

**WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION**

COURSE TITLE: Volunteer Management

COURSE NUMBER: AHS 7690

CANVAS TECHNOLOGY WILL BE UTILIZED FOR THIS COURSE

I. RATIONALE:

The knowledge of volunteer program requirements is necessary in the human services

B-2: Demonstrate their knowledge of the responsibilities of the program administrator

B-3: Discuss personality clashes that may exist between employees and volunteers

B-4: Examine strengths and weaknesses of having both paid employees and unpaid volunteers

GOAL C:

The student will execute a strategy for recruiting quality volunteers

E-4: Identify one currently-existing volunteer program and further examine actions that the organization takes in order to effectively support volunteer efforts

GOAL F:

The student will investigate potential risks to the program and organization

Learning Outcomes: The student will:

F-1: Experiment with effective strategies to manage and respond to challenging volunteers.

F-2: Assess explicit risks to volunteer programs.

F-3: Discuss actions and steps to be taken to release a volunteer.

F-4: Investigate liability and how to protect their program from responsibility

F-5: Understand why effective risk assessment is important and how taking steps to minimize liability is essential to a volunteer program.

GOAL G: The student will critique the program and assess volunteer impacts on the organization

Learning Outcomes: The student will:

G-1: Evaluate the volunteer program

G-2: Conduct a SWOT Analysis of the volunteer program

G-3: Weigh the positives and negatives of conducting such an evaluation

G-4: Formulate ways to respond to positive and negative evaluation feedback

G-5: Understand the benefits of conducting a program evaluation

GOAL H:

The student will effectively communicate and follow APA requirements

Learning Outcomes: The student will:

H-1: Communicate information orally in a logical and grammatical manner.

H-2: Present written information using standard APA style.