MEMBER MANAGEMENT

The face of the Program!

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Program Directors Training
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SUCCESSFUL RECRUITMENT STRATEGY

- One key to a thriving AmeriCorps Program depends on the initial steps to the overall recruitment strategy that creates the dynamic or foundation of for the face of the AmeriCorps Program.

- With a foundation the program can reach their desired goals that will measure the impact on the community.

- The AmeriCorps members play a key role on how the program is run as they are the face.

- Being up front with the benefits and challenges the program offers can help narrow down the best candidate that would be fit for the position.
Programs must have diversity within their program that is accessible to all persons without reasonable accommodations.

MCSC expects all programs to implement a written policy that addresses non-discrimination and non-harassment.
By law, an AmeriCorps member is identified as a participant for approved national service position.

This is a service experience for the member.

They are given the opportunity to help address the communities unmet needs.

The members also gain the opportunity for professional experiences and skill enhancement that will prepare them for future life endeavors.
POSITION DESCRIPTIONS
EVERY AMERICORPS MEMBER MUST HAVE A POSITION DESCRIPTION

- Each position description is included in the member service agreement.
- AmeriCorps position descriptions are required to be posted on the AmeriCorps Portal.
- The description helps identify member functions and activities for potential requirement.
- Be descriptive and clear about the duties.
- Do not include phrases such as other duties as assigned in the description.
- It is not a job description; it is a position description.
- They are not potential employees; they are potential members.
- Service description and public notice must assure nondiscrimination provisions are upheld.
A comprehensive set of policy and procedures will:

- Help your program run efficiently and effectively.
- Ensure compliance with regulatory requirements.
- Maybe mandated by the grant.
- Are tailored to your program and your organization.
Program policies must ensure compliance with grant requirements:

- Non-Discrimination/Non-Harassment
- Prohibited Activities
- Reasonable Accommodation
- Drug-free Workplace
- Grievance procedures

- National Service Criminal History Check
- AmeriCorps Member “safeguards”
- Record keeping
- Member eligibility documentation
- Member information confidentiality
PROGRAM POLICY AND PROCEDURES

- Other key policies may include:
  - Member personal/sick leave;
  - Member selection, evaluation, and termination;
  - Standards of Member conduct, attendance requirements, and dress codes;
  - Requirements of sites for progress reporting, fundraising, training, and representing the AmeriCorps identity and;
  - Communication hierarchies, etc.

- Developed policies serve as the basis for your site and ember service agreement:
  - Policies should include a program manual or handbook to distribute to members.
  - Continue to develop policy and procedures to guide your program throughout the program year.
COMMUNICATING AND ESTABLISHING THE SERVICE ENVIRONMENT

1. Create a positive service environment by combining program style with gratify service experience.

2. The Program Director’s (PD) office should be:
   - Professional
   - Confidential
   - Safe place for individuals to communicate openly

3. The AmeriCorps Logo should be posted in the office

4. Training and meeting spaces should be safe place for members.

5. It is IMPAIRATIVE that the environment is unhatched to religious, political, other practices or beliefs.

6. Emails should be timely and respectful

7. When the PD is out of the office be sure to inform members and identify a point of contact in the PD’s Absence.
SUPervising Members

- The duties of AmeriCorps members are restricted to activities in the approved grant application.
- Supervisors set the tone and explain expectations.
- Supervisors should focus on the task of each position by:
  - Coaching
  - Directing
  - Supporting
  - Delegating for successful members
  - Remain consistent while providing members guidance through their term of service.
MEMBER ORIENTATION AND PROFESSIONAL DEVELOPMENT

- Orientation starts when the member comes on board to the program providing:
  - Valuable information on important requirements.
  - Information they will use throughout the service year.
  - Useful knowledge, skills and abilities.

- Training reinforces orientation and develops an understanding of:
  - Roles and responsibilities
  - Prohibited activities
  - Understanding national Service and AmeriCorps

- Training helps:
  - Develop skills and learn about the community they serve
  - National service entails
  - Broaden attitude and perspectives
  - Increase sense of empowerment
  - Civic values and service ethics
  - Promote retention and life long engagement in service
  - Helpful tool to assist in accountability and marketing

- Well-Trained individuals provide quality, high impact service, and increase the value of AmeriCorps Program.
MEMBER PERFORMANCE EVALUATION

Requirements

- Conduct an annual midterm performance evaluation for full-time members
- Conduct an end term evaluation for half-time and full-time members.
- Necessary to:
  1. Evaluate performance
  2. Determine eligibility for Eli Segal education Award
  3. Determine eligibility for additional term of service.

Evaluation must show whether the member has:

- Completed the required number of hours
- Satisfactorily completed assignments, tasks, or projects
- Met any other performance criteria communicated at the beginning of service.

Evaluation allow:

- An opportunity for thoughtful discussion to assess success and challenges
- Need for training to assist member in serving
- Feedback from member on what changes maybe needed in program, supervision, and sites.
EVALUATION DOCUMENTATION

- Maintain written documentation showing they received the mentor and/or final evaluation. (should be located in the members file)

- If a member was released for cause without receiving an education award follow up with the program that the individual served as a member to consider new member eligibility.

- A participant will only be eligible to serve additional terms if the individual has received satisfactory performance reviews for any previous term of service.

- Refer to the myamericorps portal to obtain information on a member's past service.
MEMBER MANAGEMENT: ONLINE RESOURCES

- Links for online resources to support supervisors can be found on CNCS website or MCSC website for:
  - Requirement and placement
  - Orientation
  - Supervision
  - Training and Development
  - Transition and Recognition