New Textbook from CCVA!
Volunteer Administration: Professional Practice

This long awaited, 18-chapter textbook was created by the Council for Certification in Volunteer Administration (CCVA). It is a comprehensive reference book and guide, providing a solid theoretical framework and professional context for the effective leadership and management of volunteer engagement. Unlike many other existing publications, this book provides full coverage of volunteer management and administration, ensuring a thorough understanding of the concepts and principles that define managers, leaders and professionals in this field.

Contents
Volunteer Administration: Professional Practice is organized around the five core competencies which serve as a foundation for the profession of volunteer administration: ethics, organizational management, human resources management, accountability, and leadership and advocacy. These competencies have been identified by CCVA through a Practice Analysis study of the field with input from managers of volunteers in a wide variety of settings.

Chapter 1: Terminology
Chapter 2: Ethics – Concepts and Definitions
Chapter 3: Ethical Decision Making
Chapter 4: Strategic Management of Volunteer Programs
Chapter 5: Operational Management
Chapter 6: Volunteer Staffing and Development
Chapter 7: Sustaining Volunteer Involvement
Chapter 8: Meeting Management
Chapter 9: Financial Management
Chapter 10: Data Management
Chapter 11: Evaluation and Outcome Measurement
Chapter 12: Risk Management
Chapter 13: Quality Improvement
Chapter 14: Leadership for Nonprofit Organizations
Chapter 15: Organizational Involvement
Chapter 16: Advocacy in Volunteer Administration
Chapter 17: Community Collaboration and Alliances
Chapter 18: A History of the Profession of Volunteer Administration

Contributing Authors
Volunteer Administration: Professional Practice is written by a diverse group of 20 authors from Canada and the United States with content relevant to both nations and others. There are chapters from academic researchers who provide a theoretical basis for sound management, as well as chapters written by practitioners who hold the CVA credential and provide a “field experience” perspective.

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Intended Audience
All CVA candidates (starting with the 2011 cycle) will be required to read and study this textbook in preparation for the CVA Exam. In addition, managers, coordinators and leaders of volunteers will benefit from the principles and theories presented in this text, as a foundation for other “how to” books on their shelves. Nonprofit sector educators can use this as a tool for ensuring curriculum development is consistent with real-world practice as verified by a credible practice analysis process. Consultants and trainers in the volunteer administration and management field will find this book helpful as a core reference on which to base their work and share with their clients. Lastly, leaders in not-for-profit organizations and public agencies will find credible information to strengthen the function of volunteer administration within their organizations, so that volunteers are maximized as a human resource, and potential risks and challenges are reduced.

How to Order
Volunteer Administration: Professional Practice may be purchased from CCVA at www.cvacert.org
The cost is $75.00 USD, which includes 3-5 day shipping within the U.S. Additional shipping charges may apply for international shipping. (See order form on reverse side.)
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