

SERVICE VICE PRESIDENT’S HANDBOOK

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ADDITIONAL REFERENCE MATERIALS

Examples of Ways to be of Service - Pledge Manual

Chapter Service Program Survey - Survival Guide for Small Chapters

Risk Management Policy - Pledge Manual

INTRODUCTION

The role of the Service Vice President is one of the most influential in the chapter.

The Service Vice President coordinates and promotes the chapter's service program.

The Service Vice President should do more than ensure that the chapter's Service Program takes place. Motivation, Planning, Guidance, Evaluation, and Execution are all part of the responsibilities of this leadership position.

The environment in which your chapter functions will have a tremendous impact on your role. The size of your chapter, its structure, and the perception that you and your chapter have of the type of leadership it requires will also affect your role. In many chapters the Service Vice President may take a more "hands-on" role. Delegating is important here. The Service Project Chair handbook should serve as a guide for those to whom you may delegate to.

No publication can provide all of the answers. We won't even attempt to do so in this handbook. Instead, we are providing some guideposts as you plan your term of office. This booklet should give you a better understanding of your role as the chapter's Service Vice President.

It is recommended that during the term of your office you work on creating a supplement to this handbook to assist future Service Vice Presidents of your chapter. This supplemental material may include:

- Chapter Bylaws
- Contact information for the current Sectional Chair, Regional Director, and Advisory Chair
- Detailed reports of last year's service projects.
- The Leadership Series Service Project Chair's Handbook
- Contacts in the community and on campus.
- Schedule of general events throughout the school year.

Throughout your service as Service Vice President remember that you have chapter advisors and a Sectional Chair (and staff) who are willing and able to assist you. Use their talents and experience.

RESPONSIBILITIES

The Service Vice President has direct responsibility for the success of the Chapter's service program. A major part of this responsibility is to develop projects which will allow the Brothers to sharpen their leadership skills while meeting the Fraternity's goal of service to its members, the campus, the community, and the nation.

The Service Vice President's responsibilities include:

- a) Knowing and upholding Alpha Phi Omega's National Bylaws and Standard Chapter Articles of Association as well as the chapter's bylaws.
- b) Establishing and maintaining a working relationship with the chapter President, project chairs, chapter advisors, and general brotherhood.
- c) Establishing, with the help of the service committee, a comprehensive plan for the chapter's service program, utilizing the information gathered during the Chapter Program Planning Conference (CPPC).
- d) Evaluating the effectiveness of the chapter in carrying out each of its service projects and its service program in general.
- e) Coordinating effective meetings of the service committee.
- f) Selecting a chair for each of the chapter's service projects and giving support and guidance to them.
- g) Ensuring that each service project has enough support from the membership and information to get the job done.
- h) Understanding as much as possible about each project or how to find out quickly.
- i) Serving as a member of the chapter's Executive Committee.
- j) Ensuring that at the end of the project a written project evaluation/report is completed.
- k) Coordinating with the chapter's Public Relations Chair or designee, developing a plan for publicity before and after the chapter's National Service Week and Spring Service Day projects.
- l) Ensuring that a report is submitted to the National Office on the chapter's National Service Week and Spring Service Day participation.
- m) Recognize those who have completed over a hundred service hours in the school year by applying for the President's Student Service Award as available through the fraternity.
- n) Ensuring that a record of the number of service hours is recorded, either by Brothers or by Project Chairs, on each service project completed.
- o) Participate in Sectional, Regional, National, and International Service Efforts.
- p) Any other duties as assigned by the President.

PLANNING

THE SERVICE PROGRAM

Before you can ask the Executive Committee for its review and approval of a service program (for presentation to the chapter) you have to decide what kind of program you want.

What are the elements of a successful service program?

1. The program should include projects that provide service to the campus, community, nation, and chapter. Examples of projects in each of these four areas are available in the official Pledge Manual.
2. There should be a balance between continuing programs (such as the “Bath Tub Pull” or “Used Book Exchange”) and “one-shot” projects (such as cleaning up a Boy Scout camp).
3. “Traditional” projects should be combined with new ideas.
4. Large scale projects should be combined with small ones, in order to avoid overburdening the chapter’s resources.
5. Be enthusiastic!

When considering these factors, keep in mind that the program must relate to the needs, interests and abilities of the Brothers. Much of that should be discussed at the Chapter Program Planning Conference. If you find that these have changed from the past, “traditional” projects may no longer win the necessary level of support within the chapter. Thus, even though it might still be a worthwhile service project, it may be time to change. For this reason, it is very important to carefully examine continuing projects each year.

One possible way of determining interest is to conduct a survey. In this survey you can have Brothers rate the prior year’s projects and list projects that they would like to be involved with in the future. This can easily be incorporated into the CPPC.

===== THE SERVICE COMMITTEE

Each chapter should have a standing Service Committee to assist the Service Vice President. You need the additional creativity, experience and viewpoints which such a committee will provide. This may not be available in smaller chapters.

In selecting the committee, you want to attract Brothers who, together, will provide as much diversity as possible. Look for an experienced Brother, one who has held several leadership positions but is currently "without portfolio." This Brother can explain how and why many of the current projects came into being and will be aware of opportunities and pitfalls presented by new ideas.

Balance this experience with a relatively new Brother. This should be someone willing to challenge the way things have always been done...but who can back up his/her challenge with new ideas. Placing this Brother on your committee will not only challenge the other members, but will provide a leadership development opportunity for him/her.

To this core group, add two or three interested Brothers who fall between these two in terms of experience and viewpoint. Together the committee should be reflective of the Brotherhood.

Now that you have a committee, what is its function?

First, the committee should evaluate the chapter's prior program. Using the information and ideas generated by the Chapter Program Planning Conference, and other planning opportunities it should be able to decide which projects are worth continuing and which should be scrapped. If the chapter hasn't conducted any planning activities, the Service Committee should start off by conducting a planning meeting.

Second, the committee should decide what new projects should be added to the program.

Third, after the chapter approves the program, the committee should continually evaluate how the program is being operated and how the chapter is supporting the program.

Fourth, it should help the Service Vice President develop plans to motivate the Brotherhood to greater participation in the program. Examples of how to do this are as follows:

- Call Brothers individually to let them know their presence is important.
- Work with Fellowship/Membership Vice President to combine fellowship and service activities.

- Do projects members are excited about.
- Reward efforts by recognizing attendance and leadership.

Fifth, the committee members should be developing ideas for new projects for the future, using chapter ideas as discussed at a CPPC. Also members should share ideas with other chapters at Sectional, Regional, and National Conferences.

Finally, at the end of the term, the committee should do a written evaluation of the chapter's service program by reviewing each project.

WORKING WITH SERVICE PROJECT CHAIRS

Once the Service Committee has developed its program and it has been approved by the Brotherhood, you will need to select a chair for each project. If you have planned a challenging program, it will be impossible for you to handle it all. Even if your chapter currently has a small membership, it will be impossible to grow and develop the leadership for growth unless you delegate.

Selecting a Brother to chair each of the service projects is often easy. Brothers will volunteer or their abilities will clearly match those needed by the position. Newer Brothers will often want to tackle smaller projects as a way of learning more about the chapter's methods of operation and as an opportunity for personal growth.

If a service project is the result of one Brother's idea, then often the Brother who thought of the idea will chair the project. If you have difficulty getting volunteers to chair, try approaching people individually and asking for their help. Often this can be very flattering and will ease the situation, and they will accept. Or try giving added rewards for taking on the responsibility. For example, give an extra service hour for the work.

Once you've selected your chairs, you should meet, privately, with each of them. At this meeting you must reach an understanding with the chair about:

- the goals of the project
- the scope of the project
- the time span for completion
- the relationship of the project to the overall chapter program
- how often you will receive the report and the type of report you will get
- how long after the project is completed you will receive a written evaluation/report.

Be sure that each chair understands that you will be available to help but that running the project is his/her responsibility. Provide the chair with a copy of the Fraternity's Leadership Series Guide for "Service Project Chairs." This will be helpful to them in understanding and carrying out their role.

Finally, agree on a date by which you will receive a written project plan as outlined in that guide. This plan will enable you to evaluate progress toward successful completion of the project and to ask the right question as the project approaches so you can detect problems while they can be resolved.

NATIONAL SERVICE PROGRAMS

Every chapter must design a service program that meets the needs of its own campus, community and Brotherhood. One of the unique aspects of Alpha Phi Omega is that we encourage each chapter to develop its programs within our broad principles, rather than requiring every chapter program to be identical.

However, the National Fraternity does have a Program of Emphasis. This is adopted by the National Convention every two years and is designed to encourage every chapter to conduct at least one service project that meets a particular need. "National Service Week", which is the first full week of November is based on this Program of Emphasis. Chapters are urged to have a service project in which they can include other service organizations and/or individuals. A public relations blitz should be a part of this project, with a "Service Week" proclamation sought from the mayor, city or county executive and/or governor. There is no required "national project," so you are free to use your imagination to meet the need of your campus or community.

The APO Youth Service Grant program is based on the goal of creating positive outreach programs, or to support existing programs, that address the social issues. The goal is to help mold the young people of today in a more positive way, before they are negatively affected. Funding for the APO Youth Service program is endowed by a grant from the Jadel Foundation. The grants range from \$150 to a maximum of \$500.

The Fraternity is also a partner in the President's Student Service Awards program which recognizes students age 25 and younger who perform 100 hours of service over a 12-month period. Those who qualify can be recommended by the chapter, who will pay a nominal fee, to honor the Brother with a special pin and certificate. This program will help the Fraternity better track service hours nationally and help publicize the many positive things we do. More information can be found at www.apo.org

A new service program, National Spring Service Day gives chapters the opportunity to do a project to benefit youth during the month of April in conjunction with National Youth Service Day. This program is a major component of Alpha Phi Omega's commitment to America's Promise.

The National Service/Communication Committee mails a packet of information about these programs early each fall. Read it carefully and utilize the materials in promoting your project. Information about the current "Program of Emphasis" is also available from the committee through the National Office and the National Website.

CONCLUSION

A good project carried out in an efficient manner is one that helps people. Ideally, the project should be enjoyable but stimulation is not our reason for existence-- service is.

Be sure to recognize the impact your service project had and the impact member attendance made. "Making it real" makes the Brotherhood feel appreciated and want to do more.

Good programs are made up of excellent planning, coordination, follow-through and dedication. The best idea can become a bad project through mismanagement or lack of enthusiasm. Most of all, what makes a good project is you and your chapter's attitude toward service in general and specific projects in particular. Perhaps it is best summed up in these two sentences:

BE ENTHUSIASTIC ABOUT THE VALUE OF YOUR PROGRAM AND YOUR BROTHERS WILL SHARE YOUR ENTHUSIASM.

IF YOU ACT ENTHUSIASTIC, YOU'LL BE ENTHUSIASTIC!