Max Shacknai COVE Team Expectations

Team Leaders
• Maintain and foster a commitment to civic engagement
• Set vision for team in cooperation with the community partner, including yearly goals
• Maintain a fluid relationship with community partner by meeting once a month face to face and touching base weekly while at the site or by phone or email
• Meet weekly with Advisor to provide updates and assess the program; add your Advisor and intern to your email distribution list, so that they are kept informed as to your team’s activities
• Conduct regular meetings with group to provide time for planning, training, assessing and reflection
• Build a strong team dynamic. Know your team members and maintain contact with each member to ensure commitment and identify problems within the program; work with Advisor to solve problems
• Orient the members to the purpose of the community partner so that they may better understand their role in the agency or project; assign them the task of looking at the website, reading an article, or doing research related to your agency or issue. Use time when not serving to focus on campus impact
• Provide ongoing training opportunities for members
• Attend Max Shacknai COVE leader events
• Strive for the sustainability of your team by maintaining records and a history in the team binder, including active member lists, event worksheets, and updated contact information; cultivate membership and potential leadership of the team
• Continually assess and evaluate program with your leadership team and advisor. Refer to the Max Shacknai COVE philosophy to be sure action plans fit with the components of the philosophy
• Participate and encourage your members to attend university wide service events, lectures and discussions sponsored by the Max Shacknai COVE
• Plan recognition and celebrations

Team Members
• Familiarize yourself with the Max Shacknai COVE philosophy and significance of civic engagement
• Deliver relevant and quality service to the community partner that meets a real need
• Be an active and engaged member of the team; communicate with your leaders when you are interested in taking on a more active role within the team
• Understand the functions of the community partner and how it fits into the broader community – do the research, check out their website, read the literature
• Respect the procedures and policies of the community partner organization
• Participate in reflection activities
• Provide feedback about the service experience and participate in the evaluation process
• Be open to learning about cultures and lifestyles that are different than your own
• Respect the confidentiality of the people served

Community Partners
• Understand the educational mission of the Max Shacknai COVE and the goals of civic engagement
• Orient the students to the mission and goals of the organization so they may better understand their role
• Set expectations and clearly communicate needs
• Provide meaningful work for the students
• Provide training, supervision, feedback and resources for the students to succeed in service
• Maintain communication with the student leader and the Max Shacknai COVE staff on a monthly basis and share concerns in a timely manner
• Be respectful of students’ schedules and understand their limitations
• Participate in the evaluation process
Advisors

- Understand the needs of the community and each community partner
- Maintain a high quality relationship with the community partner
- Be familiar with the team’s constitution, understand its mission and purpose, be aware of its history, and know personnel
- Help the team develop a foundation and maintain continuity
- Assist the group in developing realistic goals for the academic year
- Assist leaders in understanding their duties and help them to grow as leaders
- Help the current leadership develop an eye for the future and devote time to developing membership
- Clarify your role with the team and define expectations
- Attend meetings, visit site, and events
- Be a resource for institutional and community policies and practices
- Understand the principles of group development and stay ahead of problems
- Assist with problem solving
- Offer ideas for projects and events
- Provide ample and regular opportunities for reflection
- Encourage students to find balance between their academic and co-curricular activities

Max Shacknai COVE Staff

- Maintain relationships with community partners and update list of contact information
- Act as liaison to campus and community resources
- Consult on logistical, community development and team development issues
- Inform leaders and members of Max Shacknai COVE, campus and community resources and services
- Set guidelines for recognition opportunities
- Host workshops on topics of interest and value to students and partners
- Offer resources on best practices and guidance on safety, diversity, liability and ethical issues

Sources:

*Supervising Volunteers*, Jarene Frances Lee with Julie M. Catagnus, Energize inc., 1999

“Action Centered Leadership,” John Adiar, [www.businessballs.com](http://www.businessballs.com)

“Be a great place to volunteer,” [www.volunteermatch.com](http://www.volunteermatch.com)

*The Guide to Service Learning*, Gettysburg College, 2005

*Guide to Advising Student Organizations*, CLSI, Colgate University, 2004