

Apply Now to Become a CVM Professional!

 **Certified
Volunteer
Manager**



Intensive Program
October 10-13, 2017

PROGRAM OVERVIEW

-  Sponsored by the Arkansas Public Administration Consortium, the Certified Volunteer Manager Intensive Program is designed for volunteer managers who are committed to professional growth. The primary intended audiences are nonprofit or public sector managers, coordinator, or directors of volunteers.
-  Two years of volunteer management experience is preferred as a prerequisite to the program.
-  Upon successful completion of the program requirements, participants will be recognized at APAC's annual Graduation Ceremony scheduled for May 2018.

PROGRAM REQUIREMENTS

-  There are multiple required elements of the intensive program including:
 - Four-day intensive workshop
 - Pre and post workshop assignments
 - Submission of a Capstone

About the Four-day Intensive Workshop – October 10-13, 2017

The core of the CVM Intensive Program is a four-day workshop which starts October 10 and ends October 13 and will be held at the Winthrop Rockefeller Institute.

Participants will have a full schedule of learning that includes topics such as:

- Recruitment and Retention Strategies
- Social trends that impact volunteer program development
- Principles of volunteer screening, placing, training and supervising
- Program evaluation, development of performance outcomes
- Leadership, Building internal support for the volunteer program
- Creating strong staff and volunteer partnerships

Enrollment is VERY limited.

Application Deadline – September 1, 2017

For more information: ualr.edu/publicaffairs/apac
Or call (501) 569-3436



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Little Rock, AR 72204
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About APAC

The Arkansas Public Administration Consortium (APAC) is dedicated to improving the quality of public services in Arkansas through public administration education and management training opportunities for public and nonprofit organizations.

APAC is a collaborative program of the University of Arkansas at Little Rock, the University of Arkansas, and Arkansas State University. APAC is a training institute, an internship program, a consultation service, and host to four professional certification programs. A board comprised of the MPA coordinators from the consortium universities governs APAC.

APAC Programs:

- Certified Public Manager (CPM) Program
- Certified Volunteer Manager (CVM) program
- Masters of Public Administration (MPA) Internship Program
- Certified Planning and Zoning Official (CARPO) Local Government

APAC Staff:

- Biranda Lumpkin, CPM Program Manager
- Lisa Crittenden, Office Manager

About the Certified Volunteer Manager Program

In 1986, working collaboratively with Arkansas Division of Community Service and Nonprofit Support (DCSNS), the Arkansas Public Administration Consortium (APAC) established CVM as the first program in the nation to offer a certificate in volunteer management.

“The partnership that established CVM in 1986 was a ‘golden triangle coalition’ between the volunteer sector (AVCA/United Way of Pulaski County), government sector (DCSNS/APAC) and the business sector (Beverly Enterprises). The importance of this partnership was to bring different resources to the table to make it work with limited resources.” - Billie Ann Myers, former director of the Arkansas Division of Volunteerism.

APAC’s *nationally recognized* Certified Volunteer Manager program fosters professional excellence in volunteer management and is designed for administrators, directors, managers and coordinators of volunteers and volunteer programs.

Since the first graduating class in 1987, more than 600 participants have graduated from the CVM program.

Program Completion Requirements

Participants will earn the Certified Volunteer Manager (CVM) certification upon completion of the following:

- Four-day intensive workshop
- Pre and post workshop assignments
- Submission of a program capstone assignment

Two years of volunteer management experience is preferred as a prerequisite to the program.

Program Schedule & Location

Dates: October 10 – October 13, 2017

Location: **Winthrop Rockefeller Institute**
Petit Jean Mountain
1 Rockefeller Drive
Morrilton, AR 72110
www.rockefellerinstitute.org

Schedule: **Tuesday**
Welcome & Orientation
Workshop Session
Check into rooms ***Exact time to be determined*
Dinner and Learning Activity

Wednesday & Thursday
Breakfast
Workshop Session
Lunch
Workshop Session
Afternoon Break
Dinner and Learning Activity

Friday
Breakfast
Workshop Session
Lunch
Discussion of post-workshop assignments
Adjourned by 2:00 pm

Program Fee

- The program fee is \$1200.00 and includes lodging, meals, and training materials.
- By enrolling in the CVM program, you are making a financial commitment to pay the training fee associated with the training. Although APAC invoices the participant's agency, responsibility for payment remains with the participant.
- If accepted, full payment is due to APAC by September 29, 2017.

Pre-workshop Assignments & Materials

Each participant receives a three-ring binder with course materials at the first workshop session. Materials are added as participants move through each session. Instructors may require outside assignments in preparation for discussion during the course. These assignments could include a brief narrative, reading material (provided), questionnaire or case study.

Evaluations

Participants will complete evaluations at the end of each workshop session. These evaluations, that assess the effectiveness of course/curriculum and instructor, are important in determining if the course is meeting the needs of the participants.

Cell Phones

Cell phones tend to distract from the business at hand. If there is a real need for a participant to have their phones turned on, they must be on silent mode to keep from affecting others. Participants should consider CVM as a welcomed reprieve from the hectic stress of the office – a time to absorb, enjoy and network with colleagues.

Apparel

Dress is business casual. The most common consideration is possible temperature fluctuation in the training room – be prepared by bringing a jacket or sweater just in case.

Reminders

Participants will receive reminder notices regarding attendance at the workshop as well as assignment deadlines. These notices, generally transmitted electronically, reconfirm the dates, times, and location, as well as any other important information. Participants should contact the CVM Program Coordinator if they have not received reminder notices or have questions about program requirements.

Information and Updates

In order to remain informed, please check email frequently. The use of email may be the sole method for disseminating blanket information. If you change your phone number, email address, or employer please let us know so that we may keep you informed about any changes or events.

Inclement Weather Policy

APAC follows the University of Arkansas at Little Rock's cancellation policy. In the event a workshop session is cancelled due to inclement weather, a makeup session will be scheduled. When the University is closed due to inclement weather or other circumstances, all classes, day and night, on and off campus will be cancelled. This includes APAC classes. All radio and television stations in central Arkansas will be notified through the office of Communications when the University is closed. To be certain, check the UALR website ualr.edu. It will be posted on the main page if the university is closed. All efforts will be made to contact CVM participants should a session require cancellation.

Attendance Policy

Participants in the Certified Volunteer Manager program are expected to comply with the following attendance policy:

- CVM participants are expected to satisfactorily complete all program requirements including the four-day intensive workshop as well as all pre and post workshop assignments in order to meet certification requirements and graduate with the CVM designation.

About the Self-Assessment

The Self-Assessment Checklist is designed to assess a participant's performance in a variety of competency areas. The comprehensive Checklist was developed by the former Association of Volunteer Administration (AVA) to reflect all possible competencies necessary for satisfactory performance in volunteer management.

Administered prior to the Intensive Workshop, the assessment gives the participant a clear picture of the skill areas in which he/she is most effective and those areas in which he/she should focus on strengthening. It establishes a map for future professional development planning.

About the CVM Project Proposal Capstone

Each participant in the program is required to submit a project proposal in order to obtain the Certified Volunteer Manager designation. Upon acceptance into the program, participants will receive the *CVM Proposal Guidelines* document.

The project plan has a three-fold purpose:

1. Give you the opportunity to apply the information you have gained from CVM
2. Provide you with an occasion to discipline your professional knowledge—gained both from experience and your recent CVM training—and direct it to the improvement of programs or services for which you are responsible;
3. Bring to the attention of your superiors the needs of the volunteer program, or organization/agency, and your proposal for resolution.
4. The final document should propose real action with real consequences.

Focus of the Project Proposal

The main thrust of the project proposal is to **recommend** a course of action which, in your opinion, will serve to improve your organization. The scope of your proposal can be narrow, such as one specific project, or wide, such as a series of projects which, when taken as a whole, represent a section improvement plan.

Submitting the Project Plan

The project plan must be submitted to your supervisor for review. Your supervisor's signature is required on the document to ensure that he/she has *considered* your proposal. This signature is required at the start of the drafting process, when you submit your first draft for review and on each draft thereafter. This is to ensure that both the participant and supervisor are on the same page about the proposal and to avoid any misunderstandings.

Elements of the Project Proposal

Your project proposal must address **all** of the following elements:

- Cover Page
- Introduction
- Statement of the Problem
- Description of the Project
- Anticipated Project Benefits
- Estimated Cost of the Project
- Project Time Frame
- Extent of Cooperation Required
- Evaluation



CVM Program Application Form

Application deadline: September 1, 2017

Applicant Name: _____ **Title:** _____

Organization _____

Organization Address: _____ City, State, Zip: _____

Office Phone: _____ Fax: _____ Personal Phone: _____

E-Mail (required): _____

How did you hear about the CVM program? _____

Supervisor: _____ **Title:** _____

Address: _____

Supervisor City, State, Zip: _____

Office Phone: _____ Fax: _____ E-Mail: _____

Please send my invoice to: _____

As attachments to this application form, please answer the following:

I. Experience

- A. How many years of volunteer management experience do you have and in what positions?
(Please include paid and non-paid positions in which you directly supervised the work of volunteers or a volunteer project or program.)
- B. How many years of experience do you have as a volunteer and for what organizations?
- C. Please include a brief description of the organization where you are currently working and your job responsibilities.
- D. Please include your resume.

II. In approximately 200 words, address the following:

- A. The role of the volunteer manager and your philosophy of volunteerism
- B. Why you wish to participate in the CVM program and what you expect to learn
- C. What you expect to accomplish in your career with the CVM certificate

III. Members of the CVM Advisory Committee and representatives from APAC will review this application.

Signatures:

Applicant _____ Date _____

I have reviewed this completed application, and I approve and support the candidacy of this applicant.

Supervisor _____ Date _____

Please submit complete application to:

APAC
 UALR Ross Hall 624
 2801 S. University
 Little Rock, AR 72204
 Phone: (501) 569-3436
ualr.edu/publicaffairs/apac
 Email: lacrittenden@ualr.edu

CVM Attendance Policy: CVM participants are expected to satisfactorily complete all program requirements including the four-day intensive workshop as well as all pre and post workshop assignments in order to meet certification requirements and graduate with the CVM designation. If a participant must miss a session due to work-related crisis or personal emergency, he/she must make up this session. Additional absences can jeopardize the participant's opportunity to graduate.

Code of Ethics and Professionalism

I, _____ the undersigned agree that:

- Participation in this unique program is a privilege, not an entitlement.
- I voluntarily choose to be part of this program.
- I represent the brightest and best from my organization. It is up to me to make sure that I am deserving of the privilege and, as a result, my actions will reflect my professionalism.

Personal Responsibilities:

- I will, to the best of my abilities, complete my assignments, pay attention and participate in a positive manner. I will be certain to keep down distractions and sidebar conversations to ensure everyone can focus on learning.
- I will adhere to the attendance requirements for this program. This means I will make every effort to remain in class for the full session and sign-in on the attendance sheet regularly.
- I will communicate progress difficulties with my site manager and take advantage of available resources. However, my success or failure in this program is my own responsibility.
- I have a duty to represent my organization in a positive manner. As such, I will learn whatever I can from all classes and bring back this insight to improve my organization.
- I will conduct myself in an ethical manner.
- I will ensure that all work completed for the program is of my own effort. I will not plagiarize/copy another students' work.
- I am here to learn, and my attitude will make the difference in my success and that of the program.
- In return, I will have the privilege of participating in a unique educational opportunity that offers a well-respected credential upon completion of the program.
- I will enjoy the journey and assist others in making their own journey successful.

Classroom Responsibilities:

- Because I may have vast experience or someone mentored me well, I may know more than some of the instructors on some topics. If circumstances arise, I may use my knowledge to support my instructor and mentor others in the class so we can all benefit.
- Everyone is entitled to an opinion, and I will listen to others without judging or belittling.
- I agree to disagree amicably and with respect and to sincerely listen to other viewpoints.
- I will value our differences and use them to learn.

- I share in the responsibility to help create a positive environment in the classroom and with my colleagues and instructors.
- I am encouraged to offer CONSTRUCTIVE feedback. I can tell if my feedback is constructive by asking, “Will my remarks improve the program or help a person?” If the answer is yes, then proceed. I will refrain from personal attacks, sarcasm and negativism.

Printed Name: _____

Signature: _____

Date: _____

PARTICIPANT COPY TO BE MAINTAINED IN YOUR NOTEBOOK