**Title:** VISTA Volunteer Program Specialist  

**Sponsoring Organization:** Homeless And Housing Coalition of Kentucky  
**Project Name:** "Homes For All"  
**Project Number:** 16VSSKY001  
**Project Period:** 03/01/2020 - 02/27/2021  

**Site Name (if applicable):** Greenhouse17  

**Focus Area(s)**  
- **Primary:** Economic Opportunity  
- **Secondary:**  

## VISTA Assignment Objectives and Member Activities

**Goal of the Project:** Greenhouse17 is a shelter that serves homeless survivors of domestic violence in a 17 county region in Central Kentucky. The VISTA member will develop and implement systems to improve the recruitment and management of volunteers to assist with programming related to emergency shelter and nature-based services that benefit homeless victims of intimate partner abuse during their transition from crisis intervention to housing stability.

**Objective of the Assignment** *(Period of Performance: 08/03/2020-09/30/2020)*  
Communicate with existing volunteers and agency staff to identify opportunities, collect feedback on past service experience, and inform improvements to process. By September 30th, 2020, a document summarizing strengths and opportunities for improvement will be presented to site supervisor and agency leadership.

- **Member Activity:** Participate in monthly staff meetings to identify gaps and needs fitting for volunteer support.  
- **Member Activity:** Contact past volunteers by email or phone to gather feedback about previous service experiences.  
- **Member Activity:** Research best-practice volunteer management resources to inform and determine system processes.  
- **Member Activity:** Develop seasonal calendar of recurring volunteer projects at shelter, on the farm that provides services to beneficiaries, and in the community.
**Objective of the Assignment** *(Period of Performance: 10/01/2020-12/31/2020)*

VISTA member will establish and maintain communications systems to manage volunteer recruitment, scheduling, and tracking. Milestone: By December 31, 2020, formalize volunteer tracking and reporting integration with the agency’s existing technology and database(s).

- **Member Activity**: Perform regular updates to volunteer pages on the agency’s website to assure timely information and opportunities.
  a. Research calendar website plug-ins and other web-based technology to assist with publication of volunteer opportunities.
  b. Work with agency staff and website contractor to integrate volunteer calendar plug-in and other web-based resources with existing site code.

- **Member Activity**: Establish communications templates, forms, and processes to transition volunteers from inquiry to recruitment.

- **Member Activity**: Create templates, forms, and processes to schedule volunteers, document volunteer service hours, and track value of service, gifts, and donations.

- **Member Activity**: Define internal communication practice to assure volunteer contact information is integrated with agency’s supporter database(s) for continued communication from agency.

**Objective of the Assignment** *(Period of Performance: 01/01/2021-03/31/2021)*

VISTA member will develop and implement internal processes to assure volunteer experience is purposeful and meaningful. Milestone: By March 30, 2021, finalize best-practice document for volunteer engagement and appreciation procedures.

- **Member Activity**: Create procedures to assure every volunteer is welcomed, oriented, and supported during service.

- **Member Activity**: Establish practice to collect imagery and recognize volunteer service on social media and website.

- **Member Activity**: Formalize procedure to assure timely and appropriate volunteer gratitude.

**Objective of the Assignment** *(Period of Performance: 04/01/2021-08/02/2021)*

VISTA member will research and develop processes to encourage and guide sustainable volunteer management practices. By July 31, 2021, finalize guiding document to sustain agency’s improved capacity for volunteer support.

- **Member Activity**: Compile folder of documents, forms, and templates related to the year’s project activities.

- **Member Activity**: Create document to instruct staff on daily, weekly, monthly, and quarterly tasks required to continue meaningful volunteer engagement.

- **Member Activity**: Assemble collection of best-practice volunteer resources that respond to opportunities identified for continued improvement during the project.