UAB AmeriCorps VISTA Statewide Program

UAB VISTA Supervisor Training

AUG 12TH 2022 10AM – 2PM
Today's Schedule

10:00
Welcome & Introductions

10:30
VISTA Supervisor Roles & Responsibilities

12:00
Lunch & Social

12:30
Managing, Onboarding, & OnCorps Overview
Section One

Introductions & Program Overview
Meet the Program Staff

Dr. Amy Hutson Chatham
Ph.D. MSPH
UAB–AmeriCorps VISTA Director

Keyana Boglin
UAB–AmeriCorps VISTA Program Supervisor

Kierra Jackson
UAB–AmeriCorps VISTA Black Belt Project Coordinator

Giorgia Ellard
UAB–AmeriCorps VISTA Food Security Program Coordinator
Supervisor Introductions

- Name
- Site/Organization
- Role
- Brief Overview
To address social issues in Alabama, the UAB–AmeriCorps VISTA Statewide Program places year-long, capacity-building volunteers in service positions with community agencies to improve lives, strengthen communities, and foster civic engagement.

Volunteers In Service to America (VISTAs) develop and complete projects designed to address pressing community needs to transform the Birmingham metro area and the Black Belt region of Alabama.
Annual Report

- First Annual Report was released in March of 2022
- Need your help collect metrics and photos
- Goal is to release towards the end of every year
How to access Slido

1. Open the camera on your phones
2. Scan the QR code and click the link
3. Submit your answer

1. Go to slido.com
2. Enter code uabvista
3. Submit your answer

Poll: In what county are you located?
How to access Slido

1. Open the camera on your phones
2. Scan the QR code and click the link
3. Submit your answer

Poll: What counties do you service?

1. Go to slido.com
2. Enter code uabvista
3. Submit your answer
Section Two
VISTA Supervisor Roles and Responsibilities
Site Resources & Responsibilities

- UAB and AmeriCorps Resources
- Preparing for New Members
- Member Orientation
- Managing VISTAs
RESOURCES

Who you gonna call?
Learning who to call for what problems.

AmeriCorps
Living Allowance
Segal Education Award
Health and Child Care
Loan Deferment & Interest Forbearance

UAB
Remote, On-Campus Parking
OneCard Access
Mileage Reimbursement
Blazer Kitchen

National Service Hotline: 1-800-942-2677
Supervisor Resources

- Orientation Guides and Handbooks
- Living Allowance Schedules
- Leave Benefits
- Mileage Reimbursements
- OnCorps Categories
## VISTA Supervisor Responsibilities

<table>
<thead>
<tr>
<th>Sub-Site Training</th>
<th>Recruitment</th>
<th>Compliance</th>
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<tbody>
<tr>
<td>Participate in a AmeriCorps approved Supervisor Orientation prior to supervising VISTA members</td>
<td>Recruit and retain high-quality VISTA members for service</td>
<td>Ensure that all VISTA resources are used properly at all times</td>
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<thead>
<tr>
<th>Recognition</th>
<th>Communication</th>
<th>Supervision</th>
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</table>
| Recognize the impact of VISTA members in your community and acknowledge AmeriCorps as a funder | Communicate with the VISTA Program Staff assigned to the management of your VISTA site formally and informally. | • Provide general oversight of member activities  
• Mentoring  
• Weekly meetings  
• Review Member Timesheets & Reports |
Preparing for New Members

The VISTA Assignment Description (VAD)

Recruitment

Virtual Member Orientation (VMO) & On Site Orientation
How The VAD Works

Our strategy is divided into four achievable goals:

1. Outreach & Recruitment
2. Selecting a VISTA candidate
3. Guiding and Supporting Members
4. Assessing Performance
Recruitment Stages

STEP 1
Plan

STEP 2
Market

STEP 3
Screen/Interview

STEP 4
Select
Determine required skills; develop a clear VAD; develop a strategy to find qualified applicants; and determine, along with the Regional Office, the appropriate VMO, which will inform the VISTA member’s start date and term of service.

**Planning for your VISTA**

- Identify which vacant VISTA positions you will recruit for.
- Work with your VISTA Project Supervisor to identify the ideal start date and corresponding VMO.
- Determine what skills and experiences you are looking for in an ideal candidate.
- Consider what educational attainment or professional certifications applicants should have (or be willing to obtain, such as First Aid certification).
- Include any other relevant recruitment factors, such as personality type, strengths, or supervision style.

**Step 1: Plan**

Determine required skills; develop a clear VAD; develop a strategy to find qualified applicants; and determine, along with the Regional Office, the appropriate VMO, which will inform the VISTA member’s start date and term of service.
Marketing for your VISTA

Recruitment

• We post each position on websites like LinkedIn, Handshake, Indeed, and our website as well as our socials.

• We encourage you to place your positions on your websites as well. Other places include:
  ◦ Newsletters, your websites, local restaurants, and with any partners you may have

Step 2: Marketing

The goal when marketing your position is to find a qualified candidate that is a good fit with your organization. To do so, remember need to spread the word far and wide.
## Step 3: Member Screening

Applicants must meet the following minimum standards of eligibility.

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<tr>
<th>Requirement</th>
<th>Details</th>
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<tr>
<td>Be at least 18 years old upon entering VISTA training. There is no upper age limit.</td>
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<tr>
<td>Hold one of the following citizenship/legal residency statuses: US citizen, US National, Lawful Permanent Resident Alien</td>
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<tr>
<td>Not be in the immediate family or close relative project site staff member or a project site’s board of directors.</td>
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<tr>
<td>Serve full-time for one year during regular working hours</td>
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<tr>
<td>Submit their information for an FBI criminal history background check.</td>
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### Step 4: Interviewing

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<tr>
<th>Schedule interviews with multiple candidates whose applications demonstrate a strong potential fit.</th>
<th>Interview methods may vary based on your organization’s capacity and the applicant’s location.</th>
<th>Confirm that candidate is not in the immediate family or close relative of a project site staff member or a member of the project site’s board of directors.</th>
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<tbody>
<tr>
<td>Establish a list of interview questions beforehand so that you can adequately assess an applicant’s fit for the position.</td>
<td>Have the position’s VAD available for the applicant to review during the interview.</td>
<td>Review references.</td>
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Be sure to hit these key points

**Key Points**

- VISTA candidates are not interviewing for employment with the organization.
- They will be performing capacity building.
- They will receive a living allowance, not a salary.
- The amount of the living allowance – is $675.08 bi-weekly.
- Neither AmeriCorps nor UAB is responsible for providing them housing or assisting them with securing housing.
Selecting Your VISTA

Recommending Selection

Please note that AmeriCorps has the final say in all placements.

1. Notify Program Supervisor of your selection
2. AmeriCorps will review application and ensure the candidate meets minimum requirements
3. AmeriCorps will verify candidates SSN & citizenship status
4. AmeriCorps will enroll candidate in VISTA Program
Section Three

Member Orientation, Onboarding, and OnCorps
Types of VISTA Orientation

- AmeriCorps Orientation
- UAB Orientation
- Onsite Orientation
AmeriCorps Orientation

- Complete Self-Directed, Pre-Service Coursework
- Complete Onboarding Forms
- Undergo Background Checks
- Attend Pre-service Webinar and VMO (VISTA Member Orientation)
- Take the Oath of Service
UAB Orientation

• Attend in-Person 1/2 Day Orientation
• Provide and cover the General Orientation Manual
• Complete UAB Onboarding Tasks
• Set up UAB Direct Deposit
• Complete OnCorps Training
Chain of Command

Direct Supervisor

VISTA Leader

Project Supervisor

Program Director

AmeriCorps VISTA Representative
Hours

- Consistently recording 35-40 hours per week
- Flextime - if approved by Supervisor
- Capacity building, not direct service!
Capacity Building vs Direct Service

Examples of Capacity Building and Direct Service

<table>
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<tr>
<th>Capacity Building</th>
<th>Direct Service</th>
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<tr>
<td>Recruit volunteers to build houses</td>
<td>Build Houses</td>
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<tr>
<td>Develop database of mentors</td>
<td>Mentor Teenagers</td>
</tr>
<tr>
<td>Write financial literacy course curriculum</td>
<td>Teach Financial Literacy Course</td>
</tr>
<tr>
<td>Setting up partnerships in the community</td>
<td>Deliver Meals on Wheels</td>
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<tr>
<td>Organize a Fundraiser</td>
<td>Provide Health Screening Services</td>
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**Capacity Building**

Working with staff and the community to create, expand, or strengthen the systems and processes that help an organization carry out its anti-poverty work. These tasks and activities include the transfer of knowledge/skills, products, and relationships.

**Direct Service**

Activities that immediately address a client’s needs. For example, tutoring or providing a meal.
## Onsite Orientation Objectives

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<tr>
<th>Understand expectations and agreements for a working relationship between the VISTA member and the organization</th>
<th>Understand the mission and goals of the organization</th>
<th>Understand the organization’s culture and policies (and where VISTA policy overrides organizational policy):</th>
</tr>
</thead>
</table>
| Recognize the context of the VISTA project | Develop, with the supervisor, a personal work plan, based on the VAD | • Roles and responsibilities  
• Time and attendance, service hours  
• In-service mileage reimbursement/travel policy and procedure  
• Working with the media or fundraising activities  
• Evaluation of individual VISTA members and of the project  
• Reporting requirements for the VISTA project |
Managing VISTAs
Core site supervisor responsibilities

- Deliver OSOT (On-site orientation training)
- Consistently apply VISTA policies, project policies, and site policies. Direct any questions about VISTA policies and UAB policies to the VISTA project supervisor, who will answer them or escalate them to the CNCS Regional Office, if necessary
- Support the VISTA to the best of their abilities to meet their project and development goals
- Ensure that the VISTA member is supported in adhering to the VAD, including providing relevant training and assistance in working toward goals. Ensure that the VISTA is not redirected to unrelated or unallowable activities
- Familiarize with key stakeholders, including staff and partners, with the VISTA project
- Facilitate access to administrative support
- Document the facts and measures taken to address a performance or conduct issues
Core UAB VISTA program staff responsibilities

- Participate in training delivered by AmeriCorps
- Train supervisors
- Provide training and technical assistance on project policies
- Conduct site visits
- Facilitate the on boarding of new VISTAs
- Consistently apply VISTA policies and project policies
- Direct any questions about VISTA policies or procedures to the AmeriCorps Regional Office
VISTAs vs. Employees
VISTA

- VISTAs are national service members. They commit themselves to serving for one year in the community and to the goals of the assigned project.
- Cannot be terminated or fired. Site can request to VISTA be removed.
- May need extra support integrating into the organization and community quickly and effectively.
- Serve for limited benefits and are often interested in cultivating an experience that is meaningful both professionally and personally.
- Other staff in your organization may not recognize the distinct VISTA function.

EMPLOYEE

- Functions as traditional staff or faculty member.
- Often more professional experience.
- Not on a one year service contract.
- Supervisors should give VISTAs appropriate feedback on their performance.
- Should be oriented to the site’s policies and given any standard staff training at the beginning of the service term.
- Expected to act in a professional manner and conduct themselves in accordance with the workplace.
- Included in staff meetings for department & organization.
- Same or similar working conditions as their colleagues.
- Are able to perform direct service.
- Can be terminated or fired.
- Able to manage finances and other administrative roles.
- Salary
- Retirement
- Full Benefits
VISTA vs. Employees

VISTAs are not employees of CNCS, except for very specific purposes.[1] In addition, VISTAs are not, for any purpose, employees of the sponsoring organizations or sub recipient organizations where they are assigned; VISTA members have no legal employment relationship with the sponsoring organization or sub recipient organization. Finally, CNCS retains sole authority for an individual’s selection/admission, replacement, removal, and termination.
Strong Supervision

- Build familiarity with the VISTA member’s VAD
- Assess a VISTA’s relevant background and skills and consider them when planning for OSOT
- Learn about the VISTA member’s professional development interests and support them in developing and implementing a plan for professional development that builds skills and knowledge
- Schedule dedicated weekly one-on-one check-ins
- Support the VISTA in planning ahead for the end-of-service transition
- Recognize the contributions and impact of the VISTA member
- Provide resources and guidance in working with the community
Any change to the supervision plan for a VISTA member should be navigated proactively to avoid potential pitfalls.

If the VISTA’s supervisor is no longer available to supervise them full-time, it is critical that the supervisor communicates with the VISTA project supervisor about the impending change. The VISTA project supervisor will work with the current site supervisor to train the new/interim site supervisor on VISTA and their responsibilities.
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<tr>
<th>Promoting a culture of ongoing learning and growth</th>
<th>Asking open-ended questions and collaborating in problem-solving with VISTA(s)</th>
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<tr>
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<td>Assisting VISTAs in finding their own solutions to problems</td>
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<td>Providing actionable, positive feedback, when appropriate</td>
<td>Being open to hearing VISTA complaints, obstacles, and frustrations without judgment</td>
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<td>Developing protocols for addressing conflict</td>
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## Managing VISTA Members

These concepts help improve member retention

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<tr>
<th>Ensuring that all staff understand the VISTA program and the VISTA member role</th>
<th>Helping make life easier by providing supplemental benefits</th>
<th>Providing regular feedback, direction, and support, including weekly one-on-one check-ins</th>
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<tbody>
<tr>
<td>Identifying what VISTAs need to succeed and addressing those needs</td>
<td>Giving VISTA members ownership of their projects</td>
<td>Thanking VISTA members personally and recognizing them publicly</td>
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Provide ongoing training and support for professional development
Managing VISTAs

Administrative Support

- Space, Technology, Office Supplies
- Service-Related Transportation
- Accidents While Driving for Service-Related Purposes
- Program Budget
Managing VISTAs

Member Benefits

- Living Allowance
- Leave
- Relocation Assistance
- Healthcare Benefit
- Childcare Benefit
- Emergencies
- End of Service Benefit
- Post-Service Federal Benefit (NCE)
Managing VISTAs

Challenges with Members

- Member Resignation or Member-Initiated Reassignment
- Performance and Conduct
- Sponsor-Initiated Removal
- CNCS-Initiated Removals and Terminations for Policy Violations
Managing VISTAs

Transitioning Out Of Service

- Project Planning
- Member Planning
- Exiting Members from Service via the Future Plans Form
- Regular Exit
- Reenrollment
- Extension
Thank you!