



To All Non-Certified Members of NCHVP:

It is my privilege to extend to you this invitation to participate in the NCHVP Certification program. This professional opportunity has been developed especially for NCHVP members who manage volunteers in healthcare settings in North Carolina. Applications are due by December 15, 2020. The cost to apply is \$75.

There are many valid reasons for pursuing Certification.

- It is an opportunity to meet your own professional goals and address the challenges and opportunities of your profession.
- It is designed to raise standards, increase knowledge, and improve performance for those managing volunteers in healthcare organizations.
- It creates a benchmark for professional competency and development.
- It documents professional competence and demonstrates your development in healthcare volunteer management.
- It offers the recognition of professional expertise in the field of healthcare volunteer management.

Certification is open to all members who have maintained NCHVP membership for two (full) consecutive years. To be eligible to apply:

1. you will have been a member of NCHVP for two consecutive years as of November 1, 2020.
2. you have attended one NCHVP Management Education Conferences in the past five years. (Certification typically requires attendance at 2 conferences. One was waived as the conference was cancelled in 2020.)
3. you have attended one NCHVP Management Development Class within the past two years of your application. If you have not had a chance to attend, the Certification Committee will be holding a class on Tuesday, November 17, from 9:30 am – 1:00 pm via webex.

To qualify as a Certification candidate, you must have primary responsibility for volunteer services in your healthcare facility. *Primary responsibility* is typically defined as either being responsible for or qualified to assist with a majority of the following:

- performing the personnel functions needed to administer a program, such as writing position descriptions, providing supervision, hiring, firing, and evaluating of volunteers.
- developing departmental goals and objectives.
- writing, reviewing, and revising departmental policies and procedures.
- composing department quality or performance improvement reports.
- developing and managing a budget.
- representing the department at leadership meetings.
- recruiting, placing, training, and recognizing volunteers.
- serving as a liaison to auxiliary or guild, if applicable.

Making the decision to pursue Certification is one you will not regret. It is a growth process that will aid you in documenting what you know and what you have accomplished. It will help identify your successes and identify areas where improvements can be made. Pursuing Certification is a personal, **confidential** endeavor that will enhance professional esteem.

The entire Certification Committee is eager and willing to assist you in understanding the certification process and would like to help you achieve certified status. We will work with you to alleviate your concerns and answer questions you may have. The exam and process is not a mystery – it is about what you do and experience every day in your work. The committee will even work with you to provide a mentor to help you prepare should you so choose.

We encourage you to consider Certification this year if you have been a member of NCHVP for two or more years by November 1. If you have not yet reached that milestone, begin planning now for that time in the future!

An application form including guidelines for submitting certification materials along with a “confidentiality” form is attached. Once printed, be sure to sign the application and confidentiality before submitting with your other certification materials. I would be pleased to answer any questions you may have. Please contact me at Melinda.scott@unchealth.unc.edu or call me at 919-784-2148.

Sincerely,

Melinda Scott, CHVM