

Member Development and Support – Supervision

(New Program Start-up Institute, Memphis)

Ideas

Red Group (National Direct Programs)

- Develop comprehensive program to educate and orient all site supervisors – well-defined, organized . . . i.e., EXECUTE!
- Have operating site supervisors create or at least have input in their supervisory plan.
- Success factors (online evaluation Software)
- Member survey incoming / outgoing
- 360 degree evaluations
- Ongoing informal member feedback
- Supervisors need to be trained on member development / supervision / evaluation
- Make corps members stronger (build a strong base)
- Site visits
- Handbooks / site manuals for community partners
- Accountability process in place
- Trainings for both members and site sups (dame time, place, info)

Blue Group (State Programs 1)

- Integrate fun with training / teambuilding
- To provide training to staff and site supervisor as trainer (good ones)
- During orientation, introduce all staff, identify site supervisor and chain of command
- Yahoo groups
- Members do an evaluation on staff
- Evaluators should be trained
- Do not bring up new information in evaluation

Green Group (State Programs 2)

- Have advisory board
- Intra corps members
- Online message board / blogs
- Regular meetings and trainings (supervisory)
- Supervisory support: conference calls, meetings, ongoing communication
- Mandatory site supervisor meetings
- Program staff visit sites
- Site supervisors at member trainings
- Site supervisors familiar with PMs
- Have members evaluate their host sites and host site supervisors
- Members do mid-year program evaluations
- Document everything
- Listserv
- Self evaluations
- Explicit expectations among stakeholders (members, site supervisors)
- Calendar for deliverables, measurements, evaluations

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Questions / Challenges

Red Group (National Direct Programs)

- Identifying site supervisors that believe in AmeriCorps program within context of program design / goals
- Best Practice to ensure member (also site supervisor) fully understands commitment / obligations
- Training and buy-in of direct supervisors, especially to get beyond “getting things done” and the do’s / don’ts of what members can do
- Supervisors viewing supervision as more work vs. opportunity to serve
- Integrate AmeriCorps into already stressed site supervisors daily work in the least intrusive way possible

Blue Group (State Programs 1)

- Do site supervisors understand AmeriCorps program goals?
- PDs have and make time to visit sites regularly?
- Good communication plan
- Can you only have one form of evaluation?
- Supervisors get caught in their own work and don’t have time to meet needs of members
- What recourse does a member have to challenge evaluation?

Green Group (State Programs 2)

- How to deal with supervisors who have their own agenda?
- Available resources for supervisors
- Poor evaluation form – rating scale not best
- Supervisors not turning them in
- Finding balance critical evaluations vs. complaining sessions