

Webinars for Supervisors

Welcome to
**Training Your Sub-Site
Supervisors**

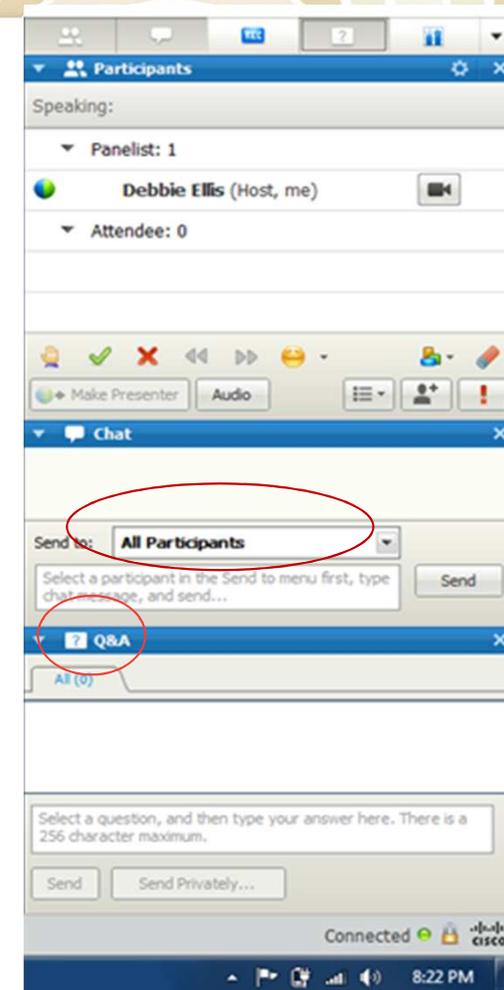
Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

 **VISTA**
Volunteers In Service To America

Tips for Participating

Webinars for Supervisors

- Phones are muted
- To ask questions, use the Q& A panel
- To share comments and ideas, use Chat
- Links and recording will be available after the session



Webinars for Supervisors

Welcome to Training Your Sub-Site Supervisors

Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

 **VISTA**
Volunteers In Service To America

Today's Team

Webinars for Supervisors



Lois Morgan

Bank Street College of
Education



Ericc Powell

Corporation for
National &
Community Service



Amy Cannata

Education Northwest

Guest Speakers

Webinars for Supervisors



Misty Pegue

AmeriCorps VISTA
Project Coordinator

Cornerstone
Assistance Network



Jimmy O'Brien

AmeriCorps VISTA
Supervisor

Mercy Corps Northwest

Session Goals

By the end of the webinar you will be able to:

- Identify key challenges to training your sub-site supervisors effectively and completely
- Recognize the critical importance of regular communication and collaboration with your sub-site supervisors throughout the project lifecycle
- Formulate and adopt realistic solutions to address your particular challenges.

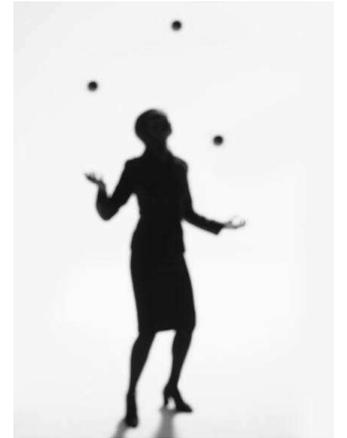
What's the first thing that comes to mind?

- ✓ When will I have time to develop and train my sub-site supervisors?
- ✓ How will I get everyone together?
- ✓ What's my responsibility vs. my site's responsibility?
- ✓ What is absolutely essential to cover? Nice-to-have?
- ✓ How do I get my sub-sites to buy into the project?

Poll:

Have you found training your sub-site supervisors difficult?

What gets in the way?



Follow-up chat activity

If you answered “other”,
what is the specific nature of *your* issue?

Tips for Sub-Site Success



**Envision
relationship as a
partnership**

**Share your project
plan**

**Establish open,
direct, regular
communication**

State and clarify your expectations

Plan an orientation

Plan and coordinate your respective roles around reporting

Big Picture: Who's responsible for what?

- Intermediary's macro responsibilities
- Sub-site's key responsibilities
- Shared duties

Intermediary's Macro Responsibilities

- Site selection (recruiting, choosing, vetting)
- Training sub-site supervisors
- Partnering/collaborating on specific duties
- Managing the whole project
- Overall performance and evaluation

Sub-Site Supervisor's Key Responsibilities

- Onboarding members
- Providing day-to-day supervision and coaching
- Site reporting and evaluation

Shared Responsibilities and Duties

- Outreach, recruitment, selection of VISTAs
- Writing VADs
- Planning/delivering OSOT
- Problem Solving
- Reporting and Evaluation

1. Intermediary: Site-Selection

Approaches and Practical Solutions:

What we do:

- Target potential sites via many routes
- Distribute information about our VISTA project
- Measure candidates against three criteria



1. Intermediary: Site-Selection

Approaches and Practical Solutions:

What we do:

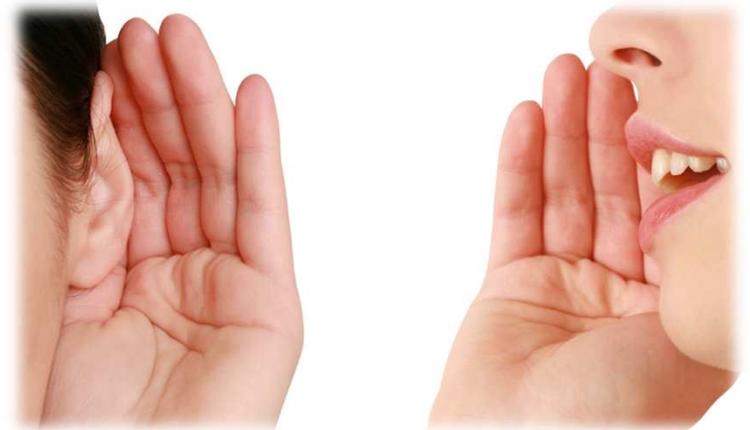
- Site recruitment is a year-round process
- Target sites in variety of ways
- Emphasize that VISTA member is not an employee
- On-the-ground understanding of poverty



Connecting the Threads.....

The communication thread begins here, while recruiting, vetting and choosing your sub-sites!

- Dedicated to a shared mission
- Willing/excited to be part of the larger project
- Able to engage in a real collaboration



2. Intermediary: Training Sub-Sites



Approaches and Practical Solutions:

What we do:

- Six-hour in-person orientation
- Prior to arrival of VISTAs on-site
- Covers...
- Plan for supervisors who cannot make it

2. Intermediary: Training Sub-Sites



Approaches and Practical Solutions:

What we do:

- Prior to orientation
 - Webinar one month before recruitment of VISTAs
 - View recruitment process as a dry run
 - Provide an on-boarding timeline and checklist
- In-person training one month before VISTAs arrive

Orientation Agenda:

Should Include...

- Big Picture:
 - *Overview of CNCS + VISTA*
 - *VISTA mission and capacity building*
 - *Project Overview/Plan*
- Recruitment and selection of members, based on VADs
- Member on-boarding and OSOT
- Your expectations around day-to-day supervision
- Member support: direction, coaching, feedback, recognition
- Problem solving
- VISTA rules and regulations
 - *VISTA is not an employee*
 - *Prohibited activities*
- Communication plan
- Reporting and evaluation

Connecting the Threads.....

Plan the orientation for your sub-site supervisors carefully

- It will take some time, but it will pay off
- Sub-site supervisors have not been to SO!
- Explain how you will be partnering to manage the VISTA project and support VISTAs



Webinars for Supervisors

Questions?



3. Partnering on Specific Duties

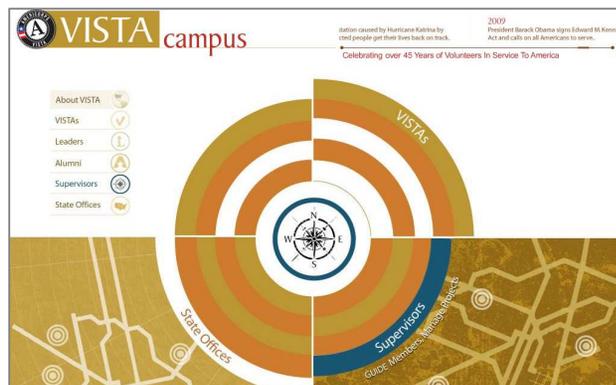
Consider these.....

- Outreach, Recruitment, Selection of VISTAs
- Writing VADs
- Planning/Delivering OSOT
- Problem Solving
- Reporting and Evaluation

Sharing tasks

Web Activity:

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



VISTA Campus
<http://vistacampus.gov>

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 & Legacy (Video) VISTA 101 (Flash Course)	
Become familiar with the National Service structure	✓	✓	Supervisors Orientation Workbook <ul style="list-style-type: none">National Service Network Graphic (PDF), p. 8	
Identify your place within the National Service structure	✓	✓	Supervisor Orientation Visual Aids—Supervisor Roles (Power Point) (slide 4)	
Articulate and apply capacity building concepts for your organization, community and site	✓	✓	What Is Capacity Building for Supervisors (Flash Course) Capacity Building: Mingle & Match Activity (PDF)	

4. Manage the Whole Project

Approaches and Practical Solutions:

- Strong coordination and organizational skills
- Modify State Office calendar
- Use Excel spreadsheet to keep track of all VISTA members



4. Manage the Whole Project

Approaches and Practical Solutions:

- Set up a calendar for major events
- Use data collection tool like Google Docs
- Keep CNCS program officer in the loop
- Conflict management is critical (respond quickly but appropriately)
- Be clear and firm about professional expectations, understanding and collaborative about interpersonal ones.



5. Overall Performance and Reporting

Approaches and Practical Solutions:

- Quarterly performance review evaluations completed by both member and site supervisor
- We tally responses from all partner sites to see how we're doing in terms of preparing the supervisors at our orientation



5. Overall Performance and Evaluation

Approaches and Practical Solutions:

- We track and compare both qualitative and quantitative data
- Create visuals to track program against CNCS goals
- Survey members
- We are looking for a balance between personal and professional growth



Questions? Solutions?

1. Time and coordination issues

Webinars for Supervisors

Questions? Solutions?

2. Content and Format

Questions? Solutions?

3. Division of responsibilities

Questions? Solutions?

4. Motivation/willingness to partner

Webinars for Supervisors

Other challenges?

Open discussion

Thank You

Webinars for Supervisors

Please complete evaluations

Join us for our next webinar on May 20, 2014:
“Recruiting: Attracting Successful VISTAs”

Watch webinars on demand on the VISTA Campus!

If you have further questions or for more information, contact us:

VISTAwebinars@cns.gov