

Recreation Division Staff Meeting Agenda

Wednesday September 18th, 2019

1:00pm @ West New Bern Recreation Center

I. Programs

- Proposal process
 - 6 program and services determinants
 - Program quality
 - PSAs guidelines
 - Methods for improvement

II. Evaluation of Program Training

- Collecting participant survey data
- How to use data to evaluate program
- Measuring outcomes of participants
- Program recommendations using Staff Program Evaluations Form

III. Misc.

- Roundtable discussion

**NEW BERN PARKS & RECREATION
In-Service Training Form**

I certify that I have received, reviewed, and understand the in-service training listed below. I further understand that this information received is the most up to date information

DATE: 9/18/19

TOPIC: Program and Services Evaluation

CONDUCTED BY: James Bullock

Please PRINT your name Below

Carlson Medts
Ashley Parham
Shelley Collins
Emmitt Godette

Please SIGN your name below:

James Bullock
Carlson Medts
Ashley Parham
Shelley Collins
Emmitt Godette

Once training has been completed, please forward to Administration

Recreation Division Staff Meeting Agenda

Wednesday January 15th, 2020

1:00pm @ West New Bern Recreation Center

I. Programs

- Proposal process
 - PSA quality and standards
 - Methods for improvement

II. Evaluation of Program Training

- Quantitative review of division program matrix
- Using reviewed data to evaluate program quantity
- Identify areas of quantity increase
- Program recommendations using Staff Program Evaluations Form

III. Misc.

- Roundtable discussion

**NEW BERN PARKS & RECREATION
In-Service Training Form**

I certify that I have received, reviewed, and understand the in-service training listed below. I further understand that this information received is the most up to date information

DATE: 11/15/20

TOPIC: Program and Services Evaluation

CONDUCTED BY: James Bullock

Please PRINT your name Below

Carlton Metts
Ashley Parham
Shelley Collins
Emmitt Gidette

Please SIGN your name below:

Carlton Metts
Ashley Parham
Shelley Collins
Emmitt Gidette

Once training has been completed, please forward to Administration

**NEW BERN PARKS & RECREATION
In-Service Training Form**

I certify that I have received, reviewed, and understand the contents of the following Policies, Procedures, and/or forms. I further understand that this information received is the most up to date information. All similar named Policies, Procedures, and/or forms shall be discontinued effective immediately.

DATE: 2/7/18

TOPIC: Program Proposal Form and Standard Operating Procedures

CONDUCTED BY: Carlton Meets

Please PRINT your name Below

Shelley Collins
Emmitt Grubbe
Nita Henderson

Please SIGN your name below:

Shelley Collins
Carlton Meets
Nita Henderson

Once training has been completed, please forward to Administration

NEW BERN PARKS & RECREATION In-Service Training Form

I certify that I have received, reviewed, and understand the contents of the following Policies, Procedures, and/or forms. I further understand that this information received is the most up to date information. All similar named Policies, Procedures, and/or forms shall be discontinued effective immediately.

DATE: February 5, 2018

TOPIC: Program Proposal Form and Standard Operating Procedures

CONDUCTED BY: Foster Hughes, Director of Parks & Recreation

Please PRINT your name Below

Carlton Medley

James H Bullock Jr

Beverly Vance

Please SIGN your name below:

Carlton Medley

James H Bullock Jr

Beverly Vance

Once training has been completed, please forward to Administration

**NEW BERN PARKS & RECREATION
In-Service Training Form**

I certify that I have received, reviewed, and understand the contents of the following Policies, Procedures, and/or forms. I further understand that this information received is the most up to date information. All similar named Policies, Procedures, and/or forms shall be discontinued effective immediately.

DATE: 2/7/2018

TOPIC: Program Proposal Form and Standard Operating Procedures

CONDUCTED BY: B. Vause

Please PRINT your name Below

Ashley Parham

Please SIGN your name below:

Ashley Parham

Once training has been completed, please forward to Administration



NEW BERN

PARKS & RECREATION

Family, fitness and fun come together here.

Training Staff to Work Successfully with Volunteers



Five key aspects of successful staff/volunteer partnerships:

- Clear understanding of staff and volunteer expectations
- Recognition of volunteer program value
- Competency to do the job
- Involvement and influence in the planning
- Appreciation for excellence in partnering effectively with volunteers



Measuring current comfort and competency of staff

(See survey in handout)

- Can adapt survey to fit your program's specific needs
- Depending on how comfortable staff is with discussion, you can:
 1. Ask staff to fill out survey independently, tally results and give a summary, and plan trainings according to demonstrated need.
 2. Gather staff as a group, have each fill out the survey, then discuss as a group.



Addressing clarity of expectations

- Make sure written policies, procedures, and job descriptions include expectations of staff in working with volunteers and expectations of volunteers in doing their work
- If written policies and job descriptions include these expectations but staff are still unclear, have a conversation. It may be that no one discussed it with them, or it may be that in reality it doesn't play out as written policies dictate.
- Include questions of volunteer partnership in job interviews, staff orientation, and employee handbooks



Demonstrating the value of volunteer program

(Give handout for more examples)

- Straight monetary value: an hour of volunteer time is estimated as contributing \$21.36 in value to an organization.
(www.theindependentsector.org)
- Studies estimate for every \$1 invested in a volunteer program, the return on investment is anywhere from \$3-\$8.
(www.reimaginingervice.org; www.ncoa.org;
www.thenonproffitimes.org)
- Use examples from your own organization. What have volunteers allowed you to accomplish?



Addressing staff training needs

(See survey in handout)

- Evaluate- what training do staff feel they need
 - You can adapt survey to include any topics specific to your organization
- Observe – do you notice anything you feel staff need to improve on when working with volunteers?
- Collaborate – do other organizations who use volunteers have similar staff training needs? You can share materials, or suggest a group training for multiple organizations.



Staff involvement and influence

If staff are not involved in planning:

- They may not feel invested in making it work
- You may unintentionally be setting unrealistic goals or expectations

To involve staff in planning, consider:

- Having appropriate staff involved in interviewing volunteers
- Having staff involved in volunteer evaluations and volunteer program evaluations
- Have staff discussions about new or creative ways to recruit or utilize volunteers



Showing appreciation for volunteer management excellence

Are staff evaluated on their work with volunteers?

- Rewarding excellent working with volunteers can motivate staff.
- If excellent work with volunteers goes unnoticed, staff may move volunteers to the bottom of their priority list

Are staff recognized for their work with volunteers?

- Are staff recognized along with volunteers for successful projects?
- An informal thank-you can go a long way



Any questions or comments?

Any successful strategies you would like to share?