

# Comparison of VISTA Leaders & Supervisor Roles

*Because of their inherent skills and abilities, VISTA Leaders often take on more responsibility or receive more authority than is reasonable or appropriate. Keeping focused and within the limits of the Leader's roles are crucial to the Leader's success. To this end, regular communication between the Supervisor and the Leader is highly effective. It is imperative that VISTAs understand the distinctions between a Supervisor and Leader, and know to whom to turn for what they need. Co-facilitating a discussion with the VISTAs, and perhaps providing a reference sheet about procedures and points of contact are effective methods for Supervisors and Leaders to keep VISTAs informed.*

## Examples of Appropriate Leader & Supervisor Roles

Scenario	Leader Support	Supervisor Contribution
<b>Conducting an On-Site Orientation and Training (OSOT)</b>	<ul style="list-style-type: none"> <li>Collate orientation materials</li> <li>Draft agenda</li> <li>Help secure guests, speakers and facilitators</li> <li>Participate in implementation of OSOT</li> <li>Utilize facilitator / educator skills to achieve OSOT activities</li> </ul>	<ul style="list-style-type: none"> <li>Develop OSOT plan</li> <li>Finalize agenda</li> <li>Ensure OSOT plan is submitted to CSO</li> <li>Help secure guests, speakers and facilitators</li> <li>Coordinate with Leader regarding OSOT</li> <li>Implement OSOT</li> </ul>
<b>Recruiting and selecting new VISTAs</b>	<ul style="list-style-type: none"> <li>Promote position announcement through local venues</li> <li>Assist in screening applications</li> <li>Assist in setting up and participate in interviews of top applicants</li> <li>Provide feedback to supervisor</li> <li>Utilize VAD in interview process</li> <li>Utilize recruiting and interview skills to achieve recruiting tasks</li> </ul>	<ul style="list-style-type: none"> <li>Interview top candidates</li> <li>Nominate candidates for selection and approval by CSO</li> <li>Notify candidates of selection and approval</li> <li>Ensure paperwork is completed</li> <li>Accept/select candidates in eGrants/Portal</li> <li>Utilize VAD in interview / selection process</li> </ul>
<b>Facilitating a successful year of service for VISTAs</b>	<ul style="list-style-type: none"> <li>Make self available to VISTAs as a resource</li> <li>Listen when VISTAs approach with problems and barriers</li> <li>Assist VISTAs in identifying their options and creating their own solutions</li> <li>Assist VISTAs in outlining their options for mediation, including informing supervisor</li> <li>Involve supervisor if VISTAs cannot resolve issue themselves</li> <li>Utilize skills as resource generator, mentor, ambassador, and liaison, as appropriate, to ensure a successful year for VISTAs</li> </ul>	<ul style="list-style-type: none"> <li>Provide ongoing and scheduled supervision to VISTAs</li> <li>Utilize problem-solving and coaching techniques to help VISTAs resolve problems and barriers</li> <li>Assist VISTAs in identifying options and solutions</li> <li>Develop protocol for addressing conflict within group (including the Leader's role)</li> <li>Schedule appropriate conference time with Leader for updates and feedback</li> </ul>

# Comparison of VISTA Leaders & Supervisor Roles, cont.

## Examples of Appropriate Leader & Supervisor Roles, cont.

Scenario	Leader Support	Supervisor Contribution
<p><i>A VISTA is habitually late</i></p>	<ul style="list-style-type: none"> <li>• Ensure VISTAs know and understand policy and procedures for punctuality and project schedule(s)</li> <li>• If pattern persists and supervisor is unaware, communicate problem to supervisor and inform VISTAs of same</li> <li>• Let supervisor know if tardiness of VISTAs is a potential or real divisive issue for team</li> <li>• Utilize educator and liaison skills for achieving this task</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss the reasons for recent tardiness and explore how to improve punctuality with VISTA</li> <li>• Set/re-set timeliness expectations</li> <li>• Determine any organizational measures to be taken to address situation</li> <li>• Notify CSO, if situation merits</li> <li>• Follow-up with VISTA regarding effectiveness of corrective action</li> <li>• Coordinate with Leader as needed regarding VISTA</li> </ul>
<p><i>Reporting on project performance to CSO</i></p>	<ul style="list-style-type: none"> <li>• Coordinate collection of data from VISTAs</li> <li>• Clarify points in reports with VISTAs if required</li> <li>• Collate or categorize information</li> <li>• Assist in interpretation of data</li> <li>• Coordinate feedback with supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain data from Leader</li> <li>• Interpret data</li> <li>• Write report in eGrants</li> <li>• Ensure timeliness of reporting to CSO</li> <li>• Follow-up with Leader and/or VISTAs as necessary</li> </ul>
<p><i>Developing or refining Volunteer Assignment Description (VAD)</i></p>	<ul style="list-style-type: none"> <li>• Review VADs for clarity and accuracy</li> <li>• Suggest improvements or changes to supervisor</li> <li>• Clarify action steps for VISTAs when required</li> <li>• Offer feedback to VISTAs and supervisor to determine if tasks appropriately help achieve objectives</li> <li>• Utilize facilitator, educator, mentor skills on an ongoing basis to ensure successful implementation of VAD</li> </ul>	<ul style="list-style-type: none"> <li>• Establish tasks to achieve goal(s)</li> <li>• Write VAD</li> <li>• Review VAD with VISTA on a consistent basis</li> <li>• Monitor achievement of objectives by setting appropriate expectations for progress and completion</li> <li>• Refine VAD as necessary on an ongoing basis</li> <li>• Identify needed feedback from Leader related to VAD progress</li> </ul>