

# **VOLUNTEER/CAREER LADDER TRAINING PROGRAM PERFORMANCE SKILLS**

## **COOKS**

Volunteers will need a combined total of 640 hours in training and volunteer time in the following performance skills:

1. Experience in purchasing and preparing foods for groups.
  - a. Work with center cooks in kitchen preparing food.
  - b. Participate in scheduled shopping trips with center cooks.
2. Knowledge of early childhood nutrition in the following areas:
  - a. Best practices for feeding infants and young children, including Division of Responsibilities (as outlined by Ellyn Satter)
  - b. Appropriate serving sizes for young children
  - c. Knowledge of the benefits of breastfeeding
  - d. Knowledge of infant formulas
  - e. Strategies for prevention of childhood overweight
3. Will be familiar with basic food groups and the required components for each meal per Child and Adult Care Food Program Standards
4. Be able to prepare all types of food, including a variety of cultural dishes.
5. Will be able to demonstrate the cooking skills necessary to prepare Head Start menus.
6. Understand and follow Bottle Preparation and Sanitation policies
7. Be familiar with USDA Buying Guide and menu planning sheets.
8. Will be able to accurately complete USDA menu planning sheets and transfer information to shopping list form.
9. Be able to properly sanitize dishes.
10. Maintain a safe and sanitary kitchen.
11. Be able to organize work schedule in order to have meals ready on time and maintain a clean and orderly kitchen.
12. Obtain Food Handler's Card from Oregon Health Division.

Volunteers will be evaluated at the completion of 640 hours to reflect their ability to

complete the above tasks.

## **CLERICAL**

Volunteers will need a combined total of 640 hours in training and volunteer time in the following performance skills:

1. Understand general office procedures.
  - a. Appropriate telephone communication and etiquette with message taking.
  - b. Understanding of how to use the telephone system.
  - c. Filing, copying, greeting clients, use of a 10 key, laminator, and other office equipment.
  - d. Will be able to send out mailings using the postage machine, including different weights and odd sized packages
  - e. Knowledgeable about Frequently Asked Questions, and gives appropriate answers.
2. Knowledgeable about agency programs.
  - a. Basic understanding about Head Start, Early Head Start, USDA, WIC, Child Care Resource and Referral, After School Program, Neighborhood Revitalization, Car Seat Loan Program, and classes that are offered.
  - b. Understanding of organizational matrix, and who is located where.
  - c. Knowledgeable about agency site locations.
  - d. Refers people to the correct program.
3. Knowledgeable of program forms and curriculum.
  - a. Which component uses which forms.
  - b. Where forms are located.
  - c. How to complete forms.

4. Have experience or knowledge with computers and computer applications.
  - a. Will be familiar with current Word and Excel programs.
  - b. Will be familiar with Publisher and Power Point Programs.
5. Demonstrates good customer relations skills and the ability to work effectively with people of different personalities.

Volunteers will be evaluated at the completion of 640 hours to reflect their ability to complete the above tasks.

### **TEACHER ASSISTANT**

Volunteers will need a combined total of 1500 hours in training and volunteer time in the following performance skills:

1. Experience in Early Childhood Development and Head Start Preschool and Early Head Start Program.
  - a. Assist teacher in developing a classroom lesson planning and follow a written lesson plan in the classroom.
  - b. Assist teacher in recognizing and have ability to change classroom environment to the needs of the children and the lesson plan.
  - c. Have an understanding of developmental and learning domains for the different age ranges.
  - d. Develop and understanding and practice RIE philosophies in Early Head Start classrooms.
  - e. Have an understanding of educational philosophies and UMCHS philosophies.
  - f. Learn the use of Portage, ASQ, ASQ:SE, and DECA, and assist the teacher in developing written children's goals from them.
2. Learn appropriate Child Guidance Techniques for ages birth through five.
  - a. Have an understanding of social-emotional development for children ages birth through five.
  - b. Understand how to use the Behavior Intervention Guidelines.
3. Familiar with the Education Plan and various components of Head Start, (health, nutrition, social services, parent involvement, mental health)
  - a. Discuss with supervisor the various components of Head Start.
  - b. Attend team meeting if appropriate.

4. Familiar with materials on Early Childhood practices used in our classrooms.
  - a. View and discuss video of Creative Curriculum and complete one classroom project with the Education Manager and teacher.
  - b. Read and discuss Developmentally Appropriate Practices with the Education Manager and teacher.
  - c. Read and discuss Anti-bias Curriculum with the Education Manager and teacher.
5. Build positive relationships with parents.
6. Work cooperatively with team members.

Volunteers will be evaluated at the completion of 1500 hours to reflect their ability to complete the above tasks.

### **BUS DRIVERS**

Volunteers will need a combined total of 640 hours in training and volunteer time in the following performance skills:

1. Possess current First Aid and CPR cards.
  - a. Complete required training to receive cards( 4 hours first aid, 4 hours CPR).
2. Possess a valid CDL and School Bus Certificate for the class of bus driven
  - a. Requires Physical for medical Card and /or permit
  - b. Requires minimum of 15 hours Behind the Wheel training
  - c. Requires Pre-Trip and Driving test
3. Be familiar with UMHS, Inc. Policies and Procedures
  - a. Read and review with Transportation manager
  - b. Receive CORE Training (8 hours) within 120 days of testing.
4. Demonstrate knowledge of emergency bus procedures.
5. Knowledge of child restraints, route planning, bus driving and requirements.
  - a. Will assist in installation of child restraints and route planning/changes
  - b. Will demonstrate appropriate bus driving duties and requirements with supervision by the Transportation Manager.
6. Receive other classroom training pertaining to bus driving as required. (8 hours per year, up to four years)

Volunteers will be evaluated at the completion of, \_\_\_\_\_ reflecting ability to complete above tasks.

### **WIC CLERK**

Volunteers will need a combined total of 640 hours in training and volunteer time in the following performance skills:

1. Understand general office procedures.
  - a. Appropriate telephone communication with message taking.
  - b. Filing, labeling, copying and greeting clients.
  - c. Scheduling appointments and directing clinic flow.
2. Knowledge of WIC programs forms and policies.
  - a. Know appropriate use of forms.
  - b. General knowledge of WIC policies and where to locate them.
  - c. Knowledge of foods that can be bought with WIC vouchers.
  - d. Be able to explain to a WIC client how to redeem their WIC vouchers.
  - e. Ensure participants understand their rights and responsibilities prior to signing the Participant Signature form.
  - f. Offers opportunity to register to vote during intake for all adult participants and insures voter registration section is completed on the Participant Signature forms.
  - g. Is able to process completed Voter Registration Forms.
  - h. Have working knowledge of criteria for client referral to the Registered Dietitian.
3. Knowledge of Nutrition in the following areas:
  - a. The basic food groups, serving sizes and servings needed per day for pregnant and lactating women and children.
  - b. The benefits of breastfeeding
  - c. Have a working knowledge of the different types of infant formula.
4. Have experience or knowledge with computers and computer applications.
  - a. Will be familiar with word processing programs.
  - b. Be able to work within the TWIST system in order to complete a client intake, schedule appointments and look up the status of a client's WIC

vouchers.

5. Work in cooperation with the Head Start/Early Head Start program to recruit families and children for programs.
6. Work cooperatively as a part of a team.

Volunteers will be evaluated at the completion of 640 hours to reflect their ability to complete the above tasks.

### **MAINTENANCE SPECIALIST**

Volunteers will need a combined total of 640 hours in training and volunteer time in the following performance skills:

1. Be able to perform general building maintenance.
  - a. Sweeping, vacuuming, and mopping, waxing and shampooing of centers and offices.
  - b. Major and minor repairs that may include small motor and equipment repair, painting, sheetrock repair, plumbing, carpentry, and mending fences.
  - c. Build small structures and materials for classrooms and offices
2. Maintain a healthy and safe outdoor environment at all UMHS, Inc. sites.
  - a. Edge and mow lawns.
  - b. Aerate, fertilize and water lawns and plants.
  - c. Remove and kill weeds
  - d. Understand how to trim trees and shrubs and when to do it.
  - e. Have an understanding of appropriate landscaping for areas that have small children (i.e. poisonous plants, thorny bushes)
3. Maintain Quality Playground Equipment
  - a. Learn Playground safety procedures and state licensing requirements for outdoor play areas.
  - b. Build and/or fix playground equipment.
4. Have an understanding of occupational hazards and safety.
  - a. Know how to mix chemicals and solvents.
  - b. Understanding of MSDS, and what to do in an emergency.
  - c. Know how to operate and maintain equipment in a safe manner

(i.e. lawnmowers, weed eaters, chain saws, drills, circular, jig, and hole saws).

Volunteers will be evaluated at the completion of 640 hours to reflect their ability to complete the above tasks.

### **RECRUITMENT SPECIALIST**

Volunteers will need a combined total of 640 hours in training and volunteer time in the following performance skills:

1. Learn Performance Standards regarding recruitment and enrollment.
2. Understand Recruitment, Selection, and Enrollment Policies and Procedures.
  - a. Understand and abide by Non-Discrimination Policy.
  - b. Can complete income verification.
  - c. Understand recruitment protocol and paperwork.
3. Complete recruitment home visits.
  - a. Understand agency programs and program options.
  - b. Have knowledge of community resources, and how to make referrals to community agencies.
  - c. Understand health requirements and immunization policy.
4. Understand ERDC and how to help families apply.
5. Understand the waiting list and prioritization of applicants.

Volunteers will be evaluated at the completion of 640 hours to reflect their ability to complete the above tasks.

### **NEIGHBORHOOD SPECIALIST**

Volunteers will need a combined total of 640 hours in training and volunteer time in the following performance skills:

1. Familiarity with all 8 steps of the neighborhood revitalization program.
  - a. Complete knock and talks
  - b. Explain Program
  - c. Show the ability to deal with hostile people.

2. Provide Community Service Referrals
  - a. Offer social service needs.
  - b. Provide proper documentation of social services.
3. Look for neighborhood hazards.
  - a. Complete property assessments.
  - b. Be familiar with code violations.
  - c. Look for signs and systems of possible police issues, and be able to report them.
4. Work with community agencies
5. Identify potential leaders for community block watch.
6. Facilitate CORE meetings and residential meetings.
7. Complete *Building Leadership for Community Development* training, and be able to facilitate trainings.

Volunteers will be evaluated at the completion of 640 hours to reflect their ability to complete the above tasks.