Member Supervision & Support

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Program Directors Training
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“If your actions create a legacy that inspires others to dream more, learn more, do more and become more, then, you are an excellent leader.”

Dolly Parton
What is it

• The action, process, or occupation of *supervising* while assisting members through the process.
Why must you provide Member supervision & support?

- Members must successfully complete hours and terms of service.
- Members should feel like the provide meaningful community service.
- Members should come out with new skill and a chance at professional development.
- All terms and conditions must be followed.
- Outcomes must be achieved.
Program Responsibilities

• Ensure Members have opportunities to successfully complete terms of service.
• Plan schedules, days of service, other service projects, extra service and collaboration opportunities, development exercises and trainings.
• Provide direct and meaningful service activities.
• Provide performance criteria.
• Provide adequate and ongoing support and supervision.
Member Considerations

• Is the Member availability sufficient to meet the demand of the schedule?
• Can the Member handle the pressure of the service plan?
• Does the member show passion and understanding of the impact the service has on the community?
It all starts with orientation.....

• Member orientation should include a complete review of Member responsibilities, expectations, prohibited service activities, and potential pitfalls.

• Full review of Member contract, manual, evaluation materials, program service and outcome materials, etc.

Expectations must be clear for achievement to be realized
Site Staff Orientation

• Making sure not only members know the ins and out of AmeriCorps but all your staff do too:
  ➢ What is AmeriCorps?
  ➢ Program design, implementation plan and outcomes.
  ➢ Member responsibilities, expectations, prohibited service activities, and potential pitfalls.
  ➢ Site Supervisor responsibilities, expectations, and potential pitfalls.
  ➢ Member and program evaluations.
Evaluation tool

• Program staff (with input from site supervisors) complete mid term and end of year Member evaluations.
• Evaluations should be used to help member understand areas where they can improve but also areas where they excel.
Important Points about Supervision & Support

• Building relationships with each Member—what are their needs, where do they want to go, how can I help them
• Lead by example—don’t expect Members to do anything you cannot demonstrate and don’t demonstrate regularly
• Convey respect to all—you cannot expect to be respected if you don’t respect others
Important Points Continued

• Build trust by promising you will always outline your expectations and provide private and professional feedback

• Always do what you say you will do

• Refill your tank—take vacations and breaks, develop relationships with professionals in your site, community, etc. that will give you sound advice, will just listen when you need to vent, and will keep your confidence
What comes easy won’t last long, & what lasts long won’t come easy.