

Wisconsin Volunteer Coordinators Association

CHRISTINE BEATTY

Christine Beatty is the Director of the Madison (WI) Senior Center, a municipal facility, serving 8,000 senior adults annually. She administers \$650,000 in senior social service grants for the benefit of City senior residents. She has also worked in non-profit organizations, delivering senior services, for over 37 years. She is a former NISC Chairperson and was awarded their 'Founders Award' in 2007. A Director on the Board of NCOA, she was elected Convener of the NCOA Leadership Council and honored with their "2011 Geneva Matheson Award".

Christine and her husband provided care in their home for his father, who was diagnosed with dementia, for 11 years. She is a national trainer and peer reviewer and keynote speaker on senior centers, change, volunteerism, care giving, and aging issues.

PRESENTATION NOTES: "The Promise of Self-directed Volunteer Teams"

"Success is not getting someone on board; success is keeping them on board in fulfilling effective service."
Sue Vineyard

"Some nonprofits have replaced the old model, in which a PAID manager had volunteers stuffing envelopes, with a VOLUNTEER manager who has paid help to handle mail." TIME Magazine 2006

"It is critical that the volunteer leaders actually create a compelling vision that takes people to a new place and keeps that fire, by holding the vision in mind" Warren Bennis, Leaders: Strategy for Taking Charge

"Trust is making oneself vulnerable to others whose subsequent behavior we cannot control." Kouzes & Posner, The Leadership Challenge.

Retention rates in professional or management volunteer roles is 75%, compared to 55% in general

Civic Engagement: Individual or collective actions to identify and address issues for the public good AND a continuum of community service options from unpaid charitable work (volunteering) to stipend service to full-time paid work.

Basics of Volunteer Administration: Recruitment and Enrollment Strategies; Staff and Administration Support; Identified Projects or Opportunities; Appropriate Resources; Assessment and Evaluation; Recognition and Rewards; Training and Orientation

Expectations of the Boomers: Administrative Excellence; Organizational Identification; Opportunities for Learning; Relationships with Others; Clear Roles and Parameters; Responsibilities Commensurate to Individual's Skills, Knowledge, and Abilities; Acknowledgement and Support

Management Techniques: Share Organizational Vision/Mission; Define Projects with Clear Responsibilities; Delegation with Authority and Resources; Link to Trained Staff and to Organization; Increasing Responsibilities, Career Ladders; Jointly Identify Due Dates and Deliverables; Support Change and Innovation; Relational Management: (*Flexible, Focused, Fast and Friendly*)

Supervisory Techniques: Assess Experience and SKA of 'candidates'; Recruit to Team and Leadership Positions; Provide Parameters and Institutional Knowledge; Mentoring / Coaching / Training; Solve Problems and Provide Connections; Assess, Evaluate, Manage Deliverables; Acknowledgement and Support

Trends for 'Consumer' Volunteers (Bruce Glasrud, Nonprofit World, 2007)

New non-traditional positions; Negotiated and contracted approaches, Casual, episodic and occasional projects; Want to impact cause, situational; Mission-minded, not organizational oriented; Believers and innovators; Virtual and computerized connections

FOR ADDITIONAL THINKING AND/OR DISCUSSION

Improving Your Volunteer Program

- Volunteer Program Area to Improve?
- What Action(s) Could Transform It?
- With Whom Will You Work?
- How Will You Know Success?

Boomer Expectations

- Which boomer expectation is your agency currently meeting? How?
- Which boomer expectation is a stretch for your agency?
- What might you do to meet that expectation?

Agency Projects for Self-directed Volunteer Teams

- What projects have specific, clearly defined and attainable outcomes?
- Support not currently available for this necessary and important organizational or community project?
- Is it designed to tap a range of SKA with clearly defined start and end points AND of 6-8 months duration?

RESOURCES

Civic Ventures. www.civicventures.org Books by Marc Freedman

Ellis Susan J. & McCurley, Steve. www.e-volunteerism.com and www.energizeinc.org.

Independent Sector. Giving and Volunteering in the United States Reports. www.independentsector.org

NCOA RespectAbility Reports on "Promising Practices and Initiatives". www.ncoa.org

Points of Light Foundation. www.pointsoflight.org. Resources

Vineyard, Sue. Publications, Heritage Arts Pub. www.volunteertoday.com

U.S.Census Bureau, www.census.gov/population/www/socdemo/age.html

Temple University, Philadelphia, PA, Center for Intergenerational Learning.

www.volunteeringinamerica.gov and <http://nationalserviceresources.org/via2008>

National Association of Area Agencies on Aging (n4a): POWER-UP Training Program for Self-directed Volunteer Teams

www.agingnetworkvolunteercollaborative.org _Also: www.powerupvolunteers.org

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