

Member Recruitment & Management



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Agenda

Member Recruitment

Staffing/Recruitment Team

Recruitment Essentials

Posting

Application Process

Interview

Offer

Pre-Service Engagement

Member Management

Orientation & Onboarding

Training and Professional Development

Supervision

Discipline

Civic Engagement

Life After AmeriCorps

Staffing/Recruitment Team

- Who is responsible and accountable for member recruitment?
- Who will be involved in the recruitment process?
- Who will make the final selection decisions?



Member Recruitment Essentials

Key Metrics:

- Number of Members
- Slot Type(s)
- Position(s)
- Recruitment Timeline

“Ideal” Member

- Age
- Demographic(s)
- Language proficiency
- Education Level
- Experience

Posting: Position Description

- SELL the position
- Essential vs. Non-essential Functions
- Required vs. Preferred Qualifications
- Prohibited Activities
- Non-duplication/non-displacement
- Fundraising



Posting: Websites & Portals

- MyAmeriCorps/eGrants Portal
- Websites
 - Idealist
 - Craigslist
 - Indeed
 - Service Year
- Colleges and Universities
 - Minority-serving institutions
 - Handshake
 - Alumni networks
 - Career services
 - Job/internship fairs
 - Sororities/Fraternities
- Community Partners or Locations
 - Churches
 - Community centers
 - Gym/library/coffee shops

The screenshot displays the eGrants Recruitment Workbasket interface. The page title is "eGRANTS" and the user is logged in as "Alyson". The main content area is titled "Recruitment Workbasket" and contains a "Pending Applications" section and a "Service Opportunities" section. The "Service Opportunities" section features a "Create Opportunity Listing" link with a red arrow pointing to it. Below this link is a table of recruitment opportunities.

ID	Name	Type	Start Date	Location	Status	
568	City Year Rhode Island (Mid-Year)	SN	01/03/2008	Providence	Denied	view/edit
2426	Hands On New Orleans	VISTA	11/12/2007	New Orleans	Approved	view/edit
2430	GCCC MLK	VISTA	11/15/2007	Gulfport	Approved	view/edit
458	Mid-Year positions (Jan. 08) - City Year San Jose	SN	01/15/2008	San Jose	Approved	view/edit
489	City Year Boston - Volunteer Engagement	SN	08/30/2007	Boston	Approved	view/edit
575	City Year San Antonio	SN	08/30/2007	San Antonio	Approved	view/edit
2432	Hands On Gulf Coast Special Projects Coordinator	VISTA	11/12/2007	Biloxi	Approved	view/edit

Click on Create Opportunity Listing

Targeted Outreach

- “Mining” eGrants
- Email communication
- Short and succinct
- Personalized
- Invitation to apply

eGRANTS

Welcome Alyson

Advanced Search for Applicants

Portal Home

Trainee Profile

Search Potential Applicants

Search Submitted Applications

Manage Members

Invite Members

Manage Events

Manage Programs

Manage Service Locations

Manage Users

Recruitment Workbasket

S&H Workbasket

S&H Reports

VISTA Workbasket

VISTA Reports

Advanced Applicant Search

To search for an applicant use the fields below and click the search button. You do not need to enter full names to find applicants. For example, searching for "J" as the first name and "Smith" as the last name will give results for John Smith, Jane Smithson, and so on.

Applicant ID:

Member ID:

First Name:

Last Name:

Date of Birth: (mm/dd/yyyy)

E-mail Address:

Highest Education Level:

Available From: (mm/dd/yyyy)

Skills:

Language:

Fluency:

Age Between: and

search

Enter data into one or more fields. The more data you enter the narrower your search results will be, allowing you to search for applicants that meet very specific criteria or requirements

Application

- MyAmeriCorps Portal
- Internal Process
- Both



Interview

Mode: In-Person/Phone/Zoom

Minimize Bias:

- Interview Committee
- Interview Questions
- Rubric/Scoring system
- Bias Testing and Awareness

Reasonable Accommodations



Interview (cont'd)

- Opportunity to “sell” your program/position
- Showcase your organizational culture
- Address concerns directly



Offer

Make it a BIG deal!

- Official offer via phone and email
- Welcome message from ED/CEO
- Welcome “package” with swag
- Congratulatory language
- Importance of commitment



Pre-Service Engagement

- Newsletter or regular communication
- Highlight current members
- Pair with a current member
- Resources for relocation
- Continue to address concerns
- Consider “assignments” to engage and inform

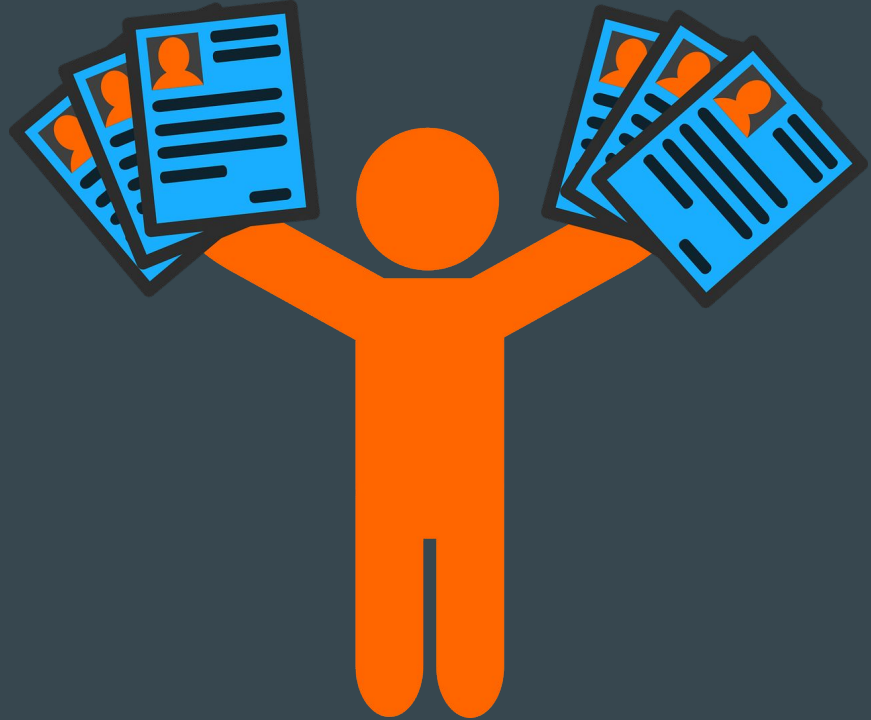
Recruitment: Applicant Tracking System

Excel or Google Sheets

Salesforce

HR Software

Apricot



Questions



Member Management: The Member Experience & Retention

AmeriCorps Mission

To improve lives, strengthen communities, and **foster civic engagement through service and volunteering.**



Orientation & Training: Logistics

Important Considerations

- Length
- Content
- Structure
- Format
- Learning styles
- Presenters



Orientation & Training: Purpose

Mission and Intervention

- Familiarity with the mission/organization
- Understanding of the community issue and target population
- Skills/Intervention

Organization Familiarity

- Organizational culture
- Expectations, Policies and procedures
- Tour of space

Community Building

- Esprit de Corps
- Swearing-In “Ceremony”

Orientation & Training: Required Training Topics

- Prohibited Activities
- Non-Discrimination Policy
- Reasonable Accommodations
- Grievance Procedures
- Drug Free Policy
- Code of Conduct
- Disaster Preparedness

Challenges of Virtual On-Boarding

- Screen Fatigue
- Active Participation
- Culture and Community Building



On-going Training & Professional Development

Formal & Informal

- Weekly or monthly training opportunities
- Certifications or CEUs
- Mentorship
- Exposure to other aspects of the organization
- Individualize PD plans based on members' professional goals



Member Supervision

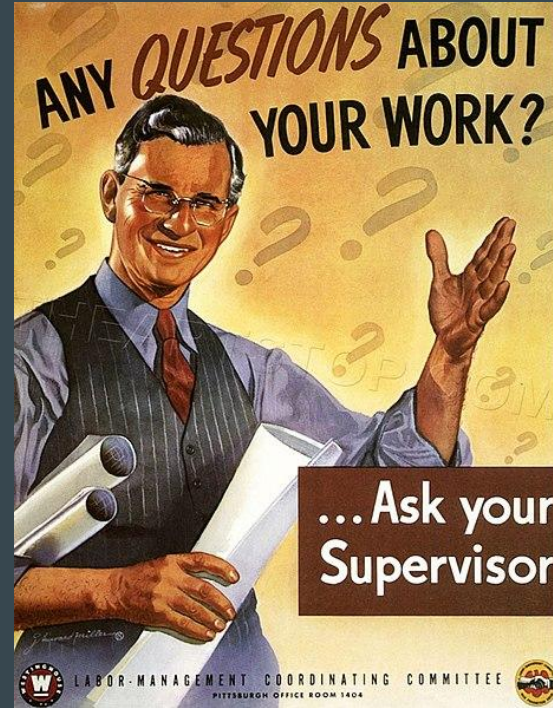
Informal vs. Formal

- Educational
- Supportive
- Administrative

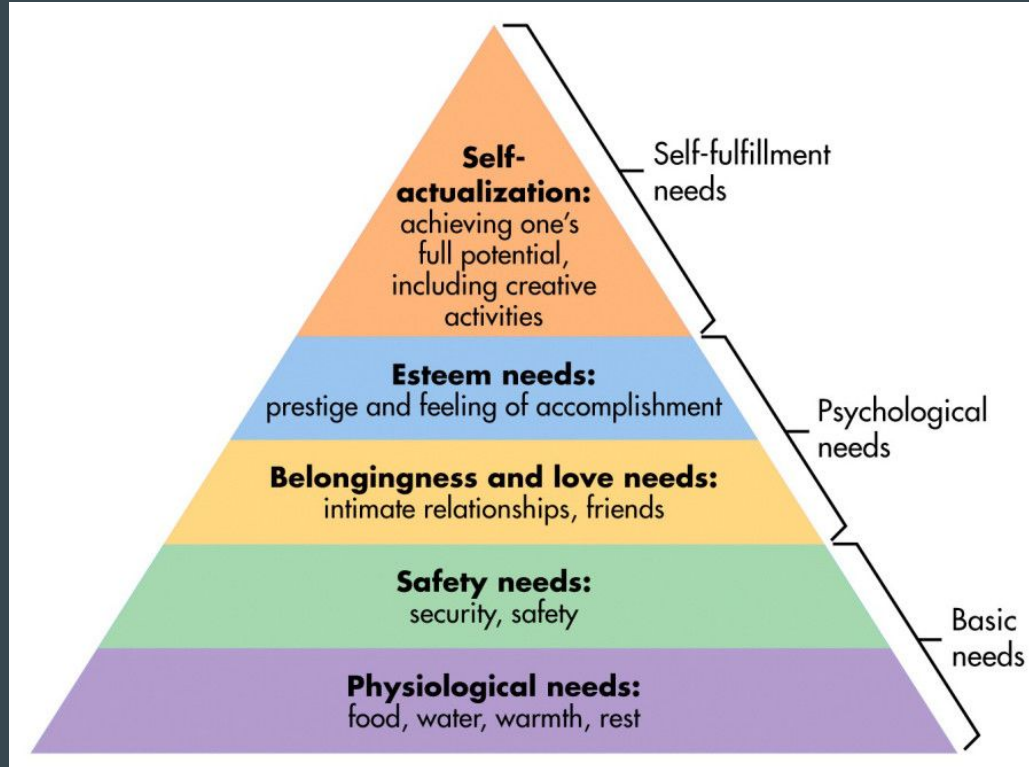
Individual vs. Group

Evaluations

Role Delineation & Clarity



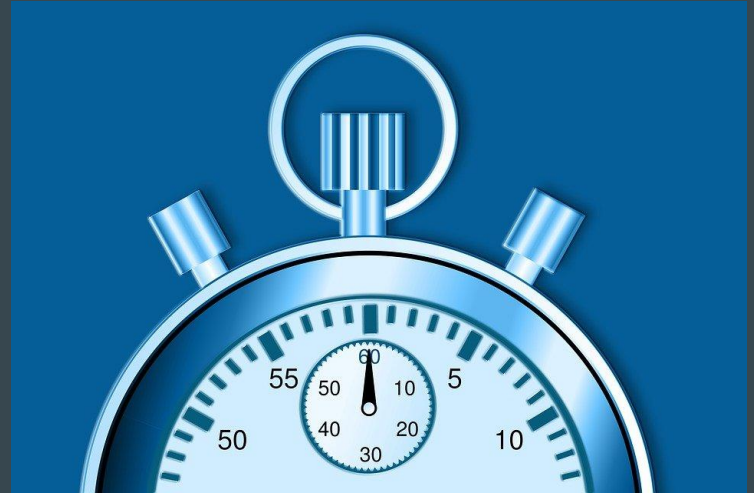
Maslow's Hierarchy of Needs



Timesheets & Member Hours Tracking

AmeriCorps Timesheets Must:

- Reflect actual hours served (timely submission)
- Differentiate between Service, Training and Fundraising activities
- Be reviewed and approved by a supervisor (timely approval)



Member Discipline

Progressive Disciplinary Procedure

Communication

Documentation



Reasonable Accommodations

- AmeriCorps programs **MUST** provide reasonable accommodations
- Process should focus on good communication and respect
- Trial, evaluation, and course correct
- Remember that this is part of the development process



Civic Engagement

- Civic Reflection
 - Journaling
 - Brown-bag lunches
 - Group or individual reflection exercises
- Days of Service
 - MLK, Jr.
 - 9/11



Life After AmeriCorps

- Additional Term of Service
- Employment
- College/University or Technical School
- Professional Degree



Member Appreciation

- Mechanism for “Shout Outs” or Kudos
- Potluck
- Outings & Team building
- Highlights & Interviews
- “Member of the Month”



Member Feedback

- Address challenges
- Continuous improvement
- Survey or Exit Interview



Questions

