



South Carolina 4-H Youth Development Program A 4-H Volunteer Support System using the ISOTURE Model

Volunteers are the key to successful management of a multi-faceted 4-H program. The ISOTURE model provides a process for maintaining an effective volunteer staff. These processes are not always completed in sequence, but are all equally important.

ISOTURE Model

I – IDENTIFICATION
S – SELECTION
O – ORIENTATION
T – TRAINING
U – UTILIZATION
R – RECOGNITION
E – EVALUATION

I - IDENTIFICATION: The process of finding people who have the competence and attitudes essential to fill specific leadership positions.

- Identify needs of the county 4-H program and volunteer roles to meet those needs.
- Recruit volunteers for specific roles through target marketing.
- Identify potential volunteer.
- Provide an introduction to 4-H and role of volunteer.
- Potential volunteer completes 4-H Volunteer Application.

S - SELECTION: The process of studying the backgrounds of prospective volunteers identified and motivating them to fill selected positions.

- Screen potential volunteer through background screening and reference checks.
- Interview the potential volunteer.
- Match volunteer to needed roles.

O - ORIENTATION: The process of orienting those recruited in the role to the expectations of 4-H and the volunteer position.

- Provide new volunteer training using the *4-H Leader Training Series*.
- Volunteer completes *4-H Volunteer Registration Form*.
- Volunteer is officially appointed as a 4-H volunteer by Extension/4-H staff.

T - TRAINING: The process of stimulating and preparing volunteers to acquire knowledge and to develop attitudes and skills necessary to enable them to be successful in their volunteer roles.

- Provide ongoing opportunities for training through a variety of methods.

U - UTILIZATION: The process of providing the opportunity for volunteers to put acquired knowledge and skills into action in the most appropriate way and to function in a supportive environment.

- Support volunteers to actively carry out responsibilities.
- Provide opportunities for mentoring from other volunteers as well as professional staff.

R - RECOGNITION: The process of recognizing and rewarding sound volunteer performance.

- Provide a variety of ongoing recognition, in both formal and informal settings.

E - EVALUATION: The process of determining results of volunteer performance and giving useful feedback. Help volunteers obtain the results they wish to accomplish.

- Provide continuous feedback.
- Formally evaluate through annual review.

Adapted from THE RED TAXI, Getting Volunteers Where They Need to Go, National 4-H Council, 1994



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