

# VISTA Assignment Description

**Title: Member & Volunteer Experience VISTA**

**Sponsoring Organization:** UNITED WAY OF THE PIEDMONT

**Project Name:** VISTAs in the Piedmont

**Project Number:**

**Project Period:** 08/09/2021-08/08/2022

**Host Site Name:** United Way of the Piedmont: Gifts in Kind Center

**Focus Area(s):** Economic Opportunity > Financial Literacy

**Note:**

*If your VAD is not accepted, the State Office will note the reason(s) why here.*

## VISTA Assignment Objectives and Member Activities

**Goal of the Project:** The Gifts in Kind Center (GIKC) takes donated consumer products from Walmart Corporation and redistributes them to nonprofits throughout the region who serve low-income individuals and families. The VISTA will focus on continuous improvement of processes and procedures to communicate with member agencies and partners. The VISTA will also focus on increasing the diversity and expansion of the volunteer corps that runs the facility, with a focus on procedures for adequate screening, training, and orientation of new volunteers without disrupting operations. The GIKC VISTA will also work to establish a volunteer leadership corps to provide day-to-day leadership and training to new or temporary volunteers.

**Objective of the Assignment (08/09/2021-08/08/2022)**

Develop and improve processes and procedures to communicate with member agencies and partners

**Member Activities:**

1. Complete and enhance the experience of training for agency shoppers, shopping scheduling system, and internal policies.
2. Assess current processes, looking for ways to increase efficiency and add in automated functions.
3. Make recommendations for improvement to GIKC Director and/or GIKC Advisory Board
4. Evaluate and update membership materials to increase user-friendliness
5. Evaluate and update shopper training materials to increase effectiveness
6. Develop ongoing communications plan for member agencies and partners in coordination with the GIKC Director and Sr. Director of Marketing
7. Create sustainable process for collecting and sharing member impact stories
8. Identify and implement methods to increase the efficiency of the membership application and renewal processes, working with VP of Finance and GIKC Director
9. Form new collaborations as needed to local nonprofits to place excess and unique donations
10. Improve the effectiveness of bi-annual compliance visits to member agencies through the creation and implementation of a schedule, documentation, and remediation policies

**Objective of the Assignment (08/09/2021-08/08/2022)**

Expand the current volunteer corps that operates the facility

**Member Activities:**

1. Shadow and survey volunteers to learn about their vital role in operating the GIKC and identify their ideas for improvements
2. Evaluate the diversity of the current volunteer corps and establish benchmarks based on community demographics and United Way's diversity & equity goals
3. Identify specific volunteer roles and outline skill, experience, physical ability, and/or aptitude requirements
4. Create optimum volunteer staffing plan in collaboration with GIKC Director and identify current and future ability to maintain staffing levels
5. Develop a targeted outreach & communication plan in collaboration with GIKC Director & Sr. Director of Marketing
6. Deploy outreach plan, collaborating with other UWP departments as appropriate
7. Conduct volunteer screening, onboarding, and training
8. Document processes and procedures for staff and volunteers

**Objective of the Assignment (08/17/2020 – 08/16/2021)**

Establish a volunteer leadership corps to provide day-to-day leadership and training to new or temporary volunteers

**Member Activities:**

1. Identify existing volunteer champions who demonstrate exceptional knowledge and skills in performing their role within the GIKC and find ways to celebrate them
2. Recruit new members for the volunteer leadership corps
3. Collaborate with volunteer leaders to create training materials and processes to bring new volunteers into the facility without disrupting operations
4. Create policies around the role and frequency of temporary or one-time volunteers to ensure safety and continuity along with an exceptional brand experience
5. Create a volunteer leader schedule to ensure adequate coverage while the facility is open
6. Implement processes and procedures around volunteer recruitment and safety
7. Conduct regular formal and informal assessments of volunteer satisfaction, operational continuity, and volunteer leader effectiveness
8. Evaluate assessment results and present to GIKC Director to inform an improvement plan

**Objective of the Assignment (08/09/2021-08/08/2022)**

Document departmental processes and procedures to ensure sustainability.

**Member Activities:**

1. Shadow all members of the GIKC team and key members of the Engagement, Resource Development, Community Impact, Finance, and Administrative teams to learn how

activities are interrelated and success is measured

2. Update departmental procedures for key tasks and create training materials where necessary
3. Identify inconsistencies, omissions, or duplications of processes or procedures and create a plan to address; present findings to GIKC Director

**Objective of the Assignment (08/09/2021-08/08/2022)**

VISTAs will spend 10% of their service participating in a supplemental project designed to foster collaboration and problem-solving for (a) community-wide issue(s). The VISTA team will gather one half-day each week to share different perspectives and experiences gained through their work on-site and work together on (a) project(s).