

Orientation Checklist for Supervisors of Management Volunteers

Orientation is a critical component of any volunteer delivery system. Orientation for management volunteers is no exception. The orientation process should provide a specific set of learning experiences tailored to the position. Orientation should provide a sound knowledge of the organization and should prepare the volunteer to begin the role for which he/she was selected. Marlene Wilson in *Managing Effective Volunteer Programs* suggests the following specific items be included in volunteer orientation: (1) the volunteer should be familiarized with the organization's mission, vision, values, philosophy, objectives, and staffing patterns; (2) the volunteer should be familiar with specific expectation and responsibilities of the management volunteer position; (3) the volunteer administrator should plan for future training needs for the volunteer; and (4) the volunteer should be oriented to the specific management position description.

1. The management volunteer's relationship within the particular program unit:

- a. Explain statewide program issues
- b. Discuss mission, purpose and scope of program unit
- c. Explain the responsibilities of the program committee
- d. Share organizational chart
- e. Describe types of volunteers involved in program
- f. Give a brief history of the program
- g. Explaining the various 4-H delivery modes in the county
- h. Provide a glossary of terms

2. The management volunteer's position responsibilities:

- a. Give volunteer current role description
- b. Discuss individual duties and responsibilities
- c. Provide detailed instruction, if applicable
- d. Indicate availability of resources and other help when needed
- e. Provide learning aids and procedural manuals
- f. Explain procedures for obtaining and caring for property
- g. Explain relationships to other agencies
- h. Stress security of confidential information and public trust
- i. Use Volunteer Role Agreement if you find it helpful. Adjust responsibilities to the individual situation, using the Volunteer Role Agreement.

3. Skill Assessment:

- a. What other training or experience have you had that prepare you for these tasks?
- b. What skills do you **already** have?
- c. What skills do you need or feel would be helpful to be effective and satisfied?
- d. What barriers exist in your functioning in this role? What resources do you need to function?



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4. The relationship of the management volunteer's work to that of others:
 - a. Tell the volunteer who his/her supervisor is and who reports to the volunteer
 - b. Discuss the responsibilities and rights in volunteer relationships
5. The physical layout and available facilities:
 - a. Show volunteer own work area
 - b. Show volunteer classrooms, elevators, rest rooms, water fountain, etc.
 - c. Discuss eating facilities, coffee machines, etc.
6. Other staff:
 - a. Tell other staff the new management volunteers's position
 - b. Briefly mention duties of each person introduced to volunteer
7. Office management and operations:
 - a. Explain office procedures
 - b. Discuss practices, procedures and policies
 - c. Explain any unusual working conditions, hazards, etc.
8. Volunteer benefits:
 - a. Discuss liability and other insurance coverage
 - b. Explain travel regulations, reimbursement and procedures
9. Training programs available:
 - a. Explain in-service education and training
 - b. Indicate policies regarding other staff development opportunities (e.g., discounts for classes and workshops)
 - c. Discuss the future goals with volunteer
10. Ground rules for staff operations and performance.

Reprinted from *Green TAXI Trainer's Guide, Orientation Checklist for Supervisors of Management Volunteers*, with permission of National 4-H Council.



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