

# Council for Certification in Volunteer Administration

## 2009 CVA Content Outline

### I. **Ethics:** The ability to act in accordance with professional principles.

- A. Concepts
  - 1. Professional ethics
  - 2. Personal ethics and values
  - 3. Organizational code of ethics
  - 4. CCVA core values and principles
- B. Decision Making
  - 1. Ethical dilemmas
    - a. Definitions
    - b. Types
  - 2. Process
    - a. Sequence of steps
    - b. Decision testing

### II. **Organizational Management:** The ability to design and implement policies, processes and structures to align volunteer involvement with the mission and vision of the organization.

- A. Strategic Management
  - 1. Strategic planning
    - a. Concepts
    - b. Process
    - c. Alignment of volunteer activity
  - 2. Problem-solving
    - a. Tools
    - b. Techniques
  - 3. Internal collaboration strategies
  - 4. Change management
    - a. Strategies
    - b. Tools
- B. Operational Management
  - 1. Operational planning
    - a. Concepts
    - b. Process
    - c. Design
  - 2. Policies and procedures
    - a. Definitions
    - b. Design
    - c. Development process
  - 3. Concepts of project management

**III. Human Resource Management:** The ability to successfully engage, train and support volunteers in a systematic and intentional way.

- A. Volunteer Staffing
  - 1. Role Design
    - a. Types
    - b. Design elements
    - c. Development process
  - 2. Marketing
    - a. Principles
    - b. External strategies
    - c. Internal strategies
  - 3. Recruitment
    - a. Trends
    - b. Approaches
    - c. Messaging
  - 4. Placement
    - a. Interview techniques
    - b. Screening principles and techniques
    - c. Assignment tools
  - 5. Orientation
    - a. Design principles
    - b. Strategies and tools
  - 6. Training
    - a. Design principles
    - b. Strategies and tools
- B. Support for Volunteers
  - 1. Supervision
    - a. Principles
    - b. Strategies and tools
  - 2. Corrective action/dismissal
    - a. Principles
    - b. Procedures
  - 3. Principles of conflict management
  - 4. Team building
    - a. Principles
    - b. Procedures
  - 5. Recognition
    - a. Principles
    - b. Strategies and tools
  - 6. Sustaining volunteer involvement
    - a. Motivation theory
    - b. Matching strategies
    - c. Retention strategies
  - 7. Meeting management
    - a. Principles
    - b. Strategies and tools

**IV. Accountability:** The ability to collect relevant data and to engage in meaningful monitoring, evaluation and reporting to stakeholders.

- A. Fiscal Management
  - 1. Budget development
    - a. Principles
    - b. Monitoring and evaluation
- B. Data Management
  - 1. Data collection and Record Keeping
    - a. Concepts
    - b. Tools
  - 2. Confidentiality and privacy
    - a. Principles
    - b. Strategies
- C. Evaluation and Outcome Measurement
  - 1. Terms and definitions
  - 2. Design principles
  - 3. Assessment tools
- D. Risk Management
  - 1. Concepts
  - 2. Process
  - 3. Strategies and tools
- E. Quality Improvement
  - 1. Strategies
  - 2. Tools

**V. Leadership and Advocacy:** The ability to advance individual, organizational and community goals, advocating for effective volunteer involvement inside the organization and in the broader community it serves.

- A. Leadership
  - 1. Characteristics and models
  - 2. Leadership development
- B. Organizational Involvement
  - 1. Organizational assessment
    - a. Principles
    - b. Tools
  - 2. Diversity and inclusion
    - a. Concepts
    - b. Strategies
- C. Community Collaboration and Alliances
  - 1. Definitions
  - 2. Strategies
- D. Advocacy
  - 1. Internal strategies
  - 2. External strategies