

Meaningful member experience through training and preparation to serve

Presenter: Serina Moya
Former AmeriCorps member (1997-1999)
Current Program Director with the Harlem Children's Zone Peacemakers Program

Member Training

Members at HCZ are provided trainings focused on service and member development
Members are provided monthly training focused on building skills to support children academically and goal setting for life after AmeriCorps.

Member trainings include:

Peacemaker Leadership series- provides opportunities for members to interact with a panel of senior leaders

Team building

Classroom Management

Safety Procedures/Incident Reporting

Curriculum Planning

Social Development

Time Management

College Opportunities

Student Conferencing

Member experience- shared experience of 2nd year members and former members on management team

Target focus of member service (Literacy/Conflict Resolution/Academic Support)

Mentorship

Members are provided mentorship with senior leaders of the agency

Pairings are decided by the interest of the member

Members are able to meet with mentors monthly and are provided opportunities to shadow mentors at agency meetings and events

Example

Member A. was paired with the Director of Beacon programs due to member A's interest in working in youth development. Member was able to sit in Director lead meetings as well as observe beacon programming. Member A was offered a position after completing his term.

Member development groups

Monthly member meetings are held to allow for members to discuss their experience, discuss success and challenges as well as get support from other members on balancing service and personal lives

Development group topics include:

Life/Service Balance

Goal Setting
Self Care

How this model improves the member experience

Members have shared that trainings support their confidence in the service they do on a day to day basis

Mentoring program allows members to tap into the minds of senior leadership and are given guidance on how to achieve personal goals

Exposure to senior leaders allows for opportunities for the member after their year of service is complete

Group discussion

How does your program ensure members fully experience giving service?

1. What type of experience do you want your members to have?
2. What is the core focus of your member training?
3. How does your training model influence member experience?