



Welcome to

The Role of Sub-site Supervisors

To join the audio portion by phone, please dial: **877.918.9232**

Passcode: **9416164**

***While you wait, share in the chat box:
“What do you focus on the most in your
role as a VISTA supervisor?”***



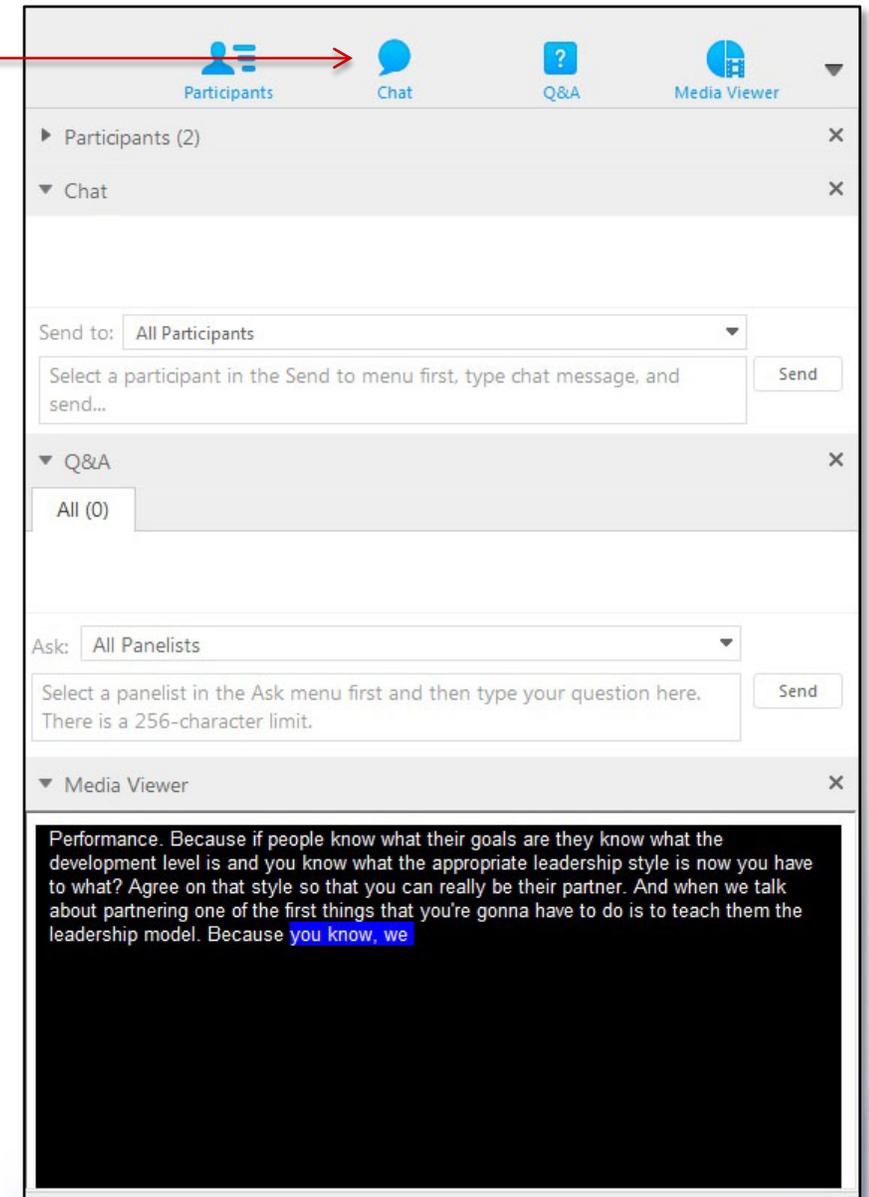
Dial: **877.918.9232**

Passcode: **9416164**

Tips for Participating

- Phones are muted
- To share comments and ideas, use the Chat panel. Send to “All Participants”.
- To ask questions, use the Q&A panel. Send to “All Panelists”.
- Links and recording will be available after the session
- Closed Captions can be viewed in the Media Viewer panel

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



The screenshot displays a meeting interface with a top navigation bar containing icons for Participants, Chat, Q&A, and Media Viewer. Below this, there are expandable panels for Participants (2), Chat, Q&A, and Media Viewer. The Chat panel is active, showing a 'Send to:' dropdown set to 'All Participants' and a text input field with a 'Send' button. The Q&A panel is also visible, showing an 'Ask:' dropdown set to 'All Panelists' and a text input field with a 'Send' button. The Media Viewer panel is expanded, displaying a video player with a black background and white text. A red arrow points from the text above to the Chat icon in the top navigation bar.



Welcome to

The Role of Sub-site Supervisors

Corporation for
NATIONAL &
COMMUNITY
SERVICE 

 **VISTA**
Volunteers In Service To America

Today's Team



Jessica Burch
Corporation for
National &
Community Service



Amy Cannata
Education Northwest



Scott Weinrobe
Education Northwest

Guest Speakers



Mindy Sturm

Director, City of Charleston
Mayor's Office for
Children, Youth and
Families



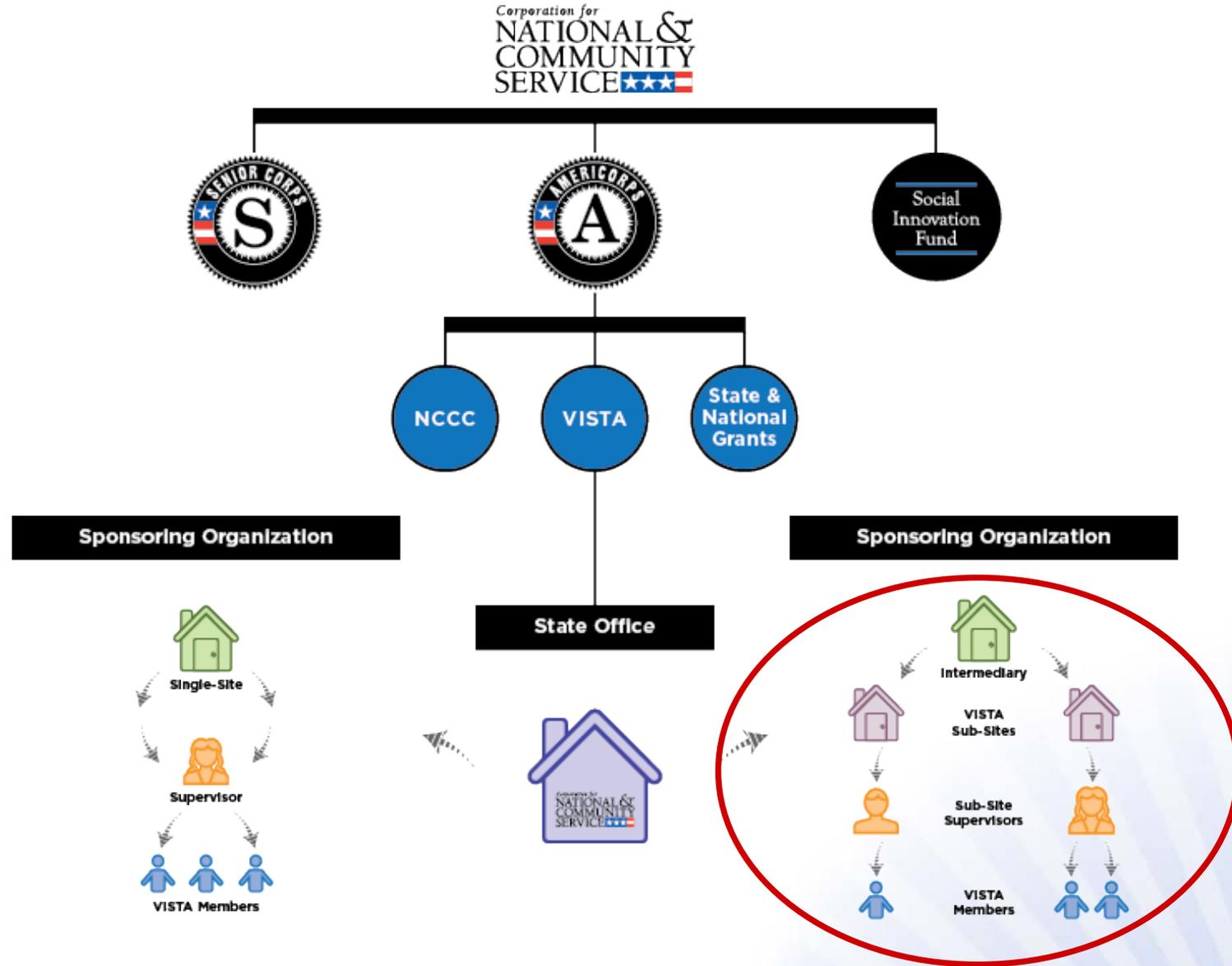
Katie Tumbleston

VISTA Project Supervisor,
Charleston Area Service
Collaborative

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?

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

- Sub-site supervisors are the key for empowering and supporting the VISTA
- Our strongest sites have supervisors who:
 - Are ultimately responsible for the project of the VISTA
 - Take time to meet with the VISTA
 - Truly understand the purpose of VISTA
 - Empower the VISTA to accomplish the work



Mindy Sturm

Director, City of
Charleston
Mayor's Office for
Children, Youth
and Families

How do you fit in?

Web Activity:
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
What you need to know to be successful				
Background Information				
Learn about the history & mission of VISTA	✓	✓	AmeriCorps VISTA History & Impact Video	
Become familiar with the National Service structure	✓	✓	VISTA 101 (Flash Content) Supervisors Orientation Handbook • National Service Network Graphic (PDF) p. 8	
Identify your place within the National Service structure	✓	✓	Supervisors Orientation Visual Aids - Supervisors Roles (Power Point) (slide 4)	
Articulate and apply capacity building concepts for your organization, community and site	✓	✓	What is Capacity Building for Supervisors (Flash Content) Capacity Building: Mingle & Match Activity (PDF)	



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.

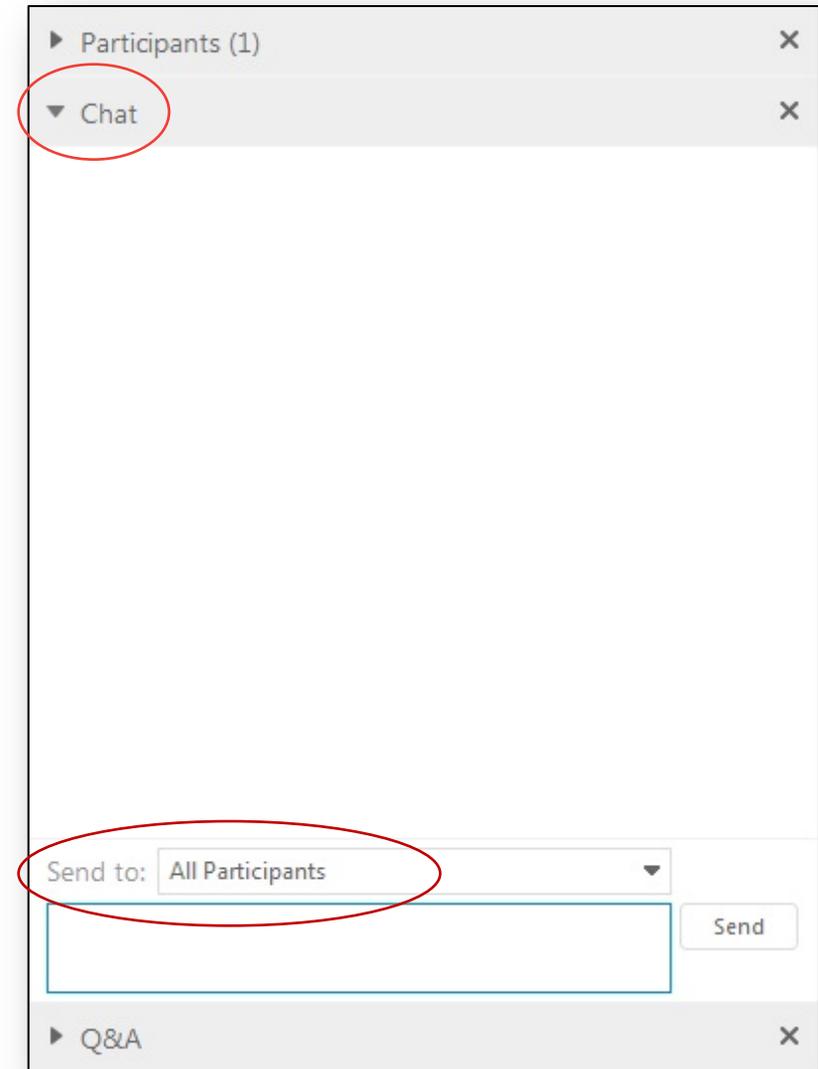
Habitat Scenario

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



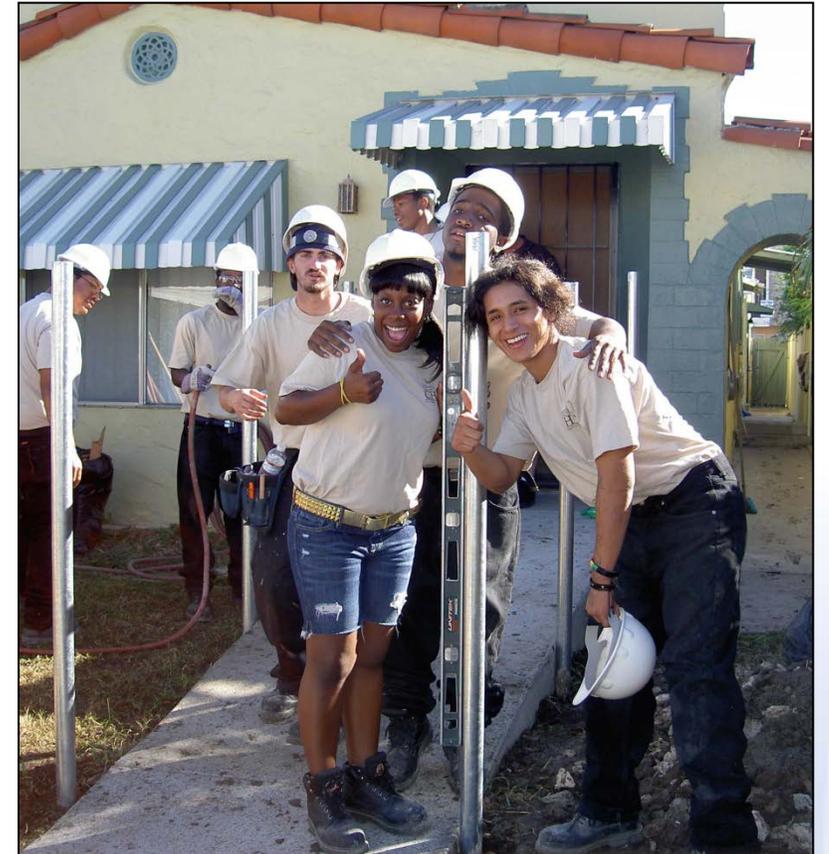
Chat Question

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



Habitat Capacity Building Activities

- Create volunteer task descriptions
- Develop a volunteer database
- Establish a volunteer policies and procedures manual
- Write a volunteer training plan
- Order more lumber for next month's projects



Recipe for Success

- Strong project that is a priority for the agency/organization
- Strong VAD that is manageable and actionable
- Selected VISTA with the necessary skills to achieve the goals of the VAD
- Dialed-in Supervisor- with the time and commitment needed for success.



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Director, City of
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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



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

Prohibited Actions

- Policies related to political activity, criminal activity, and religious activity
- Time & attendance
- Nepotism
- Early terminations
- Removal from project

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

Participants (2) x

Chat x

Q&A x

All (0)

Ask: All Panelists

Send

What do you need to do?



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

- Finding the right candidate is key to success
- Tips for finding the right VISTA for the project:
 - Take the time to recruit
 - List the skills necessary so you recruit the right person
 - Confirm that the VISTA is committed to service
 - Interview multiple candidates
 - Check references



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VISTA Project Supervisor,
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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)

Empowering Your VISTA

- Explore and elicit a wide range of answers
- Allow a member to show how he or she perceives a situation
- Help explore values, assumptions, intentions, and interpretations
 - Begin with who, what, when, where, why, and how
 - How does that impact the project?
 - What did you observe?
 - What happened when you ...?



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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.”

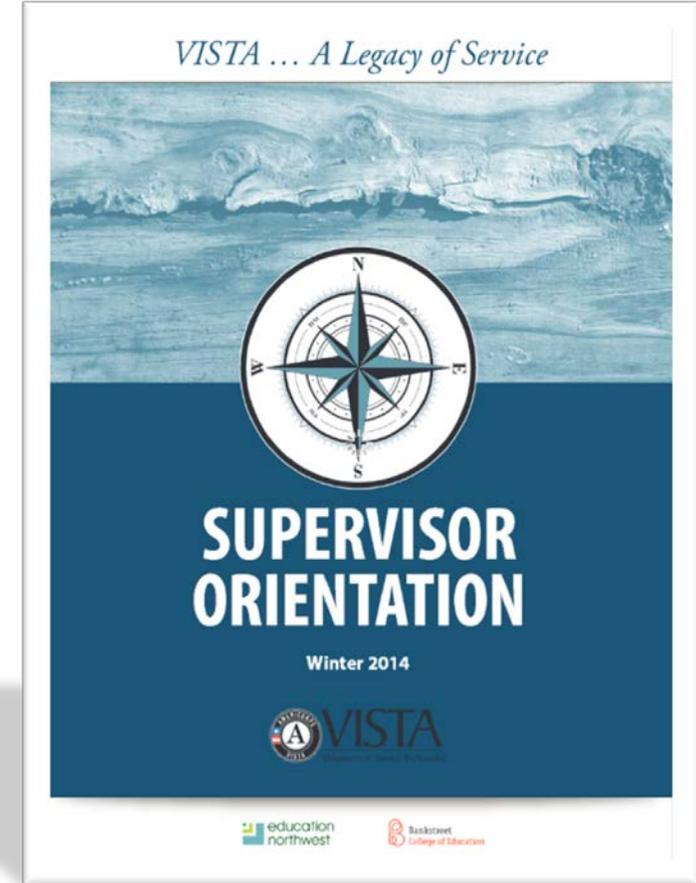
(Bauer, Erdogan, Zedeck, (2011))



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
- Host a “Poverty Simulation”



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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 31st**



www.vistacampus.gov/american-corps-vista-impact-app

Where to find Resources: VISTA Campus

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)



www.vistacampus.gov

Next Steps

- ✓ Create a list of questions
- ✓ Set up a time to discuss the “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 user interface with a sidebar on the left containing three items: 'Participants (2)', 'Chat', and 'Q&A'. The 'Q&A' item is circled in red. Below the sidebar, there is a section titled 'All (0)'. At the bottom of the interface, there is a dropdown menu labeled 'Ask:' with 'All Panelists' selected, which is also circled in red. To the right of the dropdown is a 'Send' button. Below the dropdown is a large empty text input field.

Thank You for Your Participation!

If you have further questions or for more information, contact us:
VISTAwebinars@cns.gov

Our next webinar:

OSOT Makeover: Effective Ways to Refresh and Customize your On-Site Orientation and Training

July 30, 2015

2:00pm Eastern

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