

VISTA Assignment Description (VAD)

Title: Shelter House Volunteer Management VISTA FY20

Sponsoring Organization: Shelter House Community Shelter and Transition Services

Project Name: Shelter House Community Shelter and Transition Services

Project Number: 18VSNIA002

Project Period: 05/26/2019 - 07/18/2020

Site Name (if applicable): Shelter House

Focus Area(s)

Primary: Economic Opportunity

Secondary:

VISTA Assignment Objectives and Member Activities

Goal of the Project: The Volunteer Management VISTA will support the recruitment, development & management of Shelter House volunteers to further establish the sustainability of our volunteer program with the goal of hiring a FT or PT Volunteer Coordinator. Initiatives intended for this position are to: Develop & formalize existing Shelter House Drop-In Center Services & partnerships. Create an efficient method to accurately document said service interactions. Position requires volunteer management to support the services. Explore opportunities to implement coordinated entry services at another partner agency - explore extent of the need & analysis of cost. Explore volunteer opportunities to support Development team & events.

Objective of the Assignment (*Period of Performance: First Quarter & Second Quarter*)

Recruit, train, and support volunteers to build volunteer capacity assist in the delivery of daily outreach services to Shelter House clients.

Member Activity: Become familiar with current activities such as the nursing clinic, health education sessions, Permanent Supportive Housing, 1:1 counseling, group counseling, drop-in services, and other one-time and on-going volunteer opportunities.

Member Activity: Develop a targeted recruitment plan.

Member Activity: Determine gaps in services or gaps in knowledge among specialized volunteers.

Member Activity: Create dated and measurable plan to recruit and retain needed volunteers.

Member Activity: Create lists of businesses and organizations with volunteer opportunities (including contacts) to facilitate future volunteer solicitation.

Member Activity: Create protocols and programs to maximize volunteer retention

Member Activity: Organize and lead volunteer recognition efforts, including a volunteer appreciation event during National Volunteer Week in April and finding nominees for the Governor's Volunteer Award.

Objective of the Assignment (*Period of Performance: Quarter Two & Quarter Three*)

Evaluate current shelter and outreach services to more fully meet the needs of prospective clients and recruit/train volunteers to build capacity in the intake/coordinated entry process to streamline access to shelter and support services for people experiencing homelessness.

Member Activity: Become familiar with current drop-in services and coordinated entry the process for accessing services, and data collection regarding these services.

Member Activity: Recruit volunteers to specifically support coordinated entry—which makes the process for accessing shelter quick and efficient and available 24 hours per day.

Member Activity: Develop a plan to improve drop-in services, including finding possible improvements on current outcome tracking measures. a. Monitor and report on outcomes.

Member Activity: Assist in improving the donation process; how donations are tracked coming in and out, and the organization process. a. Determine gaps in this process and ways to improve them.

Objective of the Assignment (*Period of Performance: Quarter Three & Quarter Four*)

Develop ongoing capacity in the Development/Fundraising department by recruiting individuals and groups to promote execution of fundraising events.

Member Activity: Identify the gaps in coverage and capacity needed for executing planned fundraising events.a. Recruit and coordinate volunteers to provide support on these identified events while working with the team of development staff.

Objective of the Assignment (*Period of Performance: Quarter One & Quarter Two*)

Coordinate VISTA Days of Service, designated VISTA events, and other service projects among the Shelter House VISTA team, volunteers, staff, and clients.

Member Activity: Work with the Corporation for National & Community Service (CNCS) AmeriCorps VISTA program to develop service opportunities for nationally recognized days of service.

Member Activity: Help recruit and coordinate volunteers.

Member Activity: Coordinate the events using a collaborative approach with the VISTA team.

Member Activity: Assist with acquiring donations, reserving facilities, and advertising the event.

Member Activity: Engage Shelter House VISTAs, staff, and other community members to participate.

Member Activity: Coordinate other VISTA program projects or required events as they arise throughout the service year.

Member Activity: Coordinate the collection of outcomes and impact summaries from these events. Disseminate the outcomes or stories from these events as applicable.

Member Activity: Ensure photographs or other relevant documentation is gathered as appropriate, to be used to inform stakeholders about the impact or results of the events.