

California YMCA Volunteer Core Competencies

The Core Staff Competencies have been developed as a guide for onboarding new volunteers and providing ongoing training and support for our current volunteers. These competency areas will be used to evaluate the efficacy of volunteer trainings.



Youth Development	Program Planning, Implementation, and Evaluation	Professionalism	Organizational Awareness	Interpersonal Communication
<ul style="list-style-type: none"> • Recognizes and adapts to the unique needs of youth participants • Serves as a role model • Fosters self-esteem independence, and personal growth • Respects diverse cultures and communities • Honors individual learning styles • Creates a positive and supportive environment 	<ul style="list-style-type: none"> • Identify desired skill-based outcomes for participants. • Uses qualitative metrics to drive program innovation and development • Considers and tailors programming to delegate and advisor needs • Seeks feedback to improve program quality • Has technical knowledge of program area 	<ul style="list-style-type: none"> • Adheres to organization's Risk Management policies and procedures. • Conveys an upbeat, customer focused attitude • Responds to information requests in a timely manner • Supports and enforces the Code of conduct • Represent the organization in a positive manner • Seeks opportunities for volunteer growth • Actively mentors younger volunteers to ensure program continuity • Address concerns to core staff members in a timely manner • Participates in Volunteer Trainings • Completes volunteer tasks in a timely manner 	<ul style="list-style-type: none"> • Knowledge of and application Y&G Mission and YMCA Core values • Understand and support the organization's desired outcomes for participants • Understand your role within the organization, its impact and its limits. • Knowing how to access and utilize resources (technical & human) • Understands how decisions impact other volunteers, program areas, delegates & Advisors • Fosters partnerships between volunteers, advisors, and staff • Knowledge of organization role in the broader YMCA community • Familiar with Y&G's program offerings 	<ul style="list-style-type: none"> • "Know your audience" • Adjust communication style to be appropriate for age, developmental stage, and cultural background • Effective communication so as to make everyone feel respected • Empathy to other views, their roles, and challenges • How to engage audience - recognize and adapt when you have "lost the room" • Model effective communication for your audience • Think before you speak; avoid being reactive • Advisor communication is essential