



Welcome to

Managing VISTAs: Fundamental Supervisory Skills

Corporation for
NATIONAL &
COMMUNITY
SERVICE 



Dial:

Passcode:

Today's Speakers



Signe Bishop
Senior Learning &
Development Specialist

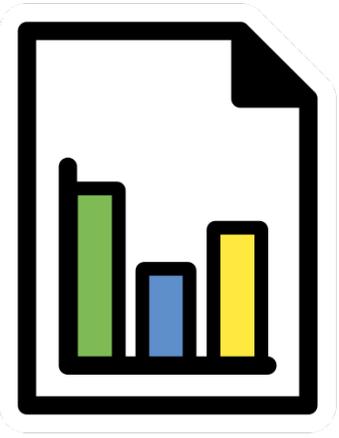


Jackie Rader
AmeriCorps VISTA Project
Supervisor, Utah Department of
Workforce Services, Refugee
Services Office

Session Goals

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

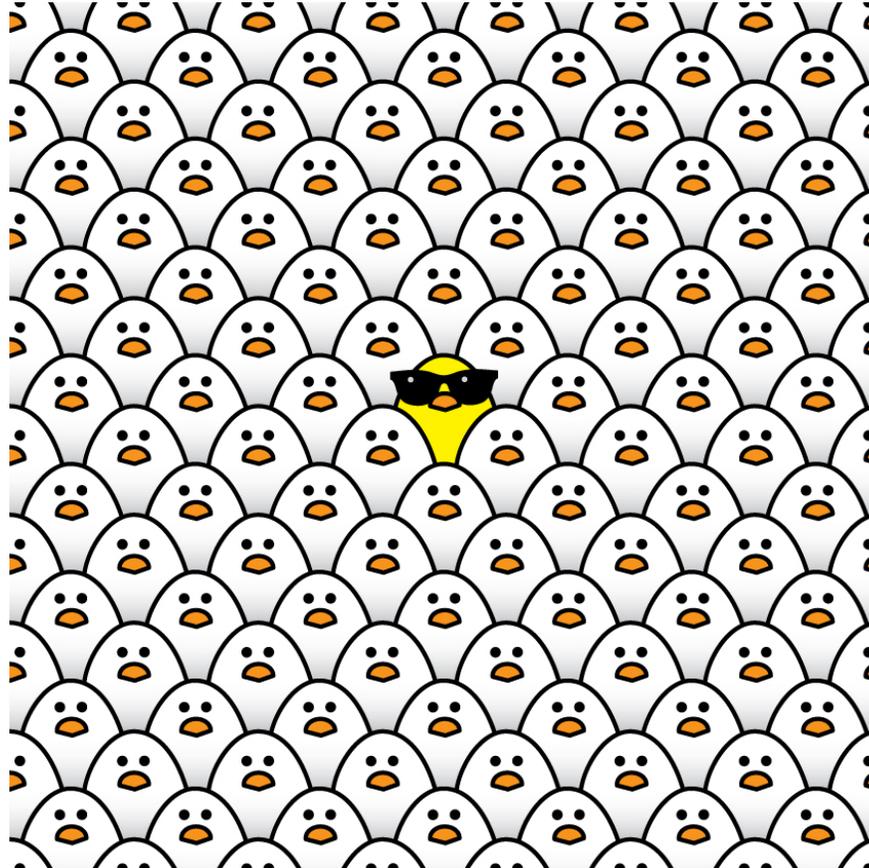
- Leverage the unique opportunities inherent in supervising a VISTA member
- Apply key supervisory skills to working with VISTA members
- Use your VISTA's VAD to create shared understanding
- Identify VISTA resources for supervisors to address workplace challenges



Poll Question

- How comfortable do you feel supervising your VISTA member(s)?
 - a. Very comfortable
 - b. Somewhat comfortable
 - c. Not comfortable
 - d. I don't know, this is my first time as a supervisor/VISTA supervisor

Your VISTA is unique!



Leveraging Your VISTA



- VISTAs are unique because they are:
 - Committed to a year of service
 - NOT staff nor employees
 - Receive a stipend
 - Need coaching and extra help
 - Building capacity for your organization

Strategy #1: Spoken vs. Unspoken Rules



Strategy #1: Spoken vs. Unspoken Rules



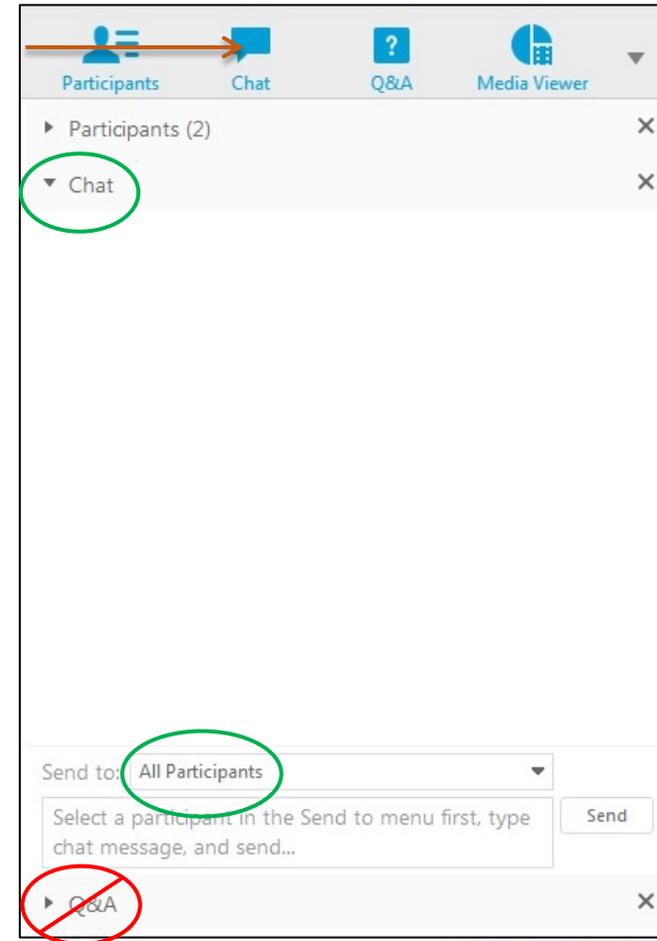
- Orient your VISTA to the workplace environment and community culture by:
 - Referring to the OSOT Checklist for onboarding assistance
 - Discussing policies and procedures in employee handbooks with VISTAs

Chat Question

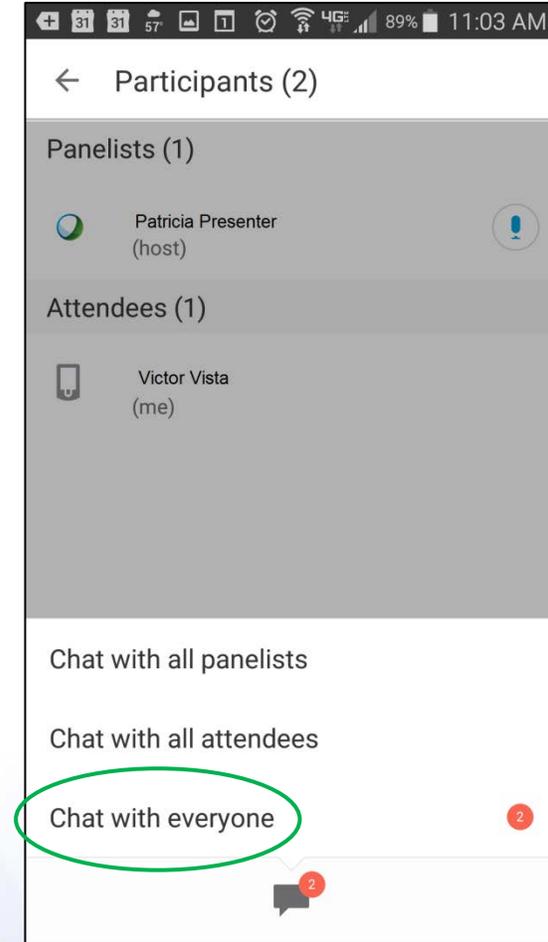
- What are some of the unspoken rules at your organization?

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Strategy #2: VAD vs. VAGUE



Strategy #2: VAD vs. VAGUE

- Using the VAD as a supervisory tool
 - Demystify the VAD
 - Clarify the VISTA's role
 - Engage your VISTA via the VAD



Key Elements of a VAD

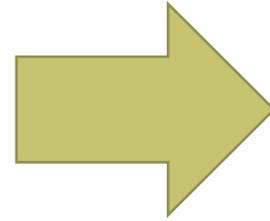
1. Specific Objectives
2. Member Activities or Tasks
3. Completion Dates

VISTA Assignment Objectives & Member Activities	
PROJECT GOAL	<i>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.</i>
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	<ol style="list-style-type: none">1. Research the history of volunteer programs at WCS.<ol style="list-style-type: none">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.

Objectives & Member Activities



Objectives identify what the VISTA will achieve



Member activities specify what VISTAs will be doing to achieve objectives

Sample Objective

By August 20YY, 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.

Sample Activities

Research the history of volunteer programs at WCS by October, 20YY.

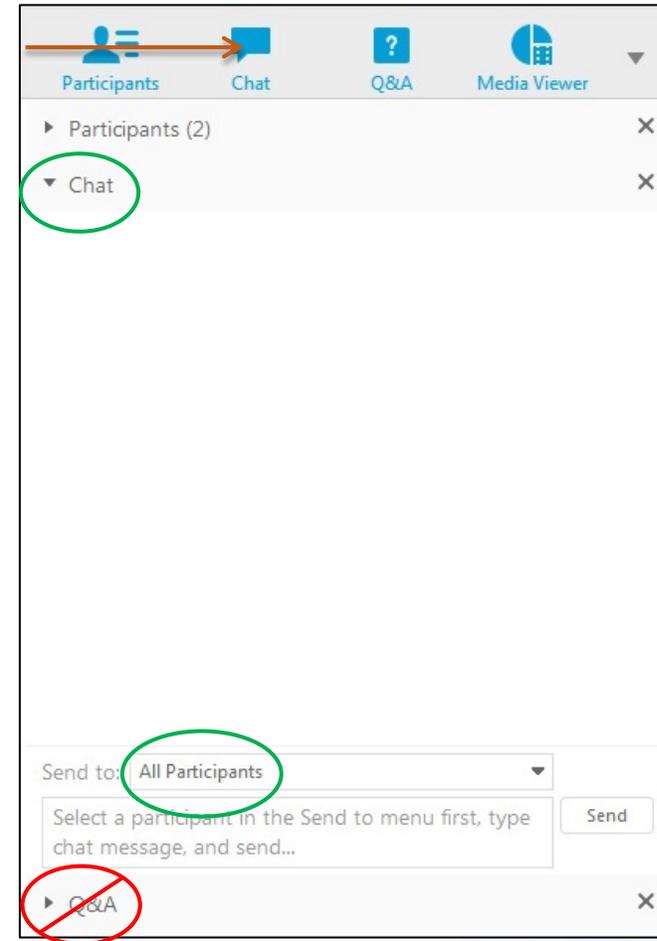
Develop systems for screening and matching mentors by January, 20YY.

Chat Question

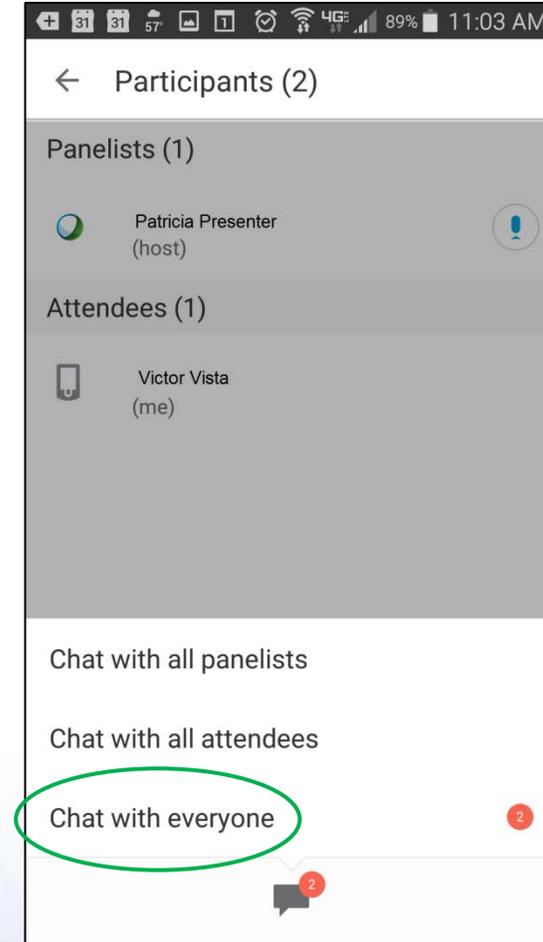
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- What's one word that comes to your mind when you think of your VISTA's VAD (VISTA Assignment Description)?

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Addressing Yeah Buts...

- Yeah, but...
 - I didn't write this VAD and it is incomprehensible!
 - My VISTA doesn't want to stick to the VAD!
 - Other staff keep pulling the VISTA into their projects!



Strategy #3: Continuous Feedback

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- Be available!



Strategy #3: Continuous Feedback

- Make time for regular 1:1 meetings



10:10:10 Meeting Best Practices



10 min

- For the team member

10 min

- For the supervisor

10 min

- For career/growth/development

Tips from the Field



Jackie Rader

AmeriCorps VISTA Project
Supervisor, Utah Department of
Workforce Services, Refugee
Services Office

Maintain open lines of communication



- Open door policy / judgement-free zone
- Weekly one-on-one meetings
- Practice “active listening”

Recap

- Invest time in orienting your VISTA to the organization
- Use the VAD and the 1:1 tools to keep track of the project
- Make feedback part of your supervisor routine

Other Lines of Support

- VISTA Leader
 - Assist organizations and VISTAs in achieving project objectives
 - Does not supervise VISTAs
- State Office
 - Manage and monitor VISTA programs
 - Support supervision of VISTAs and intervene in emergency/difficult situations
 - Connect you to resources

Additional Webinars for VISTA Supervisors

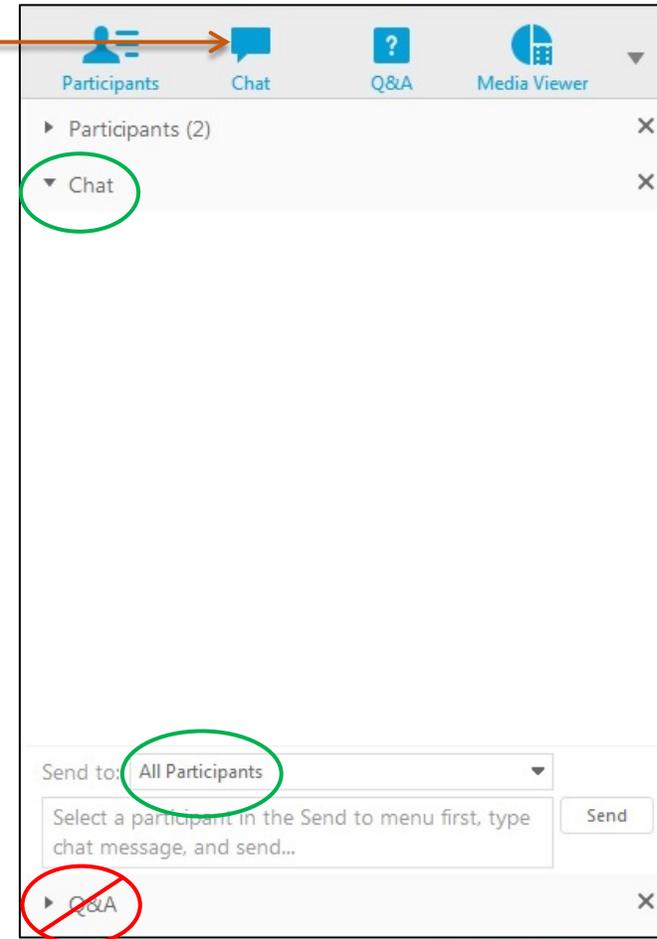
Topic	Webinar
Retention	<u>8 VISTA Member Retention Strategies You Can't Ignore</u>
VAD	<u>Writing Fabulous VADs</u>
Recruitment	<u>Elements of a Recruitment Plan</u>
Project Management	<u>Managing Your VISTA Project</u>
Special Challenges	<u>VISTA Member Retention 201: Responding to Member Challenges</u>

Next Steps

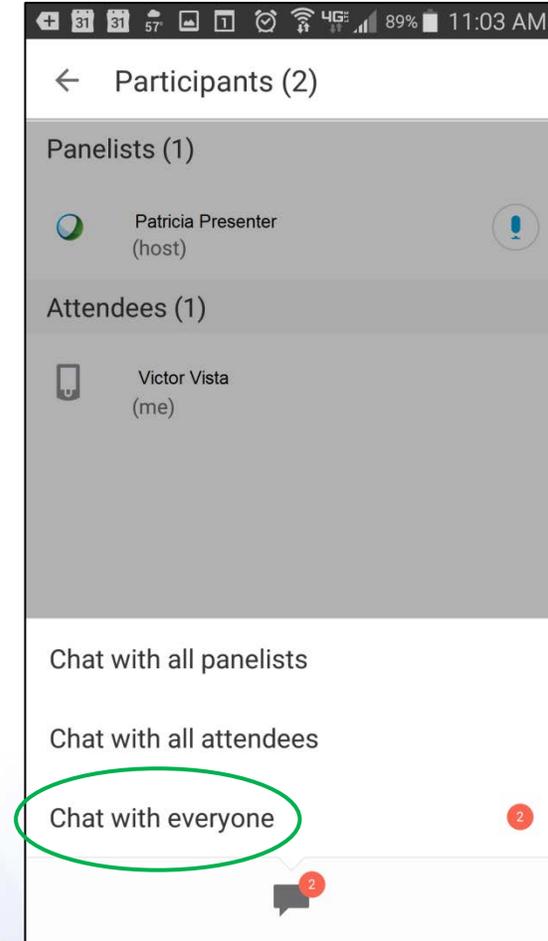
- List one thing you will do based on what you learned in this webinar

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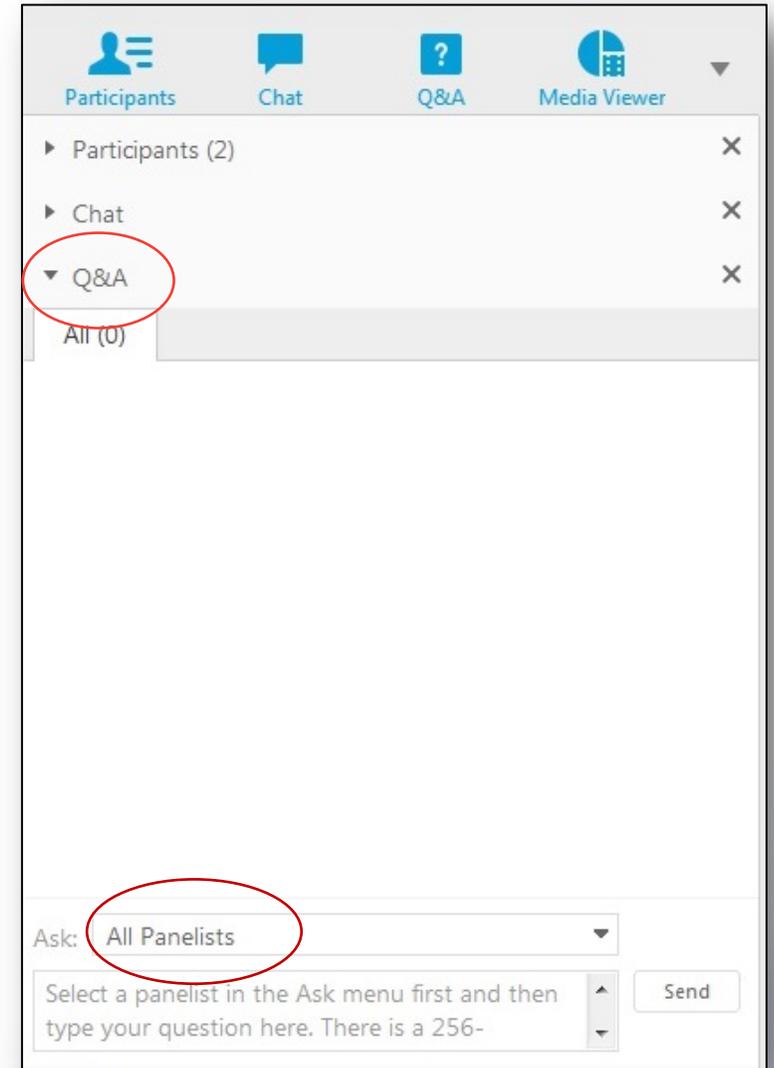


Evaluation

- 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”



Thank You for Your Participation!

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

Next supervisor webinar:
Helping Your Members Thrive
December 13, 2016
2:00pm Eastern

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