



# UTAH 4-H PROGRAM GUIDE

# VOLUNTEERS



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UtahStateUniversity



# VOLUNTEER MANAGEMENT PROGRAM

## STARTING RIGHT

A County 4-H volunteer management plan must be in place before a volunteer shows interest, commitment, or willingness. This process will allow a match to occur that unifies the needs of the 4-H program and needs of the volunteer.

### *Customer Service*

- Have a “can-do” attitude. Be positive, upbeat, and focused
- Create a positive experience and relationship with the volunteer from the beginning
- Assure them that you are always there to help
- Provide them with the materials, resources, and support that they will need
- Remind them that together you can make a difference in the lives of young people
- Sincerely express your appreciation to them

### *The Volunteer Pathway*

- A follow up call, email, or letter should be sent to the volunteer thanking them for their interest
- Assistance should be given to help register the Volunteer into the 4-HOnline Program
- Time should be scheduled for a New Leader Orientation Training
- A mentor should be introduced to help them get started



# Utah 4-H Volunteer Program



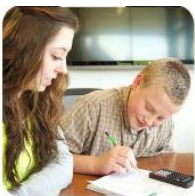
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Match Volunteers desires, availability, and commitment level to your county 4-H program's needs by having the following options ready to present to them.

## ADULTS

Keep in mind that your county's volunteer roles are dynamic and flexible. Make it work for YOU!

### Club Leader/Assistant Leader

Club leaders are essential to any successful club. This person's role is to help organize and structure a club so that the youth involved may use it as a positive learning experience. The assistant leader's main role is to help the club leader with their responsibilities. Both the assistant leader and the club leader can serve in any of the following roles:

#### General/Organizational Leader

General Leaders serve as a club or community club leader by organizing, enrolling, and leading youth involved in the 4-H program.

### Project Leader

Volunteers may choose to lead a club that focuses on one specific project, or is organized around a specific activity or need. Project leaders use their expertise, whether it is woodworking, computers, cooking, sewing, service or the environment, to teach young people. If they work with a General/Organizational leader, a Project Leader's time commitment is for preparation and time spent teaching their project.

### Activity Leader

Activity Leaders volunteer to organize a 4-H activity or event for young people. Activities and events may include camp, a fashion revue, a community service project, a hiking trip, a showmanship clinic, a talent show, a shooting sports shoot, or even a fundraising activity. Activity Leaders serve a short-term role for a specific activity.

## OTHER VOLUNTEERS

### Leader's Council/Board Member

Those that participate as a board member or volunteer on the Leader's Council serve to oversee certain aspects of 4-H programs, e.g., fair boards, advisory boards, fundraising boards, scholarship boards, etc.

### Short Term Volunteer/Episodic

This includes individuals who volunteer temporarily or periodically step in to assist with specific programs. Episodic volunteers serve as judges for contests, chaperones for activities and dances, drivers that transport 4-H participants to varying events, board members who oversee certain aspects of the 4-H programs, business owners who open their business for 4-H members to explore and learn more about a specific industry, and much more.

### Collegiate 4-H Leaders

USU Students who join the Collegiate 4-H Club serve in a variety of leadership roles. These leaders aim to create a sense of identity on campus, plan group projects/recreation, and plan service projects. Collegiate 4-H leaders bridge the gap between youth and adult leadership roles.



## TEENS

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### Junior Leaders

4-H Youth in 7th & 8th grade assist adult leaders in clubs and activities.

### Teen Leaders

4-H youth in grades 9-12 serve as club leaders of their own clubs with an adult assistant. Teens are in a crucial stage of development where they need opportunities to make good decisions that will impact their immediate future.

### Teen Council Members

4-H Youth in grades 9-12 help to plan and direct the 4-H program in their county. They work cooperatively with the County Extension Staff in planning and implementing county 4-H events. With the help of the Teen Council, agents can accomplish more and keep the 4-H program running as smoothly as possible. In some counties, it is the responsibility of the Teen Council to plan and implement County 4-H Camp.



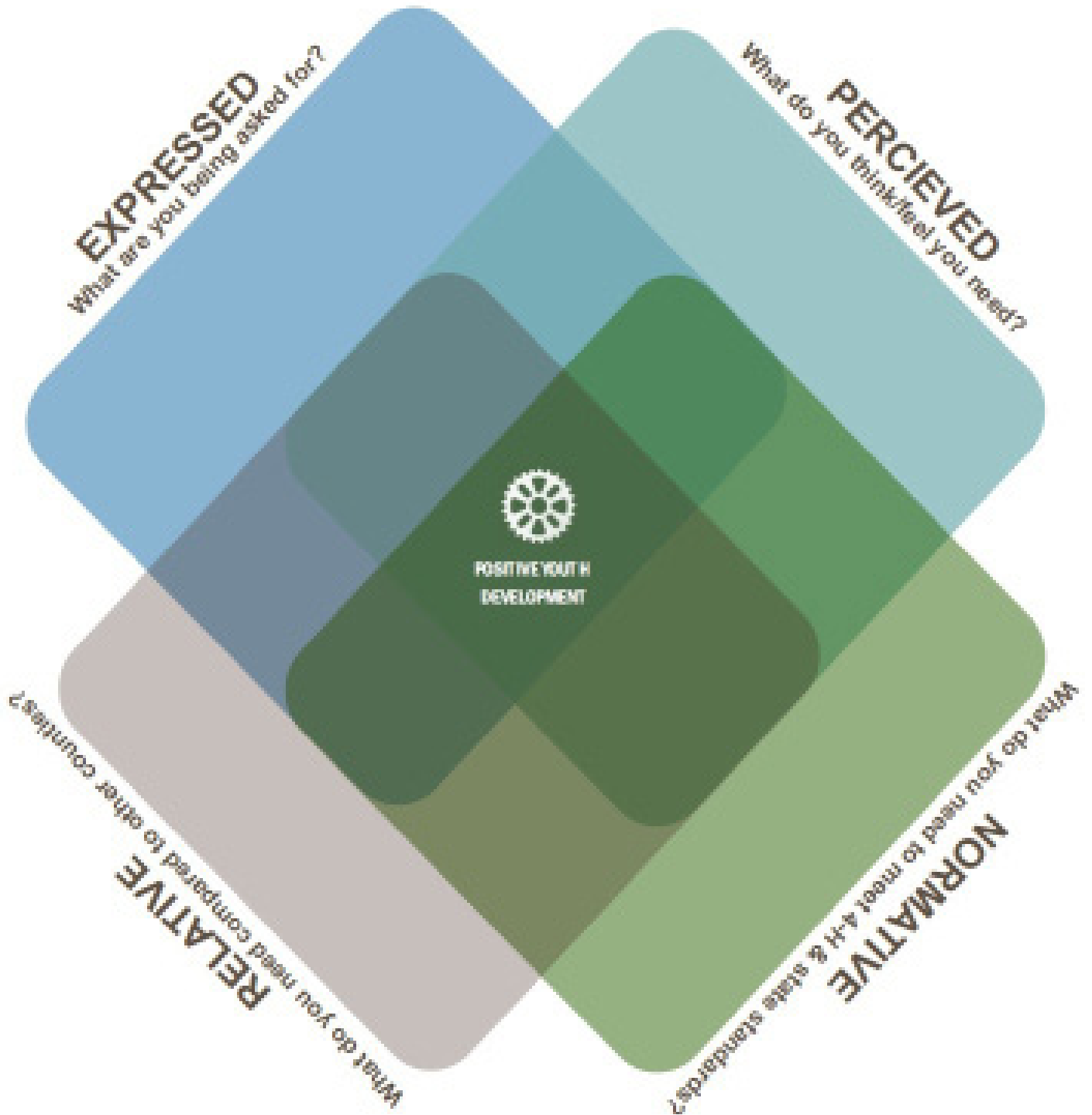




Foundational recruitment plans need to be individualized based on evaluated county needs. Needs may vary from county to county and should be assessed by County 4-H staff with input given by County 4-H volunteer leader councils to focus plans geared to satisfy overall goals.

A needs assessment should be performed taking into consideration the overall needs of the 4-H program relating to the roles of volunteers by utilizing:

- County 4-H staff knowledge
- Insight from volunteer leader councils
- 4-H enrollment/interest data gathered from 4HOnline
- Demographic observance





## TARGETED RECRUITMENT TOOLS/MATERIALS

### Assess needs to target specific potential volunteers

- Reach out, find experts in the community, evaluate their willingness/needs
- Have a seasoned volunteer make the ask
- Present a clear plan of exactly how they can volunteer

## GENERAL RECRUITMENT STRATEGIES

### Family Night Out

- 4-H Organized event to promote 4-H and recruit volunteers
- Recruitment ideas developed by 4-H Staff and Volunteer Leaders Council
- A chance for public face-to-face interaction with 4-H County Staff
- Invite current volunteers to come help recruit

### Collaborating with Community Events

- Community organizes, promotes, and coordinates event
- County 4-H staff can focus on public recruitment, promotion, and interaction
- 4-H is recognized as a strong contributor to the community
- Invite current volunteers to come help recruit

### Broad promotion of already established 4-H events

- Invite the community to assist with 4-H events, activities, fairs, and shows
- Showcases benefits of 4-H volunteerism
- Allows for more one-on-one time with County 4-H staff

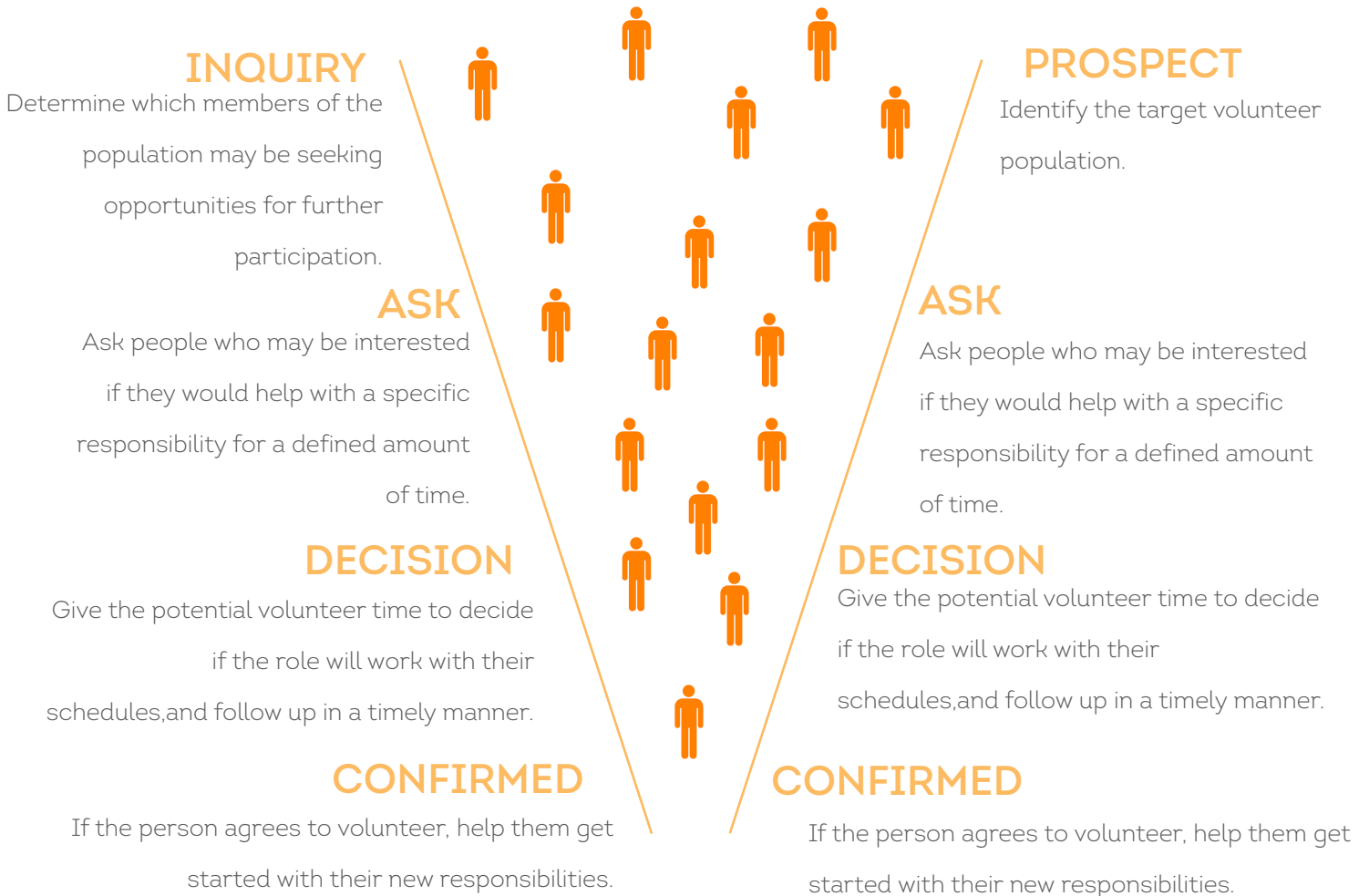




## RECRUITMENT MODEL

### *General*

### *Targeted*



## ENROLLED



## LONG TERM VOLUNTEERS

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Prospective volunteer leaders must complete the Volunteer Leader Application Form through 4-H Online. This form includes permission to contact references and conduct background checks. If it is determined that a background check may be appropriate and the county does not have a separate policy, you may request a background check by submitting the following information:

- Full name of potential volunteer
- Date of birth
- Social security number
- The account index number to be charged to carolann.downs@usu.edu.

If the potential volunteer has lived in another state or doesn't have a Utah driver's license, you may conduct a fingerprint check through the local sheriff's office.

## EPISODIC VOLUNTEERS

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Volunteers who may serve in a one-time or occasional role as resources for 4-H activities, and may not have completed the entire volunteer application, should be under the direct supervision of a paid staff member or registered volunteer at all times when youth are present.



The fundamental principles in volunteer trainings are to provide materials, encourage, work with, listen to, develop, and gain the trust of individual 4-H volunteers in the county. The following three training steps will assist with achieving these goals:

## 1. *New Leader Orientation*

The first item to consider is whether to do group or one-on-one orientations. This will depend on the number and frequency of volunteers you have joining the program. It may be that you need to do a combination of the two methods.

### **INFORMATION TO PROVIDE DURING ORIENTATION**

- A review of their volunteer position
- Introducing them to 4-H staff in the county, procedures, and expectations for volunteers
- A schedule and topics of future volunteer trainings
- What they can expect from 4-H
- Upcoming county & state events and opportunities for volunteers
- Available resources
- County newsletter
- Leadership opportunities for club members
- Other volunteers that can act as mentors
- Any other relevant information about 4-H in the county



## ONLINE LEADER ORIENTATION

Online Training (e-Learning Modules)

4-H Volunteer e-Learning Course is a resource that is a wonderful set of interactive, online training modules that have been designed to help any volunteer who wants to learn more about 4-H. Those who take advantage of this resource will gain a better understanding of the 4-H Youth Development Program and will be better prepared to work with youth. T

his module can be found online at:

<http://utah4h.org/htm/volunteers/volunteer-training>

## 2. *Project Specific Trainings*

**These trainings will be based on the current 4-H project needs of the county decided by the 4-H Volunteer Council. Often times these topics will be presented by an expert in the chosen field. Examples of these trainings could include:**

- Livestock Fitting/Showing Clinic
- Sewing Construction Education Night
- Canning Seminar
- Robotics Demo
- Coding Instruction



### 3. *Quarterly Core Leader Trainings*

The following trainings can be offered at the county 4-H office, another scheduled location, or taken to the people at already planned events/project trainings:

#### FALL

##### Year in Review

- Evaluation of past year
- Celebration of Successes
- Volunteer Recognition

##### Look ahead into the coming year

- Upcoming trainings and topics
- Upcoming County and State events

##### Specific county needs

#### WINTER

##### Running a successful 4-H club

- 4-H Club structure
- Essential Elements of Positive Youth Development
- Club/County 4-H Leadership
- 4-H Club Service

##### Specific county needs

#### SPRING

##### Portfolios

- Why?
- How-to resources
- Benefits
- Scholarships

##### Specific county needs

#### SUMMER

##### 4-H County/Region/State leadership opportunities

- County Teen Council
- County Ambassadors
- Regional Ambassadors
- State 4-H Officers
- State 4-H Ambassadors

##### 4-H County/State Contests and Events

- Schedules/Calendar
- Volunteer opportunities
- Chaperone opportunities

In order to maintain a healthy volunteer program, volunteers must be properly managed. Management helps to ensure that the county 4-H staff is providing growth opportunities, flexibility, support, and recognition to 4-H volunteers.

## VOLUNTEER SUPPORT

### WHAT 4-H VOLUNTEERS CAN EXPECT FROM USU EXTENSION

- Educational material for use in 4-H youth projects (fees may be associated with these materials).
- Volunteer trainings.
- Training on specific educational materials and project areas.
- State-wide training opportunities (Leadermete).
- Involvement of USU Extension in overseeing the 4-H youth programs.
- Opportunities for volunteer recognition.
- Updates and information on scholarship opportunities, events, trips, camps and field trips.
- A sounding board for new ideas, questions, and concerns you may have.
- To be covered at 4-H youth activities by the Utah Volunteer government Workers Act 67-20 of the Utah Code pertaining to workers' compensation medical benefits, operation of motor vehicles, liability protection and indemnification for damages filed in a civil lawsuit against you.
- That records will be handled as confidential material that is the property of USU Extension and the handling of this information will be in accordance with USU policy on access to records and GRAMA Act 63-2-101.

#### *How-to Provide Volunteer Support:*

- Newsletter
- Email updates
- Phone calls
- Social Media Alerts

#### *Growth*

- Give volunteers assignments and responsibility within the 4-H program.
- Ask them to take on challenges - this keeps their interest alive.
- Allow volunteers to have ownership and a voice in the 4-H program - be willing to support their ideas.





# Volunteer *Management*

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We all want to think we're doing a good job and have a positive effect on the organization we serve. Recognition means more than being thanked. It means being acknowledged that we are an important part of the work being done, and the organization respects us for who we are and what we contribute. If volunteers are recognized in meaningful, relevant ways, they feel needed and appreciated for the time and effort they are giving to the organization. If they feel needed and appreciated, they will continue to be involved.

## HOW TO REWARD

Recognition is defined as formal or informal acts directed toward volunteers to provide appreciation, belonging, and security. Volunteers need to be encouraged to do their best and then be praised for what they were able to accomplish. The following are a few suggestions on helping your volunteers feel appreciated:

### **FORMAL = formal award programs from State or County 4-H staff.**

- Hold award recognition nights to celebrate volunteer accomplishments
- Present Plaques or Certificates
- Recognize them at project specific events

### **INFORMAL = informal verbal or written recognition, praise, and encouragement by others.**

- Find what makes individuals tick and tailor recognition towards them
- Express gratitude through thank you cards, emails, or on the phone
- Encourage youth to express gratitude for volunteer efforts

Volunteers prefer receiving informal rewards compared to public formal type rewards. Volunteers prefer recognition from youth first, then parents, and lastly from 4-H Agents.

*Implications.* 4-H staff should foster opportunities to train the youth directly to thank the 4-H volunteers on a local club level via thank you notes or sincere "thank-yous". These informal internal recognitions should be followed up by formal club and county level recognitions such as achievement nights and banquets.

### *Motivation*

Successful recognition is tied to what motivates an individual to volunteer. If you can match the reward to the volunteer's motivation for their service, the recognition will be more successful.



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## COUNTY & STATE AWARDS

### Salute to 4-H Youth Volunteers

This award began in 2004 and has continued to be a way to salute the “Blue Ribbon” 4-H youth volunteers.

### Salute to 4-H Volunteers

This award began in 1983 and has continued to be a way to salute the “Blue Ribbon” 4-H volunteers making a difference in their community.

### 4-H YFP Mentor

This award recognizes the outstanding efforts of adults working with youth in YFP.

### Doorknob Award

At the first State Leadermete in 1984, Al Price of Utah County presented a doorknob from his unique collection to an outstanding 4-H volunteer leader. This represented a unique way of saying “thank you” for opening the door of opportunity for youth.

### 4-H Volunteer Mentor

This award was first given in 1997 as part of the focus on Volunteer Leadership Development in 4-H. It recognizes efforts of 4-H mentors in recruit, train, and mentor fellow 4-H volunteers.

### 4-H Family of the Year

This award recognizes families for outstanding 4-H involvement and service.

### 4-H Afterschool Award

This award recognizes those who serve as an advocate promoting and supporting 4-H Afterschool in their communities.

### 4-H Alumni of the Year

Alumni are selected for: exemplifying mentor models in their careers; effective citizenship, leadership, community and public service; and interest in and cooperation with 4-H.

### Friend of 4-H

This Award Recognizes an individual or organization that provides support and encouragement to 4-H.



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**SHORT TERM GOALS**  
1-9 MONTHS

WHAT 1.

HOW

WHEN

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WHAT 2.

HOW

WHEN

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WHAT 3.

HOW

WHEN



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**MID TERM GOALS**  
9-12 MONTHS

WHAT 1.

HOW

WHEN

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WHAT 2.

HOW

WHEN

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WHAT 3.

HOW

WHEN



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**LONG TERM GOALS**  
12-15 MONTHS

WHAT 1.

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HOW

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WHEN

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WHAT 2.

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HOW

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WHEN

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WHAT 3.

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WHEN

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## CALENDAR

### FALL

#### OCTOBER

- Regional IVC Training & Sharing

#### NOVEMBER

- Volunteer Training
  - Year in Review
  - Looking Forward

#### DECEMBER

- Short Term Goal Review & Highlights

### WINTER

#### JANUARY

- Regional IVC Training & Sharing

#### FEBRUARY

- Volunteer Training
  - Successful Clubs
  - Volunteer Needs

#### MARCH

- Short Term Goal Review & Highlights
- Previous Year's Long Term Goal Review

### SPRING

#### APRIL

- Regional IVC Training & Sharing

#### MAY

- Volunteer Training
  - Portfolios

#### JUNE

- Short Term Goal Review & Highlights

### SUMMER

#### JULY

- Regional IVC Training & Sharing

#### AUGUST

- Volunteer Training
  - Leadership Opportunities
  - Events and Contests

#### SEPTEMBER

- Mid Term Goal Review & Highlights

## SUPPORT FROM STATE OFFICE

- State-Wide County Trainings (28)
- Providing Continual Support
- Regional IVC Quarterly Trainings (2)
- Summarize State-Wide County Highlights (One per Quarter)
- Volunteer Training Follow Up Phone Calls (28 per Quarter)



