



Welcome to

# Sub-site Supervisor Orientation



# Today's Team



Jessica Burch  
Corporation for  
National &  
Community Service

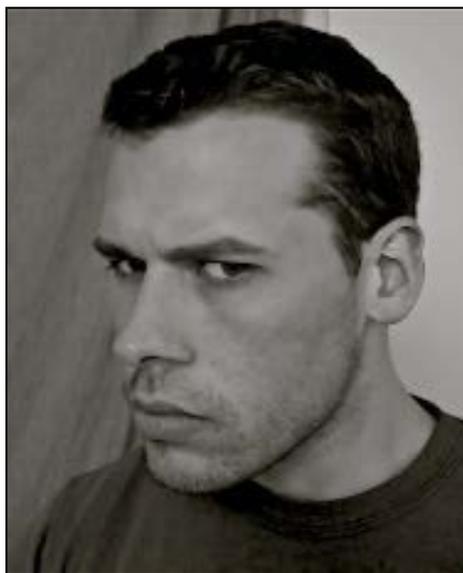


Amy Cannata  
Education Northwest



Jess Knight  
Education Northwest

# Guest Speaker



**Jimmy O'Brien**  
VISTA Program Supervisor,  
Mercy Corps NW

# Today's Agenda

- How do you fit in?
- What do you need to know?
- What do you need to do?
- Where can you find resources?

# VISTA Campus

ABOUT VISTA

LIFE AS A VISTA

THE WORK

CONNECT & LEARN

LEADERS

SUPERVISORS

## BECOMING A SUPERVISOR

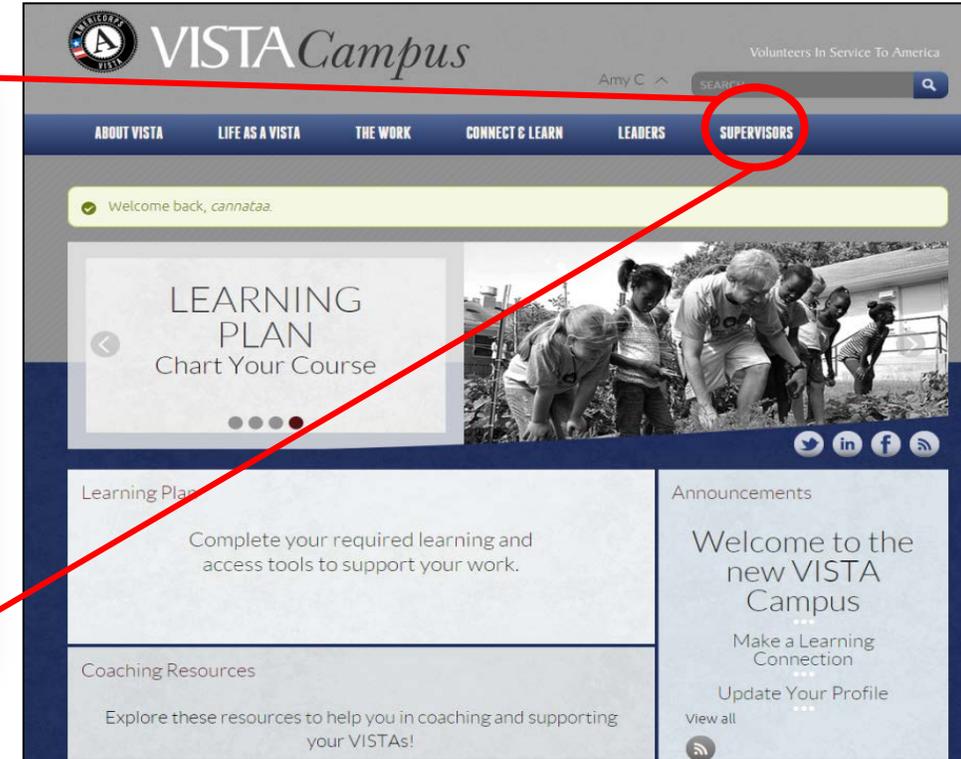
VISTA Supervisors Manual  
The Big Picture  
Getting Started  
Member Policies  
Contacts

## SUPERVISING YOUR VISTAS

The VISTA Assignment  
Recruiting  
Orienting Your VISTA  
Coaching and Supporting  
Ongoing Training  
Transitioning  
Member Handbook

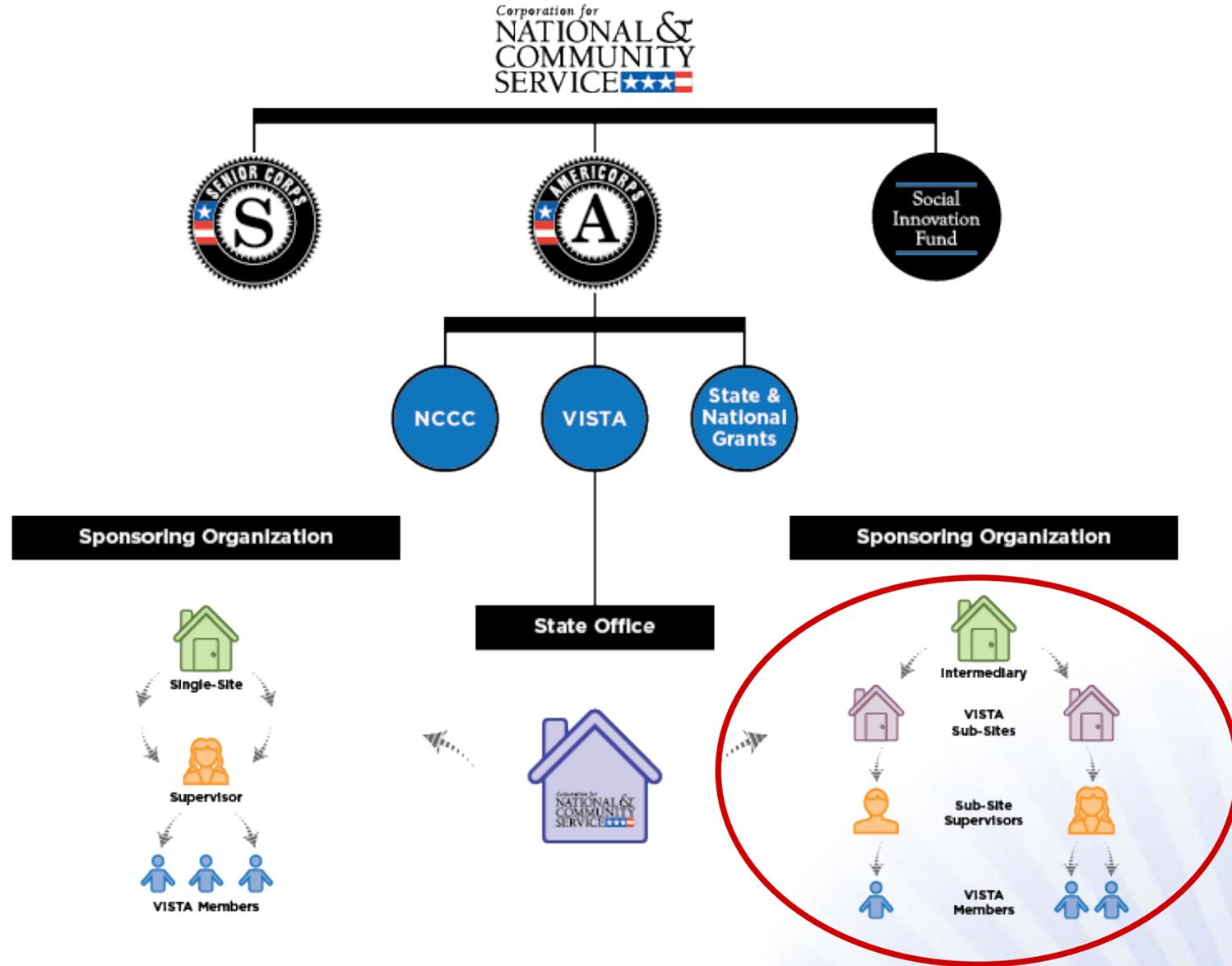
## OTHER

Reporting and Evaluation  
eGrants  
Working with Sub-sites  
Supervisor Cafe Forum  
Supervisor Webinars  
Cost Share Sponsors



[www.vistacampus.gov](http://www.vistacampus.gov)

# How do you fit in?



# How do you fit in?

## A VISTA Supervisor is a...

- Guide
- Collaborator
- Advocate
- Supervisor
- Visionary
- Communicator
- Connector
- Team Leader

# How do you fit in?

## Influence of the Sub-Site Supervisor



Jimmy O'Brien  
VISTA Program  
Supervisor, Mercy  
Corps NW

Our strongest sites have supervisors who:

- Take responsibility for the VISTA project
- Communicate regularly & take time to meet
- Invest in the VISTA's professional development
- Mentor the VISTA
- Appreciate the purpose of VISTA

# How do you fit in?

Explore the  
“*VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance*”  
resource

**VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance**

This document lists background knowledge that you and your sub-site supervisor(s) need to know, along with the key tasks to be completed by you or your sub-site supervisor(s). Use this resource as a tool to work in partnership with your sub-site supervisor(s) to lay a foundation for project success.

Easily build background knowledge by exploring the resources (additional resources can be found at: <http://vistacampus.gov>). Use the “sponsor” and “sub-site supervisor” columns to assign each person’s tasks. Tasks in the first few sections have been pre-assigned, as indicated by check marks, because of their importance to both the sponsor and sub-site supervisor. You may want a separate document for each sub-site.

TASKS	SPONSOR	SUB-SITE SUPERVISOR	RESOURCES	NOTES
<b>What you need to know to be successful</b>				
<b>Background Information</b>				
Learn about the history & mission of VISTA	✓	✓	<a href="#">AmeriCorps VISTA History &amp; Legacy (Video)</a> <a href="#">VISTA 101 (Flash Course)</a>	
Become familiar with the National Service structure	✓	✓	<a href="#">Supervisors Orientation Workbook</a> <ul style="list-style-type: none"><li>• <a href="#">National Service Network Graphic (PDF)</a>, p. 8</li></ul>	
Identify your place within the National Service structure	✓	✓	<a href="#">Supervisor Orientation Visual Aids—Supervisor Roles (Power Point)</a> (slide 4)	
Articulate and apply capacity building concepts for your organization, community and site	✓	✓	<a href="#">What Is Capacity Building for Supervisors (Flash Course)</a> <a href="#">Capacity Building: Mingle &amp; Match Activity (PDF)</a>	

**VISTA Campus**  
<http://vistacampus.gov>

# What do you need to know?



Since 1965, over 192,000 people have served as VISTA volunteers working with local organizations to strengthen communities and help people escape poverty.

# VISTA Impact Facts



7,782 VISTAs served with 841 anti-poverty programs



VISTAs helped raise \$213 million in funds and in-kind contributions for anti-poverty efforts

186,247 veterans and military family members were served

24,755 veterans and military family members were engaged as community volunteers

VISTAs mobilized 1.7 million community volunteers who served a total of 13.5 million hours

3.4 million disadvantaged youth were served

Eighty percent of former VISTA members continue to volunteer in their communities after their term of service ends

# 2014

# Know: Capacity Building

**Poll:** What is Capacity Building?



# Know: Capacity Building

## Capacity Building activities:

- *create, expand, or strengthen an organization's systems or processes*
- *transfer knowledge, products, and relationships to the staff and volunteers of the host site*

**Capacity building allows the organization and the community to sustain the VISTA's project activities once the project period has ended.**

# Know: Direct Service Activities



Provides immediate solutions to help people in need. These can include activities like tutoring, performing manual labor, teaching, doing clerical work, or counseling.

# Habitat Scenario

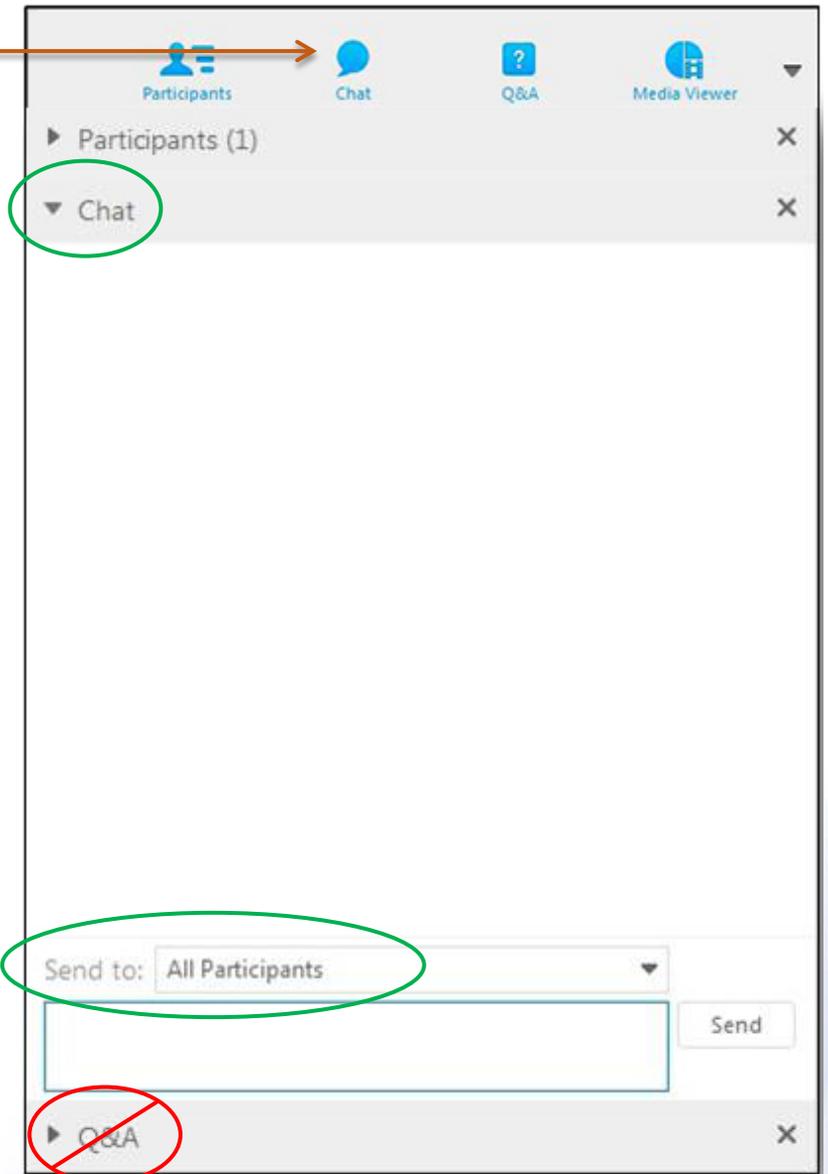
A VISTA member has been placed at a new Habitat for Humanity chapter to help build volunteer programs.



# Chat Question

- What capacity building activities might the VISTA do for Habitat?

Click this button if you don't see the chat panel.



# Habitat Capacity Building Activities

- Create volunteer task descriptions
- Develop a volunteer database
- Establish a volunteer policies and procedures manual
- Write a volunteer training plan



# Recipe for Success

- Focused project that is a priority
- Manageable, actionable VAD with clear goals
- VISTA skills and personality match goals of the VAD
- Committed supervisor
- Opportunities for learning and professional development



Jimmy O'Brien  
VISTA Program  
Supervisor, Mercy  
Corps NW

# Know: The VISTA Assignment Description (VAD)

- Position description for each VISTA
- Describes the VISTA's role including overarching goal
- Outlines specific objectives and activities for member's service year

**VAD Sample**

TITLE	Mentor Recruitment and Management Systems Designer
SPONSORING ORGANIZATION	Waketa Community Services (WCS)
PROJECT NAME	MentorCorps
PROJECT NUMBER	12ABCD345
PROJECT PERIOD	08/20/20XX - 08/19/20YY
SITE NAME	if applicable
FOCUS AREA(S)	Education (Primary)
NOTE	If your VAD is not accepted, the State Office will note the reason(s) why here.

**VISTA Assignment Objectives & Member Activities**

**PROJECT GOAL** To help ensure that children of incarcerated parents receive the educational, social, and emotional support they need to help them break the cycle of poverty, the MentorCorps VISTA project will build the capacity of WCS by developing a sustainable volunteer recruitment and management system for its mentoring program.

**OBJECTIVE** Assess the current state of WCS' efforts in reaching, selecting, and supporting volunteer mentors, and create or revise policies, procedures, and documents to improve the effectiveness and sustainability of the mentor recruitment and matching system.

**MEMBER ACTIVITIES**

1. Research the history of volunteer programs at WCS.
  - a. Identify strengths and challenges of the current program. Based on this report, make a plan for improvement.
  2. Develop systems for screening and matching mentors.

**OBJECTIVE** Set up outreach systems and build partnerships with community organizations in order to spread the word about the mentor program. Develop targeted marketing materials.

**MEMBER ACTIVITIES**

1. Plan for outreach and recruitment.
  - a. Identify skills, abilities, and experiences sought in volunteer mentors.
  - b. Write volunteer task descriptions that include: qualifications, activities, benefits, time commitment, and other expectations.
  - c. Develop partnerships with community organizations whose members are possible mentors or who can support the organization in other ways.
  - d. Develop partnerships with people or organizations that understand the needs of children of prisoners and can assist with the training and support of mentors.
2. Market the program to targeted audiences.

# Know: About VISTA Benefits

VISTA Member Support Unit  
(VMSU)

**National Service Hotline**

Toll Free: 800-942-2677

Fax: 703-206-7276

[questions.nationalservice.gov](http://questions.nationalservice.gov)



[www.vistacampus.gov/in-service/benefits-service](http://www.vistacampus.gov/in-service/benefits-service)

# Know: VMSU Support Areas

## End of Service Benefits

- Education Award
- Interest Accrual
- Forbearance Requests
- Stipend

## Travel

- Reimbursements
- Emergency

## Service Letters

- Currently Serving
- Verification of Service
- Income Disregard

## Benefits

- Child Care
- Health Benefits Plan

## Forms

- W-4, Direct Deposit, Life Insurance

# Know: Terms & Conditions

## VISTA Policies

- Policies related to political activity, criminal activity, and religious activity
- Time & attendance
- Nepotism
- Early terminations
- Outside Employment

[www.vistacampus.gov/lessons/vista-terms-and-conditions](http://www.vistacampus.gov/lessons/vista-terms-and-conditions)

VISTA Terms and Conditions

Welcome to VISTA Terms and Conditions

As a VISTA member, you'll gain experience, a wide range of benefits, such as a living allowance, health care, financial help with school or student loans, and a lot more. You'll also have to adhere to a few terms and conditions while you serve.

This course will help you make sense of the requirements. Once you've completed it, you can print a copy of the *Terms and Conditions Acceptance Form* to bring to Pre-Service Orientation (PSO).

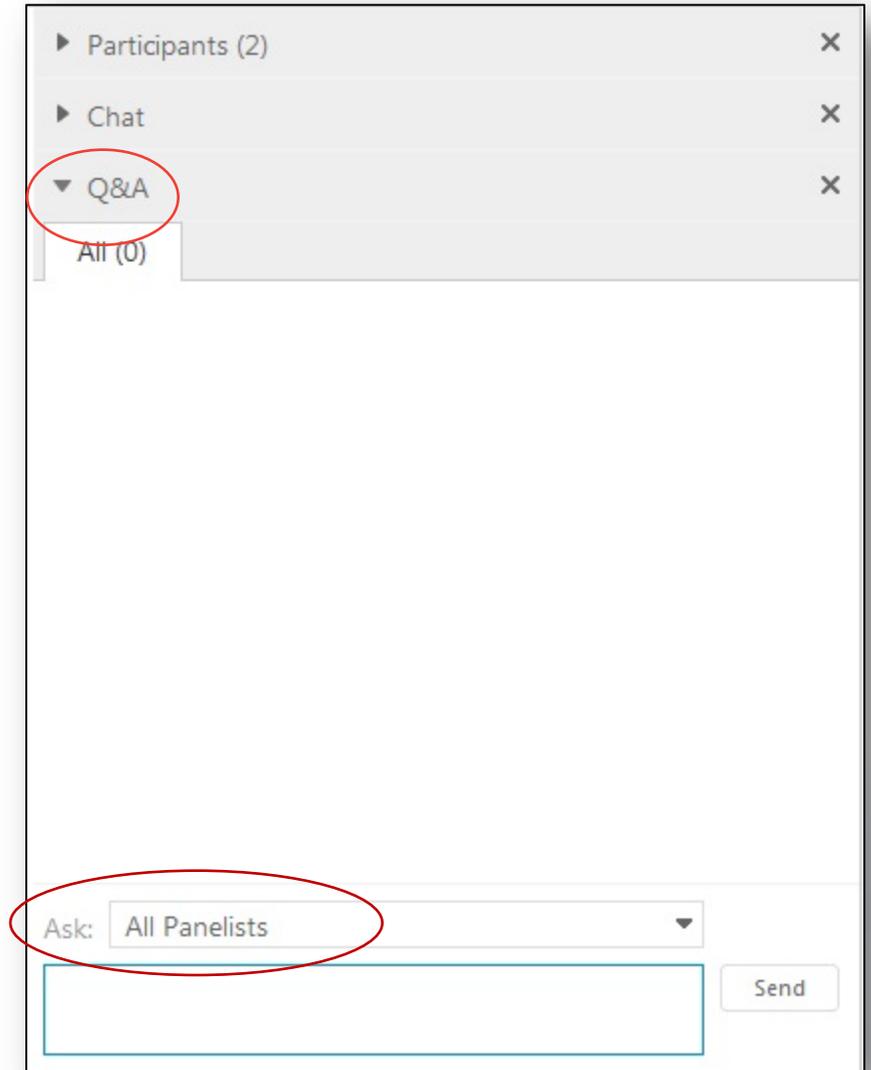
Please note that you must be logged in to the Campus for your completion of this required course to be recorded and to print your required acceptance form. You must also be logged in to the Campus to view the Spanish version of the course. If you do not have a Campus account yet, please [create one here](#) first, then log in and take the course.

en español

# Submit Your Questions



- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”
- Q&A session will be held at the end of the webinar



# What do you need to do?



**Poll:** My responsibilities include...

# Do: Recruitment & Selection

- Orient yourself to VISTA Assignment Description (VAD)
- Participate in member recruitment and selection
  - Plan recruitment
  - Conduct outreach and marketing
  - Screen applicants
  - Interview finalists
  - Select candidates

# Sub-Site Supervisors & Recruiting



Jimmy O'Brien  
VISTA Program  
Supervisor, Mercy  
Corps NW

- Finding the right candidate is crucial
  - Take the time to recruit
  - Identify the skills and personality needed for success
  - Confirm VISTAs commitment
  - Interview multiple candidates
  - Check references

# Do: Coaching & Support

VISTAs who receive supervision and coaching:

- Are the **most satisfied** and successful
- Gain the **greatest number of competencies** compared to other types of training

Members who **left service early** had **less one-on-one contact** with their supervisors

**70%** of Alumni met one-on-one with their supervisor at least once per week, compared to **52%** of Early Terminators

(JBS International, 2013)

# Guiding Your VISTA

- Explore and elicit a wide range of answers
- Ask for members perspective
- Discover values, assumptions, intentions, and interpretations

Use 5 W's (and How) framework

- How does that impact the project?
- What did you observe?
- What happened when you...?



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VISTA Program  
Supervisor, Mercy  
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# Do: Onboarding & On-site Orientation and Training (OSOT)

“Onboarding, also known as organizational socialization, is a process through which new employees [in our case VISTA members] move from being organizational outsiders to becoming organizational insiders.”

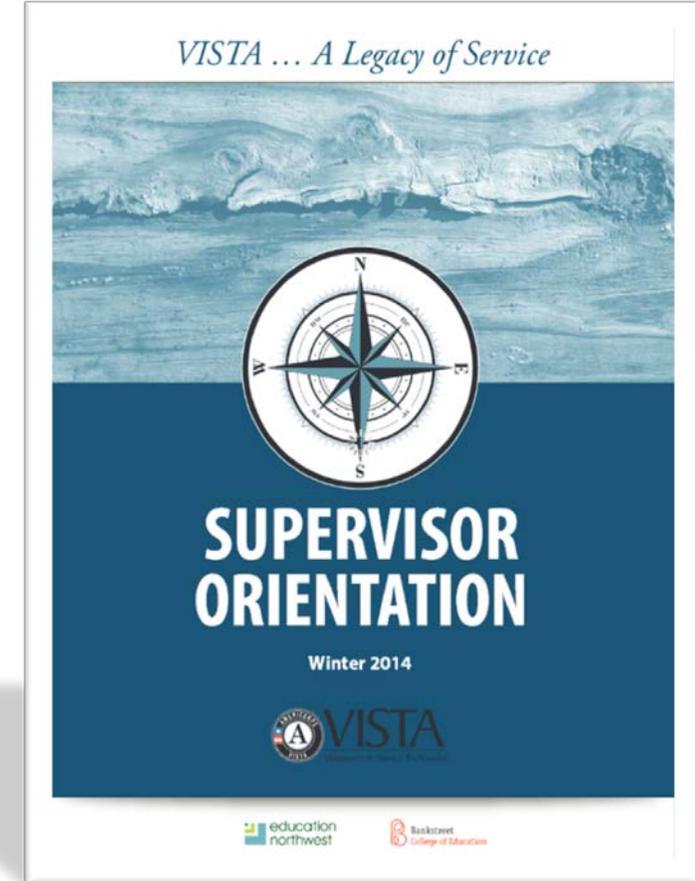
(Bauer, Erdogan, Zedeck, (2011))



# Do: OSOT Planning

Sample topic areas:

- Introduction to the organization and community
- Organizational purpose and mission
- Member assignment/VAD
- Supervisory roles
- Professional development



**Supervisor Orientation Workbook**  
OSOT Checklist

# Sub-Site Supervisors & OSOT

- A comprehensive 3-4 week process
- An opportunity to develop understanding of poverty in the community
- Orient VISTA to the culture of the community and of your organization
- Begin fostering a strong relationship and regular communication



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# Do: Reporting & Evaluation

## Reports Overview

- Sponsor Verification, **Bi-weekly**
- Project Progress Report (PPR), **Quarterly** (new programs) or **semi-annually** (existing programs)
- VISTA Progress Report Supplement (VPRS), Annually on **October 31<sup>st</sup>**



[www.vistacampus.gov/american-corps-vista-impact-app](http://www.vistacampus.gov/american-corps-vista-impact-app)

# Where to find Resources: VISTA Campus

[www.vistacampus.gov/supervisors/working-sub-sites](http://www.vistacampus.gov/supervisors/working-sub-sites)

## Campus Self Study Guide

- Training Sub-Site Supervisors Syllabus
- ## Checklist
- VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance

## Supervisor Orientation Materials

- Workbook
- Visual Aids (slides)
- Activities (Capacity Building Game)



# Next Steps

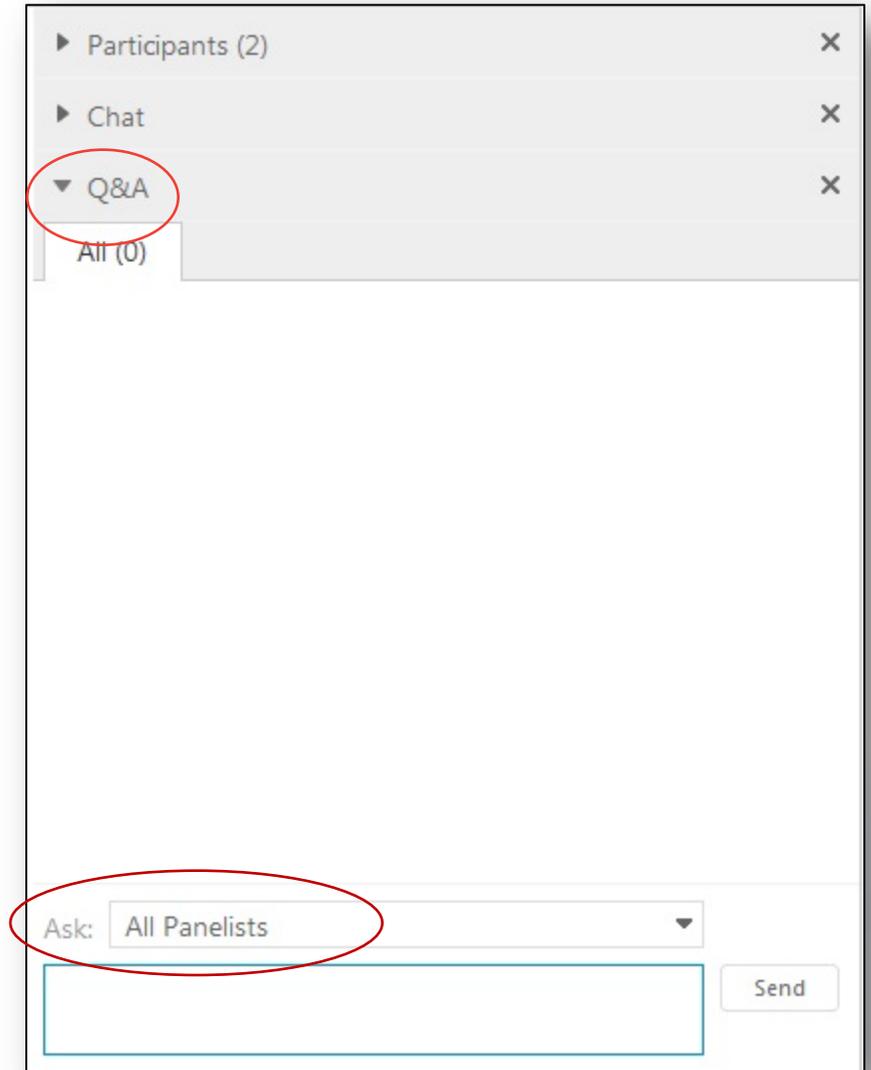
- ✓ Create a list of questions
- ✓ Set up a time to discuss the checklist:  
“VISTA Sponsor and Sub-site Supervisor Major Tasks At-A-Glance”
- ✓ Block time for regular check-ins with members
- ✓ Participate in future supervisor webinars
- ✓ Connect with other supervisors

# Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

# Questions ?

- To ask a question verbally, call in using the number on this slide and press \*1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



The screenshot shows a Q&A interface with a dropdown menu. The dropdown menu is open, showing 'All (0)' as the selected option. Below the dropdown menu is a text input field with a 'Send' button to its right. The text 'All Panelists' is visible in the dropdown menu, and the 'Send' button is highlighted with a red circle.

# Thank You for Your Participation!

If you have further questions or for more information, contact us: [VISTAwebinars@cns.gov](mailto:VISTAwebinars@cns.gov)

**Our next webinar:**

**Strategies for Connecting with Sites & VISTAs at a Distance**

December 15th, 2015

2:00pm Eastern

*Visit the Supervisor Webinars page on the VISTA Campus for a schedule of upcoming webinars and recordings of past webinars*