

ISOTURE Model of Volunteer Administration and Development

In 4-H Youth Development, creating and maintaining a volunteer delivery system is critical to the success for 4-H program delivery. A **volunteer delivery system** is a unified, orderly process for coordinating and overseeing the work of volunteers and their partnership with staff at all levels of the county program. It is a comprehensive system that develops the processes to put all aspects of staffing together. **Volunteer development** engages individuals in an ongoing educational process, designed to build capacities for service roles. **Volunteer management** is the utilization of volunteers to achieve organizational goals by individuals who manage programs, resources and inputs. **Volunteer coordination** is engaging volunteers and organizing volunteer efforts to accomplish desired goals. This model is the basis for the **Volunteerism for the Next Generation Fact Sheets (VNG)**.

A 4-H Youth Development volunteer offers his/her time, talent and/or resources to 4-H Youth Development educational program without monetary expectation. It is a privilege to serve as a volunteer for the 4-H Youth Development program.

The ISOTURE model of volunteer administration and development was developed by Dr. Robert Nolan, Professor of Adult Education at North Carolina State University in 1969. It was adapted by Dr. V. Milton Boyce, Program Leader for 4-H Youth Development, Extension Service, USDA in 1971 and introduced to County and Area 4-H Agents to be used in local 4-H Youth Development programs.

I - Identification: The process of finding people who have the competence and attitudes essential to fill specific leadership positions. This includes the identification of county 4-H program needs and the volunteer roles to meet those needs, targeted recruiting for volunteers, identifying potential volunteers, and completion of a volunteer application.

S - Selection: The process of studying the backgrounds of prospective volunteers identified and motivating them to fill selected positions. This includes screening potential volunteers, reference checks, interviews, and matching volunteers to needed roles.

O - Orientation: The process of orienting volunteers to the expectations of the 4-H youth development program and their volunteer role. This includes new volunteer training and support.

T - Training: The process of stimulating and preparing volunteers to acquire knowledge and to develop attitudes and skills necessary to enable them to be successful in their volunteer roles. This includes ongoing training through a variety of delivery methods.

U - Utilization: The process of providing the opportunity for volunteers to put acquired knowledge and skills into action in the most appropriate way to function in a supportive environment. This includes support for volunteers to actively carry out responsibilities and to provide opportunities for mentoring from other volunteers and paid staff.



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R - Recognition: The process of recognizing and rewarding volunteers for their contribution and performance. This includes ongoing recognition through formal and non formal methods.

E - Evaluation: The process of determining how well volunteers are doing in their role, providing useful feedback, assisting volunteers in achieving personal goals, and learning from the volunteers strategies to improve their role and the organization. This includes evaluation to create, adapt and expand organizational volunteer delivery systems.

Written by Sue Pleskac, Professor - Youth Development, 4-H Volunteer Leadership Specialist – University of Wisconsin – Extension.

References:

Boyce, M.V. (1971). *A Systematic Approach to Leadership Development*. Washington D.C.; USDA, Extension Service. (ERIC Document Reproduction Service No. ED 065 763)

Dolan, R.J. (1969). *The Leadership Development Process in Complex Organizations*. Raleigh: North Carolina State University.



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