

## Local Program Partner:

### The Friendship Volunteer Center

is a community-based liaison between volunteers of all ages and over 120 local agencies in Lee County. Volunteer opportunities range from special events to short or long-term commitments.

**3600 Evans Avenue**  
**Ft. Myers, Florida 33901**  
**(239) 275-4427 phone**  
**(239) 931-0067 fax**  
**www.volunteerlee.org**  
**www.1-800volunteer.org**

## State and National Program Creators:

### The Florida Association of Volunteer Centers

[www.floridavolunteercenters.org](http://www.floridavolunteercenters.org)

### Volunteer Florida

[www.volunteerflorida.org](http://www.volunteerflorida.org)

### Points of Light Foundation/Hands On Network & Volunteer Center National Network

[www.pointsoflight.org](http://www.pointsoflight.org)

Friendship Volunteer Center  
3600 Evans Avenue  
Ft. Myers, FL 33901



# The Florida Volunteer Administrator Certificate Program



Enhance Your Organization Through Exceptional Volunteer Leadership



# It's time to invest in your volunteer program.

## Distinguish Yourself and Your Organization.

Volunteers are valuable unpaid staff who need a competent individual to lead and manage them.

The Florida Volunteer Administration Certificate Program is a series of two day-long courses to help volunteer managers enhance their professional credentials and increase the effectiveness of their organization's volunteer program.

Participants who complete the courses will earn a "Certificate of Accomplishment" from the Florida Association of Volunteer Centers, Volunteer Florida and Points of Light Foundation/Hands On Network.



### Who Should Attend

- Executive and Program Directors, both paid and volunteer
- Nonprofit, government, faith-based and school-based volunteer managers
  - New and recent-hire volunteer coordinators and those who have not had formal training
    - Persons wanting to start a new volunteer program or revitalize an existing one
- Corporate volunteer program managers, and anyone interested in developing a more effective volunteer program

## A Wise Investment.

The Florida Volunteer Administrator Certificate Program offers training in all aspects of volunteer management:

- Volunteer trends in the US
- Characteristics of effective volunteer programs
- Volunteer motivation models
- Needs assessments
- Volunteer position descriptions
- Purpose statements, policies and budget
- Recruitment strategies
- Interviewing and screening
- Identifying training needs and delivering effective training
- Defining and communicating expectations
- Supervision and recognition
- Retain volunteers
- Volunteer management assessments
- Community impact assessments

**What local volunteer directors say about the program:**

**"Great program!"**

**"This information will be invaluable"**

**"Very impressive program!"**

## Become A Leader.

Certified Volunteer Administrators have:

- Improved leadership and volunteer administration skills
- Heightened credibility among their peers and leaders
- The opportunity to remain engaged in a statewide network of volunteer administrators

## Bring More Satisfaction to Your Volunteers.

Volunteers Directed by Certified Volunteer Administrators are:

- More satisfied with their work
- More likely to stay with your organization and donate more time

## Enhance Your Nonprofit.

Organizations with a Certified Volunteer Administrator on Staff Experience:

- Well selected, placed and trained volunteers who make an impact for their mission
- A high performance and enjoyable environment for staff and volunteers
- Expanded partnerships and resources
- Community respect for their volunteer program



# VOLUNTEER MANAGEMENT TRAINING SERIES

January 23 and 30, 2008 8:00 AM – 4:30 PM

## REGISTRATION FORM

Name \_\_\_\_\_ Phone \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_ E-mail \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Fax \_\_\_\_\_

*The participant fee includes training on both full days, manual of training materials, lunches, and certification. A \$50 scholarship is available to those agencies who attend the inaugural class so the rate will only be \$200.*

Payment by: \_\_\_\_\_ Check # \_\_\_\_\_ Cash

PLEASE NOTE: You must be present on both days to receive certification.

TRAINING LOCATION  
Lee County Parks and Recreation  
6490 South Pointe Blvd.  
Ft. Myers, FL 33919

YOU MAY RETURN REGISTRATION FORM AND PAYMENT:

In person: at 3600 Evans Avenue (see Volunteer Center staff)

By Fax to: 239-931-0667

By Mail: Friendship Volunteer Center

3600 Evans Avenue

Ft. Myers, FL 33901

IF YOU HAVE QUESTIONS PLEASE CONTACT:

Kim Berghs, Director of Community Engagement

239-275-4427

[kberghs@seniorfriendship.com](mailto:kberghs@seniorfriendship.com)

