

ALPHA SIGMA ALPHA TEAM AND COMMITTEE CHARGE

Team/Committee Name: Volunteer Development Resource Group

Team/Committee Direction:

Strategic Goal Area: Strengthen Sorority Assets

Goal: Optimize volunteer and staff resources to execute initiatives

Strategies and objectives:

- ◆ Serve as experts on information, resources and skills for volunteers such as;
 - Operational skills: national policies and procedures, and national bylaws
 - Soft skills: communication techniques, teamwork, conflict management and resolution methods
- ◆ Develop and present soft-skills trainings (virtual and in-person) to volunteers on topics relevant to their roles (including but not limited to the topics above).
- ◆ At the direction of the director of alumnae and volunteer services, assist with the development and facilitation of individualized volunteer development plans that address reported volunteer performance concerns or policy violations:
 - Develop educational initiatives
 - Address national policies and procedures violations
 - Utilize conflict resolution techniques
- ◆ Serve as point of contact when volunteers have questions or concerns pertaining to working with fellow volunteers and serve as a peer board to provide mediation for volunteer conflict.

National Council Liaison – Touchpoint Liaison: Appointed vice president

Staff Liaison: Director of alumnae and volunteer services

Reporting: Special reporting will be completed as communicated by the volunteer coordinator.

Resources: To include, but not be limited to:

- ◆ National policies and procedures
- ◆ National bylaws
- ◆ *The Ritual of Alpha Sigma Alpha*
- ◆ Chapter officer resources

Voting Status: Resource groups are not voting delegates.

Additional Comments: