

Managing AmeriCorps Programs

These core competencies are intended to provide those interested in starting an AmeriCorps program with an overview of the specific capacities needed for effective AmeriCorps program management. Each competency is a combination of knowledge, skills and abilities that are required to meet expectations. Competencies described here are all important and interrelated. Managing a program and grant effectively requires proficiencies in all of the core competencies.

| | COMPETENCY | AmeriCorps Program Directors will possess the ability to... |
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| Effective Grant and Program Management | Community Engagement & Strengthening | <ul style="list-style-type: none"> • Collaboratively identify community needs. • Identify and leverage community assets. • Position program as a strategy for solving community problems. |
| | Theory of Change and Continuous Improvement | <ul style="list-style-type: none"> • Define and revise a Theory of Change and logic model for how the program activities will lead to long-term results. • Manage an evaluation plan with outputs and outcomes. • Develop and utilize appropriate data collection instruments. • Analyze data, report on performance, and use data to improve. |
| | Program Management | <ul style="list-style-type: none"> • Develop and maintain sound fiscal and organizational management systems and practices compliant with federal laws and regulations, AmeriCorps requirements, and Serve Virginia policies and procedures. |
| | Site Management | <ul style="list-style-type: none"> • Develop strong partnerships with member service sites, supported by written agreements to support program goals and quality member experiences. • Ensure proper training and monitoring of sites. |
| Member Management | Member Human Resources | <ul style="list-style-type: none"> • Recruit, enroll, and retain AmeriCorps members. • Provide members with written service agreements. • Ensure that member placements are developed based on a program design and that activities contribute to program goals. |
| | Member Support | <ul style="list-style-type: none"> • Develop and conduct a comprehensive member training plan (incl. federal/state required trainings) and maintain documents. • Ensure that members have the skills and training necessary to successfully carry out their specific service activities. • Develop partnerships that enable well-rounded, high-quality training inclusive of adult learning strategies. |
| Fiscal Oversight and Management | Financial Management | <ul style="list-style-type: none"> • Work cooperatively with financial and leadership staff to develop practices that effectively plan for and manage program funds • Regularly provide accurate, complete and current documentation of the financial status of the AmeriCorps program. |
| | Sustainability | <ul style="list-style-type: none"> • Develop financial and non-financial support including, but not limited to, creating a sustainability plan, identifying sources of funds, developing funding and partnership proposals, presenting requests for assistance, and securing cash and in-kind match. |

Additional requirements: Regular training and technical assistance are required by Serve Virginia to support your AmeriCorps program its potential to grow and evolve.

Grant application: Program design, delegation of roles/responsibilities, and related logistics

- Align proposed member activities with evidence-informed or evidence-based models
- Understand governing documents to meet requirements
- Design evaluation plan
- Create a balanced and compliant budget

Program Set Up

- Recruit and train service sites
- Secure match and other financial resources
- Recruit and enroll members

Program Management

- Regular contact with Serve Virginia for training and technical assistance
- Monitors all program activities to ensure alignment with approved grant
- Maintaining program records (member files, documentation of training activities, etc.)
- Program promotion with potential members, community, partners, etc.
- Collect and report data
- Analyze data and use for program improvement
- Manage service site supervisors and service sites
- Manage AmeriCorps members in service, oversee discipline as needed
- Train and offer professional development for members
- Ensure accurate member timekeeping
- Manage program changes and work with Serve Virginia as needed
- Support site supervisors in member supervision

Financial Management

- Manage program expenditures
- Ensure accurate financial recordkeeping
- Cultivate needed resources for successful program delivery



Serve Virginia inspires individuals and organizations to engage, connects them with the tools they need to make a difference, and celebrates their tremendous impact throughout the Commonwealth.