



Volunteer Management Certificate Program

LBNP is proud to offer our **Volunteer Management Certificate Program** with **LBNP Affiliate Consultant, Gayle Clock**.

The program has been **expanded to four sessions** and now **includes phone and email coaching** through the end of 2010 as well as **one onsite coaching session at your organization**.

This program is highly customized and personalized to the needs of your particular program. For that reason **class size is limited**. This is a unique and truly valuable opportunity for your organization to take your volunteer program to the next level.

This certificate program is suitable for experienced and beginning managers and directors of volunteer programs.

Revised Dates: Tuesdays

August 10, August 31, September 21 & October 12

Time: 9 am to 12 noon

Session One: First Steps to a Successful Volunteer Program

The "Big Picture": Assessing your organization for taking your volunteer program to the next level. Needs assessment, strategic planning, service position descriptions, recruitment, screening, oversight, centralization or decentralization and steps to becoming a volunteer.

Session Two: Training to Retain

Program objectives, orientation, placement, training, developing volunteer potential, evaluation, the volunteer handbook, and retention.

Session Three: Management & Supervision

Volunteer relationships, supervision, delegation, conflict management, documenting volunteer participation and legal concerns.

Session Four: Recognition of Volunteers/Resources for Managers

Formal and informal recognition of volunteers, web-based tools for volunteer programs, questions, answers, loose ends and leadership as it applies to managers and/or volunteers. Mentoring and sharing by graduates of last year’s certificate program.

You must attend all four sessions and complete class assignments to receive the certificate.

Cost: \$300 LBNP Members / \$400 Not-yet-members

Class size is limited. To register please send an email to cmanvi@lbnp.org

Questions may be directed to Christine Manvi: cmanvi@lbnp.org

Mail Registration & Check Payments to: Long Beach Nonprofit Partnership, 4900 E. Conant St., Long Beach, CA 90808. Please include a note that payment is for the Volunteer Management Certificate Program.

Registration for Volunteer Management Certificate Program

Name: _____

Organization: _____

Job Title: _____

Phone: _____

Email: _____

Payment by:

Check Credit Card: VISA or Mastercard

Credit Card # _____ Expiration: __/__/____