

# VOLUNTEER JOB DESIGN, RECRUITMENT AND SELECTION

Heather Burke  
National Partnership Program Manager  
HQUSACE  
8 February 2022

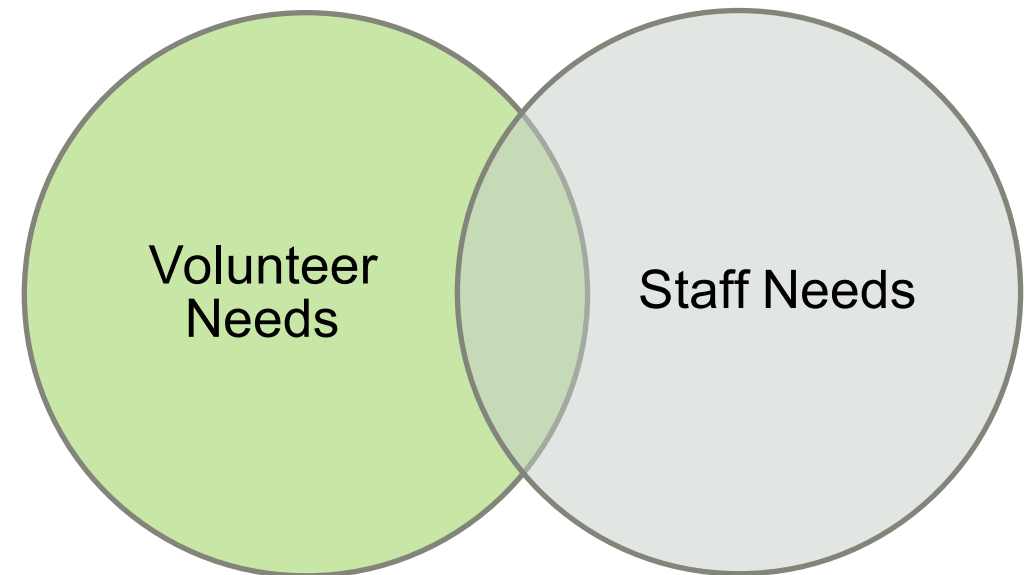


US Army Corps  
of Engineers®



# Creating Strategic Volunteer Jobs

- What problem are you trying to solve or what community need are you trying to meet?
- List the things you would like to do but do not have the time to perform now (your “Dream List”).
- Which strategies can you afford to pursue with paid staff?
- What can volunteers do to pursue the other strategies?





# Designing Positions for Volunteers



- Good volunteer position design is key to the ultimate success of a volunteer program.
- We are trying to ‘sell’ our volunteer opportunities, not only to the public but to our coworkers.
- It is important to stress the added value to the Corps by volunteers’ efforts and give specific examples of how volunteers can help paid staff accomplish specific goals.
- Brainstorm programs or services you wish you could accomplish but cannot, due to limited resources.
- Ask coworkers to help refine these positions and develop new opportunities.
- Understanding volunteer trends can help with design of volunteer positions.





# Volunteer Trends



- Most volunteers are already employed
- Short-term volunteering options
- Desire for freedom, ability to act quickly
- Want challenging, interesting assignments
- Come from a broader cross-section of society
- Expect to be treated professionally
- Need flexibility in hours
- Family and group volunteering are popular
- Interest in working for causes vs. agencies
- Looking for job experience, training, re-entry to employment
- Many people with professional skills available
- Multitude of motivations for volunteering
- More “voluntolds” (e.g., requirement for high school graduation)
- More seniors (over 70 years old)





# Responses to Volunteer Trends



- Design episodic, short-term positions
- Offer position sharing 
- Provide group volunteer opportunities
- Target recruitment to professionals, youth, retired people, ethnic groups, etc
- Offer flexible hours and locations
- Reimburse volunteer expenses 
- Broaden the ways volunteers are utilized
- Develop positions for evenings and weekends
- Develop positions that can be performed off-site
- Create opportunities for students



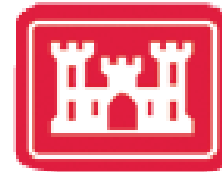




# Benefits of Written Volunteer Descriptions



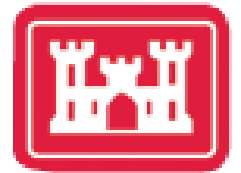
- Position descriptions should be clearly written and include all essential information.
- Clear understanding of what is expected by volunteer and staff
- Marketing tool for recruitment
- Guide for screening
- Basis for supervision and evaluation
- Contract between volunteer and USACE



★ **BLACK WARRIOR AND TOMBIGBEE LAKES**, Corps of Engineers, Demopolis, AL. We are always looking for dependable and enthusiastic volunteers here at the BWT.

We operate our four class A campgrounds exclusively with volunteers. Schedules are usually either 3 days on and 6 days off, or 4 on and 4 off. Sites provided are full hookup with water, sewer, and 50/30 amp service with washer and dryer available for use. For more information, contact Park Ranger David White at: [david.f.white@usace.army.mil](mailto:david.f.white@usace.army.mil) or 334-289-3540.

★ **USACE HOLT LAKE NEAR TUSCALOOSA**, AL, is looking for Park Hosts and Gatehouse Attendants to staff 3 different parks. Seasonal (minimum 90-day commitment)



and year-round positions available. Positions are available at Deerlick Creek Campground, Burchfield Branch Campground, and Rocky Branch Swim Beach. Volunteers will be expected to work approx. 20 hrs per wk and must provide their own RV. Schedule is 3 days on, 6 days off, or may be fixed. Full hookup campsite provided in exchange for services. Contact Park Ranger Shaun Ray at: 205-553-9373 or [shaun.e.ray@usace.army.mil](mailto:shaun.e.ray@usace.army.mil) with questions.



# Elements in an Ideal Volunteer Position Description



- Position Title
- Supervisor/POC
- Goal or purpose of position
- Major responsibilities
- Time commitment
- Qualifications (required, desired)
- Work location
- Benefits to volunteer





**Overview:**

Volunteer Park Hosts (maintenance) play a vital role for the U.S. Army Corps of Engineers (Corps). As a Park Host, you are a part of a team that includes volunteers, service contractors, park rangers, management, and administration. This team works together to conserve our national recreation resources and keep these valuable areas available to the public. In some cases, volunteers are the only contact the public has with the Corps. Park Hosts are long-term volunteers who commit to an extended stay, usually 3+ months, at park campgrounds. A choice campsite is reserved at no charge for these volunteers during their commitment to a project.

**Responsibilities:**

Upkeep of park facilities such as bath houses, playgrounds, campsites, trails, and natural areas. This requires cleaning and inspection of facilities for repair needs, repairing facilities, mowing, weed eating, and other environmental conservation techniques. Help create a temporary community by fostering communication between park visitors and personnel. Help keep our parks friendly places for outdoor recreation and socialization. Provide valuable information on how to improve our parks by maintaining open communication with rangers and managers, passing on ideas for improvement gathered during daily contact with visitors.

**Minimum Qualifications:**

- Desire to work a minimum of 20 hours per week and live in a natural outdoor setting, with your own RV.
- Desire to meet and interact with people from varied backgrounds.
- Cognitive and verbal ability to answer visitor questions and communicate with other park personnel.
- Physical ability to operate mowing and maintenance machinery, lift and carry 30 pounds for 100 feet (position may require extended periods in the outdoors during adverse conditions such as heat, cold, or rain).
- Visually able to spot safety hazards and take prompt appropriate action to correct in accordance with training provided.

**Desired Experience:**

- Landscaping, planting and care of flowers or other small plants.
- Natural resource conservation or trail work.
- Custodial work (cleaning, painting, light repairs).
- Mechanical skills to maintain equipment.

# Example Position Description



Background check required?  Yes  No Date Completed \_\_\_\_\_

Activity Hazard Analysis (AHA)?  Yes  No (Attach)

Position Hazard Analysis (PHA)?  Yes  No (Attach)

Personal Protective Equipment (PPE)?  Yes  No (Attach)

Type: \_\_\_\_\_

Length of service, days of the week, and time of day work is to be done:

\_\_\_\_\_

Campsite Provided?  Yes  No Amenities: \_\_\_\_\_

Clothing/Identification provided: \_\_\_\_\_

Miscellaneous Expenses/Local Mileage to be reimbursed:

\_\_\_\_\_

Training, Certification, Licensing	Required?	Date Completed
_____	_____	_____
_____	_____	_____

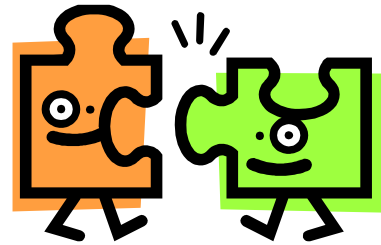
\_\_\_\_\_

\_\_\_\_\_




# Volunteer Recruitment

- For volunteer recruitment to be successful, the needs of USACE and the needs of the volunteer must be met simultaneously.
- Too often we are tempted to fill positions without thinking whether the needs of the organization and the volunteer are met.
- What happens to the agency when we try to push the wrong piece into the puzzle?
- Motivations to appeal to when recruiting:
  - Help others
  - Improve the community or resource
  - Gain work experience/ learn new skills
  - Stay active and involved
  - Meet new people
  - Being needed
  - Make professional contacts
  - Meet new challenges
  - Share fun time with family and friends





# Recruitment Techniques to Avoid

- Bait and switch (*You will lose trust of the volunteers*)
- “There’s nothing to it.” (*Any dummy can do it! Devalues the work*)
- “We’re desperate; anyone will do.” (*How special does this make a person feel?*)
- Cast your net and see who swims in. (*Whoops, wrong fish!*)
- “You’re a CPA. We could use one of you!” (*Making assumptions*)
- “We have lots of needs...HELP!” (*Not specific enough*) 
- “I’m tired of doing it. Anyone else want to?” (*This person should not be a recruiter*)





# Main Elements of Recruitment



- The statement of need (The need of visitors/customers, not just of the agency!)
- How the volunteer can help
- Benefits of the position to the volunteer



**US Army Corps of Engineers.**

**WHO CAN VOLUNTEER?**  
You are eligible to volunteer with the U.S. Army Corps of Engineers if you are:

- A U.S. citizen or a legal alien (permanent resident), or foreign exchange student with J-1 or F-1 student visa
- 18 years or older
- Anyone under age 18 may participate with written consent from a parent or guardian.

Many volunteer positions do not require prior experience, but let us know if you have an area of expertise.

**WHEN CAN YOU VOLUNTEER?**  
Volunteer opportunities are available for a day, a weekend, or long-term. Positions range from office work to vigorous physical outdoor labor. You may work part time or full time, anytime of the year.

**HOW TO VOLUNTEER**  
Contact a nearby USACE lake visitor center or office and talk to a park ranger to learn more. You can also apply online and view volunteer opportunities across the nation at [www.volunteer.gov](http://www.volunteer.gov).



**US Army Corps of Engineers.**

**VOLUNTEER OPPORTUNITIES**



**U.S. ARMY CORPS OF ENGINEERS VOLUNTEER OPPORTUNITIES**



**MAKING A DIFFERENCE**  
Volunteers play a valuable role in helping the U.S. Army Corps of Engineers (USACE) care for the environment and provide high quality recreation opportunities. Each year, people like you give their time, expertise, and resources to serve millions of visitors who enjoy USACE-managed lands and waters.

USACE is one of the nation's leading federal providers of outdoor recreation with more than 400 lake and river projects in 43 states, and stewardship responsibilities covering approximately 12 million acres of public lands and waters. Our volunteers are people who want to give back to their communities and are interested in the work of the USACE natural resources management program.

**WHY VOLUNTEER?**  
People volunteer for many reasons. Some like the flexibility volunteering allows, while others want to make a difference, or want to gain new skills/experience.

**WHAT CAN YOU DO?**  
You will become part of a team of more than a half million volunteers who, in the last decade, have served more than 15 million hours worth \$300+ million.

**WHERE CAN YOU SERVE?**  
USACE lakes and river projects are located throughout the United States. Visit [www.volunteer.gov](http://www.volunteer.gov) to find an opportunity. Additional information about USACE lakes can be found at [www.corpslakes.us](http://www.corpslakes.us).



**Volunteering:**  
Volunteering with the U.S. Army Corps of Engineers is a great opportunity to:

- Meet people and form new friendships
- Explore and live in new places
- Work in beautiful outdoor settings
- Provide community service
- Increase your career options
- Earn college credits with internships
- Enjoy free camping while serving
- Have fun!

**How our volunteers help:**

**Recreation**

- Build and maintain trails
- Serve as campground/visitor center hosts
- Conduct educational programs and tours
- Develop and build displays
- Maintain facilities
- Collect fees

**Natural Resource Management**

- Remove invasive species
- Plant native vegetation
- Build and install wildlife/fish habitat
- GIS/Mapping
- Remove trash and debris

**Administration**

- Write or edit materials for publication
- Photography
- Computer/database entry
- ..... And so much more!



# Volunteer Brochures

## WHEN CAN YOU VOLUNTEER?

Volunteer opportunities are available for a day, a weekend, or long-term. Positions range from office work to vigorous physical outdoor labor. You may work part time or full time, anytime of the year.



## HOW TO VOLUNTEER

Contact a nearby USACE lake visitor center or office and talk to a park ranger to learn more. You can also apply online and view volunteer opportunities across the nation at [www.volunteer.gov](http://www.volunteer.gov).



US Army Corps of Engineers.

## VOLUNTEER OPPORTUNITIES



## MAKING A DIFFERENCE

Volunteers play a valuable role in helping the U.S. Army Corps of Engineers (USACE) care for the environment and provide high quality recreation opportunities. Each year, people like you give their time, expertise, and resources to serve millions of visitors who enjoy USACE-managed lands and waters.

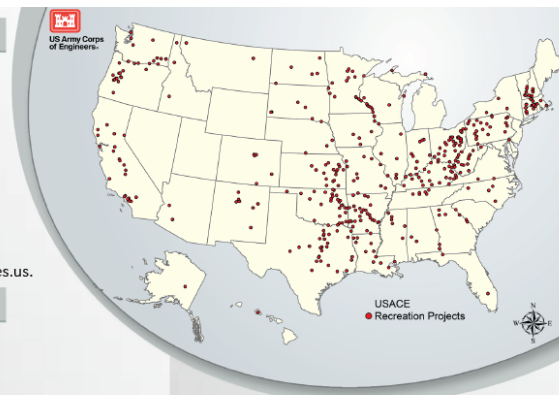
USACE is one of the nation's leading federal providers of outdoor recreation with more than 400 lake and river projects in 43 states, and stewardship responsibilities covering approximately 12 million acres of public lands and waters. Our volunteers are people who want to give back to their communities and are interested in the work of the USACE natural resources management program.



U.S. ARMY CORPS OF ENGINEERS

## WHERE CAN YOU SERVE?

USACE lakes and river projects are located throughout the United States. Visit [www.volunteer.gov](http://www.volunteer.gov) to find an opportunity. Additional information about USACE lakes can be found at [www.corpslakes.us](http://www.corpslakes.us).



## WHAT CAN YOU DO?

You will become part of a team of more than a half million volunteers who, in the last decade, have served more than 15 million hours worth \$300+ million.

How our volunteers help:

### Recreation

- Build and maintain trails
- Serve as campground/visitor center hosts
- Conduct educational programs and tours
- Develop and build displays
- Maintain facilities
- Collect fees

### Natural Resource Management

- Remove invasive species
- Plant native vegetation
- Build and install wildlife/fish habitat
- GIS/Mapping
- Remove trash and debris

### Administration

- Write or edit materials for publication
- Photography
- Computer/database entry
- .... And so much more!

## WHY VOLUNTEER?

People volunteer for many reasons. Some like the flexibility volunteering allows, while others want to make a difference, or want to gain new skills/experience.

Volunteering with the U.S. Army Corps of Engineers is a great opportunity to:

- Meet people and form new friendships
- Explore and live in new places
- Work in beautiful outdoor settings
- Provide community service
- Increase your career options
- Earn college credits with internships
- Enjoy free camping while serving
- Have fun!



VOLUNTEER OPPORTUNITIES

## WHO CAN VOLUNTEER?

You are eligible to volunteer with the U.S. Army Corps of Engineers if you are:

- A U.S. citizen or a legal alien (permanent resident), or foreign exchange student with J-1 or F-1 student visa
- 18 years or older
- Anyone under age 18 may participate with written consent from a parent or guardian.

Many volunteer positions do not require prior experience, but let us know if you have an area of expertise.

U.S. ARMY CORPS OF ENGINEERS





US Army Corps of Engineers



# Volunteer Opportunities



### Volunteering with the U.S. Army Corps of Engineers is a great opportunity to:

- Meet people and form new friendships
- Explore and live in new places
- Work in beautiful outdoor settings
- Provide community service
- Enjoy free camping while serving
- Have fun!

### How our volunteers help:

- Build and maintain trails
- Serve as campground/visitor center hosts
- Conduct educational programs and tours
- Build and install wildlife/fish habitat
- GIS/Mapping
- Computer/database entry
- ..... And so much more!

### For more information:

Call: 1-800-VOL-TEER (1-800-865-8337)  
 Email: [volunteer.gov@usace.army.mil](mailto:volunteer.gov@usace.army.mil)  
 Visit: [www.volunteer.gov](http://www.volunteer.gov)



US Army Corps of Engineers



# Volunteer Opportunities



### Volunteering with the U.S. Army Corps of Engineers is a great opportunity to:

- Meet people and form new friendships
- Explore and live in new places
- Work in beautiful outdoor settings
- Provide community service
- Enjoy free camping while serving
- Have fun!

### How our volunteers help:

- Build and maintain trails
- Serve as campground/visitor center hosts
- Conduct educational programs and tours
- Build and install wildlife/fish habitat
- GIS/Mapping
- Computer/database entry
- ..... And so much more!

### For more information:

Call: 1-800-VOL-TEER (1-800-865-8337)  
 Email: [volunteer.gov@usace.army.mil](mailto:volunteer.gov@usace.army.mil)  
 Visit: [www.volunteer.gov](http://www.volunteer.gov)



**Volunteer  
 Posters in two  
 sizes –  
 8½ x 11”  
 and 18 x 24”**



# Partnership Newsletter:

# Bridging the Gap



US Army Corps  
of Engineers

Volume 5, Issue 2

September 2021

*'Bridging the Gap' is an electronic publication produced biannually by the U.S. Army Corps of Engineers Partnership Advisory Committee (PAC). The purpose of this newsletter is to provide information about partnerships and volunteer programs around the country. For more information, or to submit stories for future editions, contact your PAC representative.*

## Civilian Inmate Labor Program

Heather Burke, National Partnership Program Manager, HQUSACE

The Civilian Inmate Labor Program (CILP) benefits both the U.S. Army Corps of Engineers (USACE) and corrections systems by providing meaningful work for inmates and providing a source of labor at no direct labor cost to USACE Civil Works projects to accomplish tasks that would not be possible otherwise due to staffing and funding constraints.



In May 2020, the Chief of Engineers delegated authority to Division Commanders for the approval of inmate labor agreements that do not deviate from the approved model agreements. Unfortunately the COVID-19 pandemic put the program on hold. As conditions hopefully improve in 2022, now is the time to start reaching out to federal, state, or local corrections facilities near your projects to discuss potential work programs and start developing the necessary agreements to have in place when conditions warrant.

Check out the [CILP Gateway page](#) to learn how you can utilize CILP at your projects for services such as environmental protection, constructing or repairing roads, clearing, maintaining and reforesting public lands, building levees, providing repair and maintenance work, and constructing or repairing any other public works.



## NRM Gateway Spotlight: MOUs and MOAs

Did you know that the USACE Natural Resources Management (NRM) program has signed more than 40 national Memoranda of Understanding (MOUs) and Memoranda of Agreement (MOAs) with partners nationwide? You can find a list of these agreements on the [National MOUs/MOAs page](#) on the NRM Gateway. On this page, there are links to various organizations and the agreements.

NRM Gateway

Memoranda of Understanding/Agreement (MOU/MOA)

MOUs and MOAs are used to coordinate the Corps' authorized activities with another entity. These "agreements to agree" or umbrella agreements are often used internally through the USACE's various MOUs. MOUs can be used for the single, multiple, or ongoing activities which are not legally binding. MOAs, on the other hand, establish a "contractual agreement" where the transfer of funds for services are anticipated.

**Differences between MOUs and MOAs:**

Memoranda of Understanding (MOU) is a "general area of understanding" within both parties' authorities and no transfer of funds for services is anticipated. No specific goals and metrics are set. MOAs do not contemplate funds transfer and should clearly outline language that states something similar to: "This is not a buy-down; by signing this agreement, the parties are not bound to take any action or fund any activities." An MOU may be used to outline the structure of a program or the way to do things. For example, two agencies that have similar goals may agree to work together to solve a problem or support each other's activities by using an MOU. The MOU is then a non-binding document.

Memorandum of Agreement (MOA) is a "contractual agreement" between two or more parties where the transfer of funds for services are anticipated. The MOA is a precursor of a support agreement whereby one party that defines the support, basis the reimbursement, the billing and payment process, and other terms and conditions. MOAs often establish a contract type terms that will be used to enter into a contract under the following. MOAs do not obligate any funds themselves, but they are the best source and the one of the appropriate authorities to do so.

MOUs and MOAs can be used internally to coordinate activities or support other agencies beyond those separately authorized, and that any MOU or MOA is not intended to be used in connection with USACE District policies and procedures.

- National MOUs/MOAs
- Local MOUs/MOAs
- Business Notes
- HQUSACE Press Release MOUs/MOAs
- MOAs
- Success Stories
- HQUSACE Partners: Program MOUs/MOAs
- Civilian Inmate Labor Program

*Want to know more about the various types of partnerships featured in this newsletter?*

*Visit the NRM Gateway Partnerships page! [corpplakes.erc.dren.mil/partners/partners.cfm](http://corpplakes.erc.dren.mil/partners/partners.cfm)*

## Paul Bunyan Scenic Byway Association WinterFest in Crosslake, MN

Jason Hauser, Natural Resource Specialist, Crosslake, St. Paul District

Cross Lake Staff and volunteers participated in the 18th Annual WinterFest on February 6, 2021. Four volunteers were from the Paul Bunyan Scenic Byway Association (PBSBA), a 501(c)(3) cooperating association that has partnered with USACE since 2004. PBSBA oversees a 54-mile stretch of highway encompassing five small towns in Northern Minnesota and is engaged in local economies and tourism.

The Association donated \$804 in soup ingredients and supplies, contributing 18 hours in preparation and serving the soup at the Cross Lake Recreation Area. The group prepared 20 gallons of vegetable beef soup in a cast iron cauldron over a wood fire, serving over 200 people during the Soupfest competition.



WinterFest booth



PBSBA volunteer serving soup

Contestants of all ages and throughout the upper Midwest submitted their artwork which was judged by USACE staff.

Event Results:

- \$3,274 donated supplies and services from partners.
- 18.5 volunteer hours contributed
- 200 water safety contacts made
- 31.5 hours of labor contributed by USACE

PBSBA holds monthly meetings at the Cross Lake Office during the summer months. They also contribute to USACE through campground firewood sales, donating 50% of the profits back annually. Additionally, they participate in other local events, partnering with USACE during a kid's fishing derby, a community chili contest, and an annual Wounded Warrior camping event.



*(A great way to share stories about outstanding volunteers and use to recruit new volunteers)*



# Volunteer.gov



District volunteer coordinators have volunteer.gov Salesforce accounts to post opportunities and forward applications to project volunteer coordinators.

Volunteer.gov

Home Discover Opportunities Contact Log In or Sign Up

## Opportunity is Calling

Search volunteer opportunities by keyword or phrase...

### Latest Opportunities



## Need a Volunteer - Posting Form (Feb 2022 version)

Send completed form to your district office volunteer coordinator

- **Volunteer Opportunity/Position Title:**
- **PSA or Volunteer position location** (If applicable. Such as name of campground or visitor center):
- **Opportunity Type:** (Choose either Event or Position)
- **Virtual:** (Can the volunteer job be done remotely? Choose Yes or No.)
- **Opportunity Photo:** Include a URL link to a photo you'd like posted with the opportunity. Photo URL must come from one of the following approved sites:
  - [www.Recreation.gov](http://www.Recreation.gov)
  - Corps Lakes (<https://corpslakes.erdc.dren.mil/visitors/visitors.cfm>)
  - USACE webpage (i.e. <https://www.nwk.usace.army.mil/Locations/District-Lakes/Kanopolis-Lake/>)Find the photo you'd like posted with the opportunity. Right click on the image to copy the link address. Paste into this document.
- **Start Date of the Opportunity/Position:**
- **End Date of the Opportunity/Position:** (Cannot exceed one year from the start date)
- **Recruitment Start Date:** (List the specific date you want the volunteer opportunity posted on Volunteer.gov. Cannot be "ongoing" or "year round"):
- **Recruitment End Date** (List the specific date you want the volunteer opportunity removed from Volunteer.gov. Cannot be "ongoing" or "year round"):
- **Short Description:** (Enter a short (one sentence or less) description which describes the volunteer opportunity. Example might be, "Seeking to fill 4 Visitor Center Host positions from May 1 – Sep 15, 2020)
- **Detailed Description:** (Enter a more detailed description with any key information you would like the volunteer to know, if desired.)
- **Difficulty:** (Select the most applicable option)
  - Not Difficult
  - Average
  - Strenuous
- **Number of Volunteers Needed:**
- **Background check required?** (Choose Yes or No):
- **Security clearance needed?** (Choose Yes or No):
- **Suitability** (Select/highlight all that apply)

- Engineering
- Heritage & Cultural Resources
- Interpretation & Education
- Maintenance
- Safety Ops
- Visitor Services Recreation Management
- Other (please specify)

- **Skills:** (Select or highlight all that are needed for the position)

- Backpacking/Camping
- Biology
- Boat Operation
- Carpentry
- Clerical/Office Machines
- Computer Programming
- Conservation Education
- Drafting/Graphics
- Driver's License
- First Aid Certificate
- Fish/Wildlife
- General Assistance
- Hand Power Tools
- Heavy Equipment
- Landscaping/Reforestation
- Land Surveying
- Livestock/Ranching
- Map Reading
- Mountaineering
- Office/Clerical
- Operation Horse-Care/Riding
- Other Trade Skills
- Photography
- Public Speaking
- Research/Librarian
- Sign Language
- Supervision
- Teaching
- Visitor Information
- Working with People
- Writing/Editing

- **Activities:** (Select or highlight all that apply)

- Archaeology
- Backcountry/Wilderness
- Botany
- Campground/Site Host
- Campground Maintenance
- Computers
- Conservation Education
- Construction/Maintenance
- Fish/Wildlife
- General Assistance
- GIS/GPS
- Historical Preservation
- Interpretation
- Maintenance
- Mountaineering
- Operation Horse-Care/Riding
- Photography
- Public Speaking
- Research/Librarian
- Sign Language
- Supervision
- Teaching
- Visitor Information
- Working with People
- Writing/Editing



# Salesforce Volunteer.gov Admin Site



Volunteer Manage...

- Applications
- Volunteer Opportunities
- Accounts
- Knowledge
- Chatter
- Reports
- Dashboards

All Search Applications and more...



## Applications My Applications

50+ items • Sorted by Age of Application • Filtered by All applications • Updated 14 minutes ago

Search this list... [Settings] [Grid] [Refresh] [Edit] [Share] [Filter]

	Application ...	Opportunity Summary	Volunteer Name	Status	Created ...	Status ...	Age of Application ↑	Volunteer Type	Total Lif...	
1	<input type="checkbox"/> AP-00013846	Name: Sam Rayburn Lake Park Host Volunteer...	Tony Santos	Submitted	7/26/202...	7/26/2...	2	Registered		▼
2	<input type="checkbox"/> AP-00013855	Name: Campground Cleaning Address: South ...	Diane Zoe Young	Submitted	7/26/202...	7/26/2...	2	Registered	0.00	▼
3	<input type="checkbox"/> AP-00013867	Name: Benbrook Lake Park Host/Light Mainte...	Sydney Heath	Submitted	7/26/202...	7/26/2...	2	Registered	0.00	▼
4	<input type="checkbox"/> AP-00013868	Name: Benbrook Lake Park Host Address: 700...	Sydney Heath	Submitted	7/26/202...	7/26/2...	2	Registered	0.00	▼
5	<input type="checkbox"/> AP-00013888	Name: Wright Patman Administrative Assistan...	Carol Ann Dymond	Submitted	7/26/202...	7/27/2...	2	Registered		▼
6	<input type="checkbox"/> AP-00013828	Name: Sam Rayburn Lake Park Host Volunteer...	Jillian Craft	Submitted	7/25/202...	7/25/2...	3	Registered	0.00	▼
7	<input type="checkbox"/> AP-00013793	Name: Park Host/Maintenance Address: 3052...	Amy Jo McVay	Submitted	7/24/202...	7/24/2...	4	Registered	0.00	▼
8	<input type="checkbox"/> AP-00013771	Name: Whitney Lake Park Host Volunteer Add...	Sydney Heath	Submitted	7/23/202...	7/23/2...	5	Registered	0.00	▼
9	<input type="checkbox"/> AP-00013748	Name: Waco Lake Park Host Address: 3801 Zo...	Robert William Mayes	Submitted	7/22/202...	7/22/2...	6	Registered	0.00	▼
10	<input type="checkbox"/> AP-00013749	Name: Campground Cleaning Address: South ...	Tshikundi Taty	Submitted	7/22/202...	7/22/2...	6	Registered	0.00	▼
11	<input type="checkbox"/> AP-00013759	Name: Kaweah Lake- Horsecreek Park Host A...	Janice Hansen	Submitted	7/22/202...	7/23/2...	6	Guest		▼
12	<input type="checkbox"/> AP-00013680	Name: Lake Georgetown Park Host Volunteer ...	Brittney Hobbs	Submitted	7/21/202...	7/21/2...	7	Guest		▼
13	<input type="checkbox"/> AP-00013709	Name: Burchfield Branch Campground Adres...	Travis Wayne Jones	Submitted	7/21/202...	7/21/2...	7	Registered	0.00	▼
14	<input type="checkbox"/> AP-00013710	Name: Campground Hosts at Riffle Run Camp...	Travis Wayne Jones	Submitted	7/21/202...	7/21/2...	7	Registered	0.00	▼
15	<input type="checkbox"/> AP-00013714	Name: Youghiogheny Lake Mill Run Campgro...	Travis Wayne Jones	Submitted	7/21/202...	7/21/2...	7	Registered	0.00	▼
16	<input type="checkbox"/> AP-00013716	Name: Sam Rayburn Lake Park Host Volunteer...	Travis Wayne Jones	Submitted	7/21/202...	7/21/2...	7	Registered	0.00	▼
17	<input type="checkbox"/> AP-00013717	Name: Town Bluff Campground Host Address:...	Travis Wayne Jones	Submitted	7/21/202...	7/21/2...	7	Registered	0.00	▼
18	<input type="checkbox"/> AP-00013718	Name: Granger Lake Maintenance Volunteer A...	Travis Wayne Jones	Submitted	7/21/202...	7/21/2...	7	Registered	0.00	▼
19	<input type="checkbox"/> AP-00013719	Name: Belton/Stillhouse Lake Campground H...	Travis Wayne Jones	Submitted	7/21/202...	7/21/2...	7	Registered	0.00	▼
20	<input type="checkbox"/> AP-00013731	Name: Lake Georgetown Administrative Assist...	Amanda Jo Rogers	Submitted	7/21/202...	7/22/2...	7	Registered	0.00	▼
21	<input type="checkbox"/> AP-00013648	Name: Sam Rayburn Lake Park Host Volunteer...	Tara Schmudlach Schmudlach	Submitted	7/20/202...	7/20/2...	8	Guest		▼



# Workamper News



- Website/magazine that USACE contracts with to post volunteer and paid camp host opportunities.
- Each project gets the following for FREE with our contract :
  - One ad of up to 100 words in each of the 6 issues of Workamper News
  - Four 2-week Hotline ads (up to 100 words) per year online for immediate needs
  - 6 issues of Workamper News magazine mailed to the project
  - Access to Workamper News online
  - Access to an applicant resume database for volunteers/ contractors seeking opportunities
  - Ability to create an employer tour to show off your Workamping environment

The screenshot shows the Workamper News website homepage. At the top, there is a navigation bar with links for LOGIN, JOIN, FAQ, CONTACT, and CART. A search bar is also present. Below the navigation bar, there is a main banner with the text "Register your free account today and begin your Workamping adventure!" and a "Click Here to Get Started" button. The banner features a scenic image of an RV parked in a mountainous area with the text "Tools for Every Step of the Way!". To the right of the banner, there is a section titled "The #1 Resource for Workamping" with a welcome message and a paragraph about the website's history and services. Below this, there is a "FEATURED" section with a "US Army Corps of Engineers" logo and a list of links for EMPLOYERS (LOGIN, ADVERTISING, EMPLOYER FAQ, HOW TO RECRUIT) and WORKAMPERS (LOGIN, MEMBER TOOLS, WORKAMPER FAQ, JOB RESOURCES). On the far right, there is a "Traveling Mailbox" advertisement for mail forwarding services, including a promotional code "Workamper10" for a 10% discount.



## Volunteers in Action



## Volunteer Resources

[USACE Volunteer Clearinghouse](#)

[Volunteer.Gov](#)

[Volunteer Coordinators Contacts](#)

[Volunteer Application](#)

[Volunteer Factsheet](#)

[Public Safety Volunteer Flyer](#)

[Testimonies](#)

# NWW Volunteer Website

## Useful Links

[National Public Lands Day](#)

[National Get Outdoors](#)

[Student Conservation Association](#)

[Let's Move](#)

[Corps Lakes Gateway](#)

[Recreation.Gov](#)

[Water Safety](#)

## Volunteer Videos

[Who are Corps volunteers?](#)

[Volunteering with the Corps](#)

[Lake Spring Cleanup](#)





# Volunteer Flyers



## Volunteer Events – Help Needed!

### Invasive Plant Removal – Two-horned water chestnut

Spend your morning or afternoon with us on a lovely farm pond in Manassas VA. Watch dragonflies, listen to frogs sing, and marvel at crayfish castles, while you help us remove this new invader!



**Dates:** July 21 (Wed), July 22 (Thur), July 24 (Sat), July 25 (Sun), Aug 4 (Wed), Aug 5 (Thu), Aug 7 (Sat) and Aug 8 (Sun).

**Hours:** Mornings from 10 a.m. – 2 p.m., and afternoons from 2 p.m. to 6 p.m.

**Where:** The pond at 7901 Guy Dr, Manassas, VA.

## Help Stop the Spread of a New Aquatic Invader!

- Two-horned water chestnut is a new invader from Asia and is currently only present in a few dozen ponds in Northern Virginia. Help us stop it here, before it spreads to the Potomac River and Chesapeake Bay, where it would interfere with commerce and damage ecosystems.
- Two-horned water chestnut is an annual plant that sprouts in April and May, spreads over the water surface, often covering it completely, and then flowers and fruits in the summer. Seeds continue to form until the first hard frost.
- Non-chemical control is possible, but it's time consuming. That's why we need your help! With this series of events we will attempt to pull all of the water chestnut present in a 1.25 acre pond.
- At this event you will also learn how to report the plant if you see it in other ponds, thus providing Virginia the data needed to formulate a response strategy before it's too late!

### What You Will Learn

- How to identify this new invader.
- How and where it grows and options for removing it.
- How you can help by reporting it if you see it in other ponds

### Sign Up Here

<https://www.signupoenius.com/oo/10c0a48aaae2fa7f85-invasive>

Questions? Call Sara Tangren at 301 580 6237



*"I am strongly committed to reducing public recreation accidents and fatalities at U.S. Army Corps of Engineers projects and therefore have set an agency goal of decreasing the number of fatalities by 50 percent by the end of fiscal year 2014, using the total of 197 fatalities from fiscal year 2011 as the baseline."*

— Maj. Gen. Michael J. Walsh, USACE Deputy Commanding General for Civil and Emergency Operations



Contact: Michael Swenson

Number: 509-527-7139



US Army Corps of Engineers

## The Corps of Engineers Needs You!

### Help Us Make a Difference

The Corps of Engineers is the largest provider of outdoor recreation in the entire nation. Our highest priority is public safety. We are looking for motivated men and women that want to make a difference by helping us with our public safety mission.



Work side-by-side with a dedicated Park Ranger.

The primary duty of the Public Safety Volunteers is to assist Park Rangers with providing educational opportunities for school-aged children and young adults as well as assisting with special events for the public. Help us make a difference.

#### Specific duties include:

- Schedule interpretive programs with teachers, childcare providers, scout leaders, churches, sports clubs.
- Present interpretive programs with topics on public safety involving various recreation activities with a primary focus on WATER SAFETY.
- Create flyers and news releases to advertise for upcoming events and programs.
- Assist with planning and preparations for public events. Assist with setup and implementation on event day.
- Join a Park Ranger during boat patrols and assist with vessel inspections and safety education.



Public Safety Volunteers Needed







# Other Recruitment Options



- Television interviews
- Newspaper articles
- Radio PSAs
- Word of mouth
- Social media

 U.S. Army Corps of Engineers, Mobile District   
July 22 at 2:03 PM · 

Jimmy Moore is an 81-year-old volunteer doing great things at the Volunteer Village U.S. Army Corps of Engineers, Allatoona Lake in Georgia. To learn more of his extraordinary story see [go.usa.gov/xFTaq](https://go.usa.gov/xFTaq).  
[#MobileDistrict](#) [#USACE](#) [#SAD](#) [#People](#)





# Corporate Social Responsibility




Many corporations have a commitment to volunteerism or donating to causes important to the organization

Volunteer Page on the Gateway has some resources to get you thinking

- [Policy & Procedures](#)
  - [Volunteer Forms](#)
  - [Program History](#)
  - [Training](#)
  - [Volunteer.gov](#)
  - [Job/Activity Hazard Analyses](#)
  - [National Public Lands Day](#)
  - [Division & District POCs](#) 
  - [Volunteer Awards](#)
  - [Workamper News](#)
  - [Corporate Social Responsibility/Volunteer Programs](#)
- [News / Current Issues](#)
  - [FAQs](#)
  - [Good Enough to S](#)
  - [Volunteer Clothing](#)
  - [Volunteer Plans an](#)
  - [Related Sites](#)
  - [Background Check](#)
  - [Corps Photo Albu](#)
  - [Volunteer Pass Pro](#)
  - [Volunteer Program](#)



AutoSave  Off  Corporate Social Responsibility-Volunteer Programs-Feb20201.xlsx - Excel

File Home Insert Page Layout Formulas Data Review View Help Acrobat

B106

	A	B	C	D	E	
			Paid Volunteer Day	\$ Matching Program	Standard Grant Program	How it works
1	Corporation	Title				
91	Salesforce	Employee-Inspired Giving	X	X		7 days PTO ea
92	Sherwin-Williams	Sherwin-Williams Matching Gifts Program, The Sherwin Williams Foundation	Unknown	X	X	Matching \$ d
93	Southwest Airlines	Tickets for Time	Unknown	X		Employees ar them through Employee vol to allow emp
94	Spectrum (Charter Communications)	Spectrum foundation			X	Grants are gi food drives, r
95	Starbucks	Matching Gifts program	Unknown	X		Match emplo year.
96	State Farm Insurance	Community Service/Education Support Day	X	X	X	Employees ar offers matchi volunteer pro
97	SunTrust Banks	OnUp Together	X	Unknown		All full-time e
98	Time Warner	IMPACT: A Pact to Act	X	X	X	Matching gra training, Turn Volunteers lo
99	TransUnion		X	X		1 paid work d
100	Tyson Foods	Team member giving		X		\$12 match fo
101	Under Armour	Philanthropy	X			32 hours of p



# National MOU: Union Sportsmen's Alliance



Purpose: Utilize USA's flagship conservation program "Work Boots on the Ground" to facilitate opportunities for their members to volunteer their time and unique trade skills towards construction, repair and restoration projects on USACE public lands and waters

- USA contributes private sector resources and highly trained member volunteers such as:
  - Electrical workers
  - Plumbers, welders and service techs
  - Machinists
  - Sheet metal workers
  - Painters
  - Roofers
  - Bricklayers
  - Iron workers
  - Carpenters



• <http://unionsportsmen.org/>

• Find out more at <https://corpslakes.erc.dren.mil/partners/national.cfm?Partner=usa>





# Volunteer Selection/Interviews



- The primary purposes of interviewing volunteers are to determine a mutual fit between the candidate and the Corps, and to screen for risks to the volunteer, the Corps, and the customers/visitors if the prospective volunteer is chosen.
- Importance of screening
  - Mutual screening
  - To protect customers/visitors
  - To maintain paid staff and volunteer morale
  - To guard the agency's reputation (impacts future program)
- 4 key steps in the interview process:
  - Preparation
  - Opening
  - Body
  - Closing





# Interview Preparation



- Review what you know about the applicant.
- Review pertinent information about the available volunteer position(s).
- Assemble material about the agency.
- Formulate questions.
- Schedule adequate time.
- Arrange for private, comfortable place.
- Cast aside all distractions.





# Interview Opening/Body/Closing



- Opening:
  - Greet and put applicant at ease, establish rapport.
  - Clarify the purpose of the interview: "...to determine if the Corps is a good match for you..."
  - Establish timeframe for interview.
- Body: (Three basic sections of an interview)
  - You provide information on the agency, program, visitors served, etc.
  - Applicant shares information about him/herself through thoughtful questioning. (skills, interests, experience, time availability, leadership style, motivation)
  - You describe available volunteer positions or other options for involvement.
- Closing:
  - Review and summarize what surfaced during the interview.
  - Discuss next steps:
    - If mutual acceptance: explain how volunteer becomes active.
    - If no match: encourage honest sharing and refer elsewhere.
  - Express appreciation for their time.





# Core Questions



- Open-ended questions are best.
- When several applicants interview for the same volunteer position, ask them all some core questions so you can compare their suitability.
- Situational questions determine how the person might react to specific experiences.

## Inappropriate/Illegal Interview Questions:

- Age
- Citizenship
- National Origin
- Race/Color
- Religion
- Sex
- Marital Status/Family
- Personal Plans
- Organizational Affiliation
- Police Record
- Military Discharge
- Economic Status



**VOLUNTEER INTERVIEW**

Date: \_\_\_\_\_

Operating Project: \_\_\_\_\_

Volunteer Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Volunteer Position and Duty Station: \_\_\_\_\_

Interviewer (Volunteer Coordinator and/or Supervisor): \_\_\_\_\_

**I. Review of Enrollment Form**

Review and clarify information on Volunteer Application Form or other application materials (resume, etc.). Correct any misinformation on form and place other comments below.

**II. Non-Directive Interview Questions**

1. What attracted you to our agency? Is there any aspect of our work that most motivates you to seek to volunteer here?

\_\_\_\_\_

2. What would you like to get out of volunteering here? What would make you feel like you've been successful?

\_\_\_\_\_

3. What have you enjoyed most about your previous volunteer work? About previous paid employment?

\_\_\_\_\_

4. Describe your ideal supervisor. What sort of supervisory style do you prefer to work under?

\_\_\_\_\_

5. Would you rather work on your own, with a group, or with a partner? Why?

6. What skills do you feel you have to contribute?

\_\_\_\_\_

7. What can I tell you about our agency?

\_\_\_\_\_

**Volunteer Interview, Continued**

**III. Match with Volunteer Positions**

Discuss potential volunteer positions and check match of interests, qualifications, and availability.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

~~~~~ **To be completed after interview** ~~~~~

**IV. Interviewer Assessment**

Appearance:

- Poised, neat       Acceptable       Unkempt

Reactions to Questions:

- Helpful, interested, volunteered information       Answers questions  
 Evasive       Confused

Disposition:

- Outgoing, pleasant, confident       Reserved  
 Withdrawn, moody       Suspicious, antagonistic

Interpersonal Skills:

- Adept at dealing with others       Relatively at ease with others       Uncomfortable

Physical Restrictions: \_\_\_\_\_

**V. Recommended Action**

Consider for following positions:

1. \_\_\_\_\_

2. \_\_\_\_\_



## Inappropriate/Illegal Volunteer Interview Questions



| Subject                | Illegal                                                                                                                                                                                                                               | Legal If Job Related                                                                                                                                                                                                                                                                                                                  |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>AGE</b>             | Any question which tends to identify applicants between 40-64 years of age is illegal. EXAMPLE: "Do you remember the 1940 election?"                                                                                                  | There is no legal question you can ask regarding this subject during an interview. However, there is a field on the OF 301 volunteer application and the OF 301a volunteer agreement that has been approved by OMB.                                                                                                                   |
| <b>CITIZENSHIP</b>     | Any of the following questions cannot be asked: Are you a citizen of the United States? Are your parents/ spouse a US citizen? When did you acquire US citizenship? Are you/spouse/ parent native born or naturalized?                | There is no legal question you can ask regarding this subject during an interview. However, there is a field on the OF 301 volunteer application and the OF 301a volunteer agreement that has been approved by OMB. You may request documentation to verify citizenship/visa requirements, if the candidate indicates on either form. |
| <b>NATIONAL ORIGIN</b> | Any of the following questions cannot be asked: What is your national origin? What language is spoken in your home? What is your native language?                                                                                     | There is no legal question you can ask regarding this subject.                                                                                                                                                                                                                                                                        |
| <b>RACE/COLOR</b>      | You may not ask any question that directly or indirectly relates to race or color.                                                                                                                                                    | There is no legal question you can ask regarding this subject. However, there is an optional question regarding ethnicity on the OMB approved OF 301a volunteer agreement.                                                                                                                                                            |
| <b>RELIGION</b>        | The following questions cannot be asked: What church do you attend? What religious holidays do you observe?                                                                                                                           | There is no legal question you can ask regarding this subject.                                                                                                                                                                                                                                                                        |
| <b>SEX</b>             | You may not ask any question which inquires as to one's gender. For example: What are your plans regarding having children in the near future? Do you mind having a male/ female supervisor? Can you work with a group of men/ women? | There is no legal question you can ask regarding this subject.                                                                                                                                                                                                                                                                        |



|                                   |                                                                                                                                                                                                                |                                                                                                                                                                                                                                                       |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MARITAL STATUS/FAMILY</b>      | Any of the following questions cannot be asked: Are you married? Divorced? Widowed? With whom do you live? Do your children live with you? What ages are your children? Is your husband/ wife in the military? | There is no legal question you can ask regarding this subject.                                                                                                                                                                                        |
| <b>EDUCATION</b>                  | You may not ask questions that specifically ask the nationality, racial, or religious affiliation of a school; the candidate's education level in general, if not related to the position being filled.        | You may ask questions concerning a candidate's academic, vocation, or professional education as long as it pertains to requirements related to the position being filled.                                                                             |
| <b>ORGANIZATIONAL AFFILIATION</b> | You may not ask the following question: To what organization, societies and clubs do you belong?                                                                                                               | You may ask questions related to this subject if they are related to the volunteer position being filled and how the candidate's participation in the organization may fulfill the requirements.                                                      |
| <b>POLICE RECORD</b>              | Do not ask: Have you ever been arrested?                                                                                                                                                                       | If the job being filled has special requirements (i.e., bonding), you may ask a question such as: In order to fill this job, you must be bonded. Is there any problem that this presents?                                                             |
| <b>WORK SCHEDULE/ TRAVEL</b>      | Do not ask any questions that relate to child care, ages of children or other non job-related areas.                                                                                                           | If the position being filled has special requirements (i.e., travel, overtime, unusual hours, etc.) these conditions may be stated. For example: In this position you would have to travel 1 week in every month. Does this present a problem to you? |
| <b>MILITARY DISCHARGE</b>         | The following question may not be asked: Were you honorably discharged from military service?                                                                                                                  | There is no legal question you can ask regarding this subject.                                                                                                                                                                                        |
| <b>ECONOMIC STATUS</b>            | The following questions may not be asked: Do you have a good credit rating? Do you have any trouble with bills/collection agencies?                                                                            | There is no legal question you can ask regarding this subject.                                                                                                                                                                                        |
| <b>PERSONAL PLANS</b>             | The following question may not be asked: Do you have plans to live in this area long?                                                                                                                          | There is no legal question you can ask regarding this subject.                                                                                                                                                                                        |
| <b>MISCELLANEOUS</b>              | You should not ask any question that is not position related or necessary for determining a candidate's possession of required skills.                                                                         | You may notify the candidate that statements, misstatements or omissions of significant facts may be cause for non-selection.                                                                                                                         |

Reference: <http://CPOL.army.mil/library/permiss/6744.html> PERMISS Category: Recruitment and Placement Program





# Volunteer Reference Check

## I. Volunteer Applicant

Date: \_\_\_\_\_ Operating Project: \_\_\_\_\_

Volunteer Name: \_\_\_\_\_

Volunteer Position and Duty Station: \_\_\_\_\_

Volunteer Coordinator: \_\_\_\_\_

Volunteer Supervisor: \_\_\_\_\_

## II. Introductory Comments

Briefly cover the following in requesting that the reference consent to the discussion of the applicant:

- Your name.
- Name of agency.
- Applicant requested that we call you to verify some information.
- Applicant has given permission for them to provide full and honest information.
- Conversation will take about 10 minutes and can be done at their convenience.
- Information given will be kept confidential.

## III. Reference Check Questions

- Questions for one reference follows. Revise as necessary or make tailor to your position available.

## Reference #1

Name of Reference: \_\_\_\_\_

Checked by: \_\_\_\_\_ Date: \_\_\_\_\_

1. What is your relationship to the applicant? (Use applicant's name.)
2. How long have you known the applicant?
3. Have you ever worked with the applicant in a volunteer capacity? \_\_\_ Yes \_\_\_ No  
If yes, describe:
4. Is this applicant dependable?
5. In your observations, describe how this applicant interacts with children (if applicable).
6. In your observations, describe how the applicant interacts with adults.
7. Is this applicant a positive role model?
8. How does this applicant work with people who are different from him/her (such as persons with disabilities or from different ethnic or socio-economic backgrounds)?
9. How would you describe the applicant's skill to handle records and/or money?







# Ways to Say 'No' to an Applicant

"I wish we had something suitable, but we don't at this time."

"Our program does not demand the skills you wish to give."

"Let me put you in contact with..."

"I don't think you'll get what you want out of volunteering with us."

"Well get back to you."

"You're not suitable for us, but..."

"The job you're best qualified for is already filled."

"Your time availability doesn't coincide with our needs."



# Upcoming Volunteer Webinars/ Important Dates



- Feb 16, 10:30 – 11:30 Pacific/ 1:30 – 2:30 Eastern: Volunteer in-processing and paperwork
- Feb 24, 12:00 – 1:00 Pacific/ 3:00 – 4:00 Eastern: Volunteer orientation, training, supervision. Incidental expenses and reimbursements
- Mar 4, 10:30 – 11:30 Pacific/1:30 – 2:30 Eastern: Volunteer evaluations and awards. Entering volunteer data in NRM Assessment
- Apr 17 – 23: National Volunteer Week