



MASTER COURSE OUTLINE

Prepared By:

Date: August 2017

COURSE TITLE

Developing and Managing Volunteer Resources

GENERAL COURSE INFORMATION

Dept.: HSEM

Course Num: 220

(Formerly:)

CIP Code: 43.0301

Intent Code: 21

Program Code: 968

Credits: 2

Total Contact Hrs Per Qtr.: 22

Lecture Hrs: 22

Lab Hrs: 0

Other Hrs: 0

Distribution Designation: None

COURSE DESCRIPTION (as it will appear in the catalog)

This course will focus on methods and procedures for involving private-sector organizations and volunteers in emergency management programs in ways which benefit both parties. The focus of the course is on maximizing the effectiveness of volunteer resources by implementing a people-oriented system that addresses defining volunteer roles, designing a plan of action, recruiting volunteers, training individuals who volunteer and motivation and maintenance of a successful program. Participants will acquire skills and knowledge to make appropriate volunteer assignments that enhance the effectiveness of an integrated emergency management system.

PREREQUISITES

HSEM 102 Introduction to Emergency Management

TEXTBOOK GUIDELINES

Chosen by Instructor

COURSE LEARNING OUTCOMES

Upon successful completion of the course, students should be able to demonstrate the following knowledge or skills:

1. Define volunteer and voluntary agency (VOLAG) and draw distinctions between the two.
2. Determine whether your community's needs are best met by developing a volunteer program or whether you should coordinate with VOLAGs—or both.
3. Correlate the skills and knowledge required of volunteers in emergency management programs.
4. Determine how volunteers can be used most beneficially in your program to meet your agency's needs.
5. Analyze the steps in developing a volunteer program
6. Develop a volunteer job description.
7. Outline strategies for recruiting, retaining, assigning, training, supervising, and evaluating volunteers.
8. Recognize the key responsibilities of a VOLAG/CBO Coordinator.
9. Analyze the role of VOAD in providing emergency assistance.
10. Examine strategies for working with VOLAGs, CBOs, businesses, and other groups.
11. Assess the needs/special issues with managing volunteers.

INSTITUTIONAL OUTCOMES

None

COURSE CONTENT OUTLINE

- A. Different Types of Volunteers and Volunteer Programs
- B. Benefits and Challenges of Involving Volunteers
- C. Developing a Volunteer Program
- D. Working with Voluntary Agencies (VOLAGs) /Community-Based Organizations (CBOs)
- E. Voluntary Organizations Active in Disaster (VOAD)
- F. Identifying Needs of Volunteers and How to Meet Them
- G. Special Issues in Volunteer Management

DEPARTMENTAL GUIDELINES *(optional)*

PO5 should be assessed: Students will be able to solve problems by gathering, interpreting, combining and/or applying information from multiple sources.

DIVISION CHAIR APPROVAL

DATE