



## volunteer management group

### Course Syllabus

**Semester:** Spring, 2010

**Course Title:** Volunteer Program Management

**Description:** Non-profit organizations rely heavily on the use of volunteers to produce successful projects and events. A guide for the optimal use of volunteers is critical. Planners tackle the complexities and challenges of volunteer management. Learn how to develop a volunteer management plan and organize a productive team. Focus on the volunteer management cycle including the process for planning, recruitment, training, scheduling, motivation, team building, supervision, recognition, and evaluation.

**Objectives:**

**Upon completion of this course, students will be able to:**

1. Demonstrate knowledge of the volunteer management cycle: planning, recruitment, training, scheduling, supervision, recognition and evaluation.
2. Describe and develop goals and objectives to recruit and train volunteers.
3. Understand the value of team building as an integral part of the volunteer manager's role in running volunteer programs or special events.

**Course Outline**

**Approach:** Hands-on learning experience combining lecture and VMG Challenge Assignment.

**Readings:** Handouts

**Instructor: Jerry Pannozzo, CVA**

Jerry made an intentional career change to volunteer resource management over 15 years ago. He is currently the part-time program/training coordinator with the Educational and Volunteer Resources Department at New York Methodist Hospital and grant coordinator/consultant with the Volunteer Services Department at Kingsbrook Jewish Medical Center. Previously he was the part-time grant coordinator at New York Hospital Queens and consultant/grant coordinator at Lutheran Medical Center. Jerry was the assistant director at Mayor's Volunteer Center (formerly MVAC). He has also served as director of volunteer services at Rivington House (HIV/AIDS specific residential health care facility) and the director of volunteers at AIDS Center of Queens County (ACQC).

Over the years Jerry served on boards of his local and international professional associations (NYAVA, GNYADVS, and AVA). For those professional associations he has chaired or co-chaired the professional development committee, membership committee, nominating committee, and mentoring committee. Prior to his career change to volunteer resource management, Jerry was the costume shop manager and full-time faculty member at New York University Tisch School of the Arts, Theatre Program, Department of Design.