

***Leadership Challenges  
In Today's Volunteer  
Emergency Services  
Organizations***





# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## **Course Description**

Today's volunteer emergency services leaders are challenged with a variety of very complex issues, including funding, recruitment, community/political support, and strategic planning. Come interact with other leaders from around the state for an open discussion of the challenges affecting the future of your organization. Leave with new ideas and best practice solutions on how to resolve your challenges and move your organization forward towards a better tomorrow.

## **Course Objectives**

- Today's volunteer emergency services leaders are challenged with a variety of very complex issues.
- This session challenges you to interact with other leaders of similar organizations for an open discussion of the challenges affecting the future of the volunteer emergency services and your organization.
- Leave with new ideas and best practice solutions on how to resolve your challenges and move your organization forward towards a better tomorrow.



# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## **Opening Activity**

Identify the top leadership challenges currently being experienced in your organization:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Are these new challenges?

What has been done to try and overcome these challenges?

What more needs to be done to be successful?



# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## ***Leadership***

Define leadership

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Identify characteristics of effective leaders

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Name an individual that would you identify as a successful leader in the fire service?

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# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

Who would you identify as the key leaders in your department?

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What can your department do to prepare individuals to be tomorrow's leaders?

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# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

Does your department have a mission statement? \_\_\_\_\_

Does your department have a strategic plan? \_\_\_\_\_

What elements need to be considered in a strategic plan?

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What actions can you take when you get home to help your department better plan for the future?

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# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## ***Recruitment and Retention***

How many active members does your department currently enroll? \_\_\_\_\_

What is the optimum number of members that your department needs to meet mission requirements? \_\_\_\_\_

What actions has your department taken to increase its membership?

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# **Leadership Challenges In Today's Volunteer Emergency Services Organizations**

What benefits does your department currently offer to its volunteer members?

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What additional incentives might you consider to bring in new members and keep the ones that you have?

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Homework assignment: Register your department with NVFC's ***Make Me A Firefighter*** program. Go to [portal.NVFC.org](http://portal.NVFC.org)

Let them know that you need help !!!!





# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## ***Health and Safety***

Does your department have an organized health and safety program? \_\_\_\_\_

Does your department offer entry level and routine physicals to its members? \_\_\_\_\_

Does your department have an active critical stress management program? \_\_\_\_\_

What actions can your department take now to prevent cancer?

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# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## ***Financial Management***

Where does your department funding come from?

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Does your department operate on a budget? \_\_\_\_\_

How can budgeting support the strategic planning process?

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# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

What is your department's greatest fiscal challenge?

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What actions can you take to overcome this challenge?

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What actions can your department take to keep your funds secure?

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# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## ***Community Relations***

Who are the key influential organizations or individuals in your community?

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What is your department's relationship with them?

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What actions can you take to improve these relationships to help influence policy and gather critical support for your department?

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# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

Does your community really know what your department does?

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What actions can you take to help them understand what you do, what your needs are, and how they can help you?

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you know who your political leaders are? \_\_\_\_\_

How can you leverage those relationships to help your department be successful?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## ***Resources***

### **National Volunteer Fire Council**

- **Volunteer Voices** – an opportunity to share best practices and learn from others
  - **Volunteervoices.nvfc.org**
- **Make Me A Firefighter campaign** – volunteer recruitment and retention tools
  - **MakeMeAFirefighter.org**
- **Heart-Healthy Firefighter program** – tools to help identify ways to improve firefighter health and safety
  - **HealthyFirefighter.org**
- **Serve Strong Campaign** – personal wellness programs and resources
  - **NVFC.org/ServeStrong**
- **Share the Load Program** – understand the mental challenges of firefighting
  - **NVFC.org/programs/share-the-load-program**
- **Become a member !!!!**
  - Annual membership fee \$18.00, includes:
  - \$10,000 AD&D Insurance
  - Access to members only training resources
  - Discounts with major fire service vendors
  - Education discounts to on-line universities
  - Eligible for stipends for annual training summit

**To join, go to [nvfc.org/join-nvfc](http://nvfc.org/join-nvfc)**





# ***Leadership Challenges In Today's Volunteer Emergency Services Organizations***

## ***Resources***

### **International Association of Fire Chiefs (IAFC), Volunteer and Combination Officers Section (VCOS)**

- VCOS Silver Ribbon Report: *Guidelines and Best Practices for a Successful Youth Fire Service Program*
- VCOS Orange Ribbon Report: *Leading and Managing EMS in Volunteer and Combination Fire Departments*
- VCOS White Ribbon Report: *Managing the Business of the Fire Department*
- VCOS Red Ribbon Report: *Leading the Transition in Volunteer and Combination Fire Departments*
- VCOS Blue Ribbon Report: *Preserving and Improving the Future of the Volunteer Fire Service*
- VCOS Yellow Ribbon Report: *A Proactive Approach to Mental Wellness*
- VCOS Lavender Ribbon Report: *Best Practices for Preventing Firefighter Cancer*

[iafc.org/topics-and-tools/resources/resource/vcos-ribbon-reports](http://iafc.org/topics-and-tools/resources/resource/vcos-ribbon-reports)