ASSOCIATION FOR ADMINISTRATION OF VOLUNTEER SERVICES

Proposed:

A Performance-Based Assessment Program
for
Certification
in
Volunteer Administration

The skills necessary to perform jobs in volunteer administration have been divided into 4 categories. Those categories are:

Program Planning and Organization
Staffing and Directing
Controlling
Agency, Community and Professional Relations

Each category has been further subdivided in a number of competency statements reflecting the knowledge or skill areas necessary to perform each service.

As the membership of the Association for Administration of Volunteer Services, you are requested to carefully review each of these four categories and the accompanying competencies. This structure, as proposed, will form the basis of the new Certification program. This structure has been developed as a result of extensive research in the field of management, volunteer administration, competency-based education, practices in professional certification, and a survey of the members of the AAVS Certification Committee and Board of Directors.

Before this new plan is fully implemented, it will be pilot tested by a group of AAVS members under the direction of the Certification Committee. Attempts will be made to secure outside funding to further refine and develop the program.

For a person to qualify as Certified under this proposed plan, they will be required to develop a portfolio documenting that they have achieved 80% of the identified competencies. An extensive list of performances have been identified that will serve to guide the applicant in documenting skills. These same performance criteria will serve as the guide for the reviewer's rating of each applicant. The performance criteria are not

included in this material. They are excluded because they
are subject to revision during the pilot stage of the program.
Furthermore, they need to be flexible to meet the changing
needs in the field and the unique demands of each position.

You are requested to:

1. Review the categories and competencies. Do these
   categories reflect the essential demands of your
   position, and other positions in the field as you
   know them? What changes, additions or deletions
   would you make? (Please be specific in your
   suggestions). An attempt has been made to identify
   the major areas that we have in common.

2. Come and listen ... to further details about how
   this program, as proposed, will be implemented
   and evaluated and make suggestions ... you will be
   informed of the time and place for these discussions
   at the annual meeting.

3. Vote on the acceptance of this new proposed plan.
   The vote of acceptance will be conditional upon a
   pilot test of the program to further refine and
   develop the system. If the plan is accepted, and
   the pilot test proves to be successful, the new
   system should take effect either in the fall of
   1980 or January of 1981. If the pilot test does
   not prove to be successful, or other problems arise,
   the membership will be so informed at the 1980 annual
   meeting.

Performance - Based Assessment Program

for

Certification

of

Volunteer Administrators

Functional Areas	Competencies

I. PROGRAM PLANNING AND ORGANIZATION

Program Planning and Organization requires that the volunteer administrator CAN:

This is the most basic task in volunteer administration. It involves the development of program goals consistent with the aims of the organization, the selection of objectives and alternative methods to reach those objectives. Effective planning and organization establishes the "map" that allows for the continuous operation of the program.

I.A. demonstrate knowledge of the agency/organization including its mission/purpose, its structure and the policies or regulations that effect its operation.

I.B. demonstrate the capability to engage in planning activities, armed with adequate information about the community and the agency/organization, to set the course of action for the volunteer program through goals, objectives and action plans.

I.C. make decisions.

I.D. establish structures and procedures to enable the smooth operation of the program.

I.E. assign the activities necessary to accomplish the goals and objectives of the program through effective delegation and coordination.

Functional Areas	Competencies

II. STAFFING AND DIRECTING

Selecting persons to do the jobs that need to be done <u>and</u> enabling their performance are staffing and directing responsibilities. This requires the design of job positions, the selection of personnel (both paid and volunteer), developing persons to do the jobs, guiding their performance and recognition for the services performed. Planning and organization is the pre-paration of the program to meet its goals. Staffing and directing is the actual implementation of the goals.

The Staffing and Directing function requires that the volunteer administrator CAN:

II.A. demonstrate knowledge and expertise in planning and conducting successful volunteer recruitment.

II.B. demonstrate knowledge and capability in selecting appropriate persons to fill positions.

II.C. demonstrate knowledge of the development needs of personnel* to assume or acquire new positions and assure that these needs are addressed.

II.D. demonstrate the ability to motivate, communicate with and lead volunteers and paid staff.

II.E. recognize the accomplishments of personnel.

II.F. facilitate the transition of volunteers away from the program as needed.

* "personnel" refers to paid and nonpaid (or volunteer) staff working with the volunteer administrator.

III. CONTROLLING

This is the process of monitoring and evaluating the program to determine if events and activities have conformed to plans and produced the desired results. Documenting results and revising plans based on evaluation outcomes is part of the controlling process.

The Controlling function requires that the volunteer administrator CAN:

III.A. demonstrate the ability to evaluate total program results.

III.B. demonstrate the ability to document program results and to apply this information in future planning activities.

Functional Areas	Competencies

IV. AGENCY, COMMUNITY AND PROFESSIONAL RELATIONS

Volunteer programs exist within the larger context of the agency/organization, the surrounding community and the professional field of volunteer administration. Maintaining working relationship in all of these areas is vital for successful program administration and the personal career development of the volunteer administrator.

The Agency, Community and Professional Relations function requires that the volunteer administrator CAN:

IV.A. demonstrate the ability to work effectively with many different "types" of people.

IV.B. demonstrate a knowledge of group process and the ability to work with, and as a member of groups.

IV.C. demonstrate knowledge of social organizations, and dynamics of change.

IV.D. demonstrate knowledge of external regulations affecting volunteerism.

IV.E. demonstrate knowledge of the history and philosophy of voluntary action and trends effecting contemporary volunteerism.

IV.F. demonstrate knowledge of the profession of volunteer administration.