekends. Marlina Belote, 410-572-6204.

NEWSLETTER ASSISTANT, Holly Center. Xerox copies, collate, fold and label newsletters for mail distribution on quarterly basis. Months of March, June, September and December. Flexible hours. Marlina Belote, 410-572-6204.

DATA ENTRY VOLUNTEER, Holly Center. Clerical volunteers are needed who have experience in Excel and Access for data entry once or twice weekly. Flexible. Marlina Belote, 410-572-6204.

JUNIOR VOLUNTEERS needed at Holly Center for monthly activities. (Y8-16) Marlina Belote, 410-572-6204.

COMPUTER TECHNICIAN, Holly Community, Inc. Sort and test software. Flexible hours. Mon.-Fri., 8 a.m.–4 p.m. Rose Carey, 443-260-0822.

WEB SITE DEVELOPMENT, Holly Community Inc. Develop website. Flexible hours. Mon.-Fri., 8 a.m.–4: p.m. Rose Carey, 443-260-0822.

DATA BASE ENTRY, Holly Community, Inc. Enter, update, verify and retrieve computer data. Flexible hours. Mon.-Fri., 8 a.m.–4 p.m. Rose Carey, 443-260-0822.

SECRETARIAL/CLERICAL ASSISTANT, Holly Community, Inc. Type letters, provide general clerical assistance to program coordinator. Flexible hours. Mon.-Fri., 8 a.m.–4 p.m. Rose Carey, 443-260-0822.

MARKETING SPECIALIST, Holly Community, Inc. Develop marketing program. Flexible hours. Weekdays: 8 a.m.-4 p.m. Rose Carey, 443-260-0822.

JOURNALIST, Holly Community, Inc. Write articles and develop newsletter on a quarterly basis. Flexible hours. Mon.-Fri., 8 a.m.-4 p.m. Rose Carey, 443-260-0822.

SPECIAL EVENTS, Holly Community, Inc. Assist with coordination of special activities, fundraisers, etc. Flexible hours. Mon.-Fri., 8 a.m.-4 p.m. Rose Carey, 443-260-0822.

CASE MANAGEMENT, Holly Community, Inc. Assist with case management for loan programs. Flexible hours. Mond.-Fri., 8 a.m.-4 p.m. Rose Carey, 443-260-0822.

RECEPTIONIST, Holly Community, Inc. Greet visitors, answer phones, etc. Flexible hours. Mon.-Fri., 8 a.m.-4 p.m. Rose Carey, 443-260-0822.

PUBLIC RELATIONS SPECIALIST, Holly Community, Inc. Develop public relations program. Flexible hours. Mon.-Fri., 8 a.m.-4 p.m. Rose Carey, 443-260-0822.

INTERVIEWER, Joseph House Crisis Center. Meet one-on-one with clients to assist supervisor in determining the client’s financial needs and eligibility for services. Tues., Wed., Thur., 8:45-11:30 a.m. (flexible). Sister Patricia Lennon, 410-742-9590.

HOSPITALITY ROOM ASSISTANT, Joseph House Crisis Center. To assist (with another person) the needs of Hospitality Room which include clients need to work clothes, take a shower, eat lunch, rest, watch video, be advised, to be a presence to the clients. Mon.-Fri., 9 a.m.-3 p.m. (flexible). Sister Patricia Lennon, 410-742-9590.

PANTRY HELPER, Joseph House Crisis Center. To distribute food – bagged groceries to needy families. Tues., Wed., Thur., 8:30–11:30 a.m. (flexible). Sister Patricia Lennon, 410-742-9590.

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. Mon.–Fri., June 17–August 23, 9 a.m.–4 p.m. Judy Hunt-Harris, 410-749-0101 ext. 118.

DELIVERY VOLUNTEERS, The *Manna*. Drop off newspapers once each month at business in Dover, Fruitland, Kent Island, Ocean City, Rehoboth, St. Michaels and Salisbury. Various hours. Robert Walter, 410-641-3953.

FRONT DESK ASSISTANT, Mid-Shore Family YMCA (Salisbury). Assist front desk stuff. Greet members, answer phones, etc.. Flexible hours, Mon.-Sun. Judy Hunt-Harris, 410-749-0101 ext. 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 water safety skills. Days and hours to coincide with swim lessons, Mon.–Sat., days and nights. Judy Hunt-Harris, 410-749-0101 ext.118.

YMCA FAMILY FRIEND, Mid-Shore Family YMCA (Salisbury). Accompany/sit/walk and adult YMCA member while adult caregiver member exercises. 2 hours weekly, flexible hours. Judy Hunt-Harris, 410-749-0101 ext. 118.

MUSEUM DOCENT, Mt. Zion One Room School House. Greeting visitors and showing interesting things in the museum. Tues.–Sat., 1–4 p.m., Mid June until Labor Day. Ruth Timmons, 410-632-0669

FRONT DESK GREETER, NASA Wallops Visitor Center. Greet visitors, show movies, make announcements about up coming programs. Flexible hours. DeAnna Shreves, 1-757-824-1148.

SPORTS ASSISTANTS, Ocean City Recreation & Parks Department. Volunteers to assist with spring & summer programs in Tee Ball, Rookie League Baseball, O. C. Baseball, Ponytail Softball, Sport Camps. Mon.–Fri., 5:30–8:30 p.m. Al “Hondo” Handy, 410-250-0125.

VOLUNTEER CONSUMER COMPLAINT MEDIATOR, Office of the Attorney General, Consumer Protection Division. Receive training in conflict resolution & mediation skills. Learn about MD, local & federal consumer laws. Handle telephone hotline inquiries. Mediate written consumer complaints filed with our office. Advise consumers of their rights & responsibilities. Mon.–Fri., 8:30 a.m.–4:30 p.m., 10 hrs/wk, 6 month commitment, minimum. Kathryn Bliven, 410-543-6620.

RECREATIONAL YOUTH VOLUNTEERS, Pittsville Youth Center. Volunteers to help work with youth sports: indoor soccer, basketball, volleyball, etc. Tues., Wed., Thurs. 5-8 p.m. Valerie Wagner 410-835-8500 (after 4 p.m.) or Kara Burman 410-548-4900 ext. 113.

OCEAN CITY OUTREACH, Planned Parenthood of Maryland. Distribute services materials to businesses/organizations in Ocean City. Very flexible hours. Training, materials and mileage reimbursement provided. Cissy Sanders, 410-860-4788.

DISASTER ACTION TEAM VOLUNTEERS, Red Cross Lower Shore Chapter. Respond to local disasters, mostly house fires and provide Red Cross assistance. Day and evening times. Training provided. Troy McCabe, 410-749-5331.

ARMED FORCES EMERGENCY SERVICES CASEWORKERS, Red Cross Lower Shore Chapter. Process emergency military messages. All work done over the phone. Training provided. Must have phone. Evenings and weekends for one week. Troy McCabe, 410-749-5331.

EDUCATION VOLUNTEERS, Salisbury Zoo. Conduct Zoo tours, staff ZooDiscovery Stations, Interpretation in Visitor Center. Flexible hours. Training is conducted in March, June and September. (Y14) Carrie Samis, 410-546-3440.

WAREHOUSE VOLUNTEERS, The Salvation Army Thrift Stores. Volunteers needed to sort clothing goods. Flexible hours. Bob Brown, 410-749-7771.

THRIFT STORE VOLUNTEER, Seton Center. Volunteers needed to assist in the thrift store. Tues. and Thur. Flexible hours. 9 a.m.–5 p.m. (Y17) Dan Harris, 410-651-9608.

TEEN TECH KIDS, Wicomico County Free Library. Generate projects for the library and the community. Days, hours and location vary. (Y – 11). Joanna Weaver, 410-749-3612 ext. 55.
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