



Society for Healthcare
Volunteer Leaders

CERTIFICATION FROM SHVL

Everything you need to know about being certified in
Volunteer Administration through Society of Healthcare
Volunteer Leaders

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SHVL HISTORY

Organized in 1993 after the closure of the Southeastern Hospital Conference, to unite volunteer leaders from healthcare facilities within an organized structure.

Established as a non profit educational group for healthcare volunteer leaders that started with the 13 continuous southern states and is now nationally recognized. Membership is open to anyone who meets the qualification of working in a healthcare organization who has primary or secondary responsibility for the management of volunteer program or gift shop within their facility.

PURPOSE

- To increase the knowledge and improve the skills of individual members
- To emphasize the value of qualified leaders of Volunteer Services by establishing and maintaining professional standards and ethics
- To be a resource of support and information to leaders of Volunteer Services in healthcare organizations
- To attract new persons and retain skilled persons in the field of Volunteer Services Administration
- To promote leaders of Volunteers Services as integral members of healthcare teams

PURPOSE OF CERTIFICATION FOR LEADERS OF VOLUNTEER SERVICES

- To enhance the value of qualified Leaders of Volunteer Services in healthcare facilities through increased knowledge and skills development
- To establish and maintain the optimum level of professional standards and a quality of ethics consistent with all disciplines in the healthcare services arena
- To provide an organized structure of an optional peer Certification Program for eligible members who have a desire to enhance their personal contribution to healthcare and have an interest in self-development to maintain a higher level of professional competence.
- To recognize individuals who demonstrate expertise in the field of healthcare volunteer management and maintain high professional standards.

WHY WOULD I WANT TO DO THIS!?



- Establishes to your supervisor, CEO and colleagues as well as other healthcare professionals, that you have an advanced level of knowledge, skill and proficiency in your field.
- Personal pride that you have been certified as being among the elite in the field of healthcare volunteer management
- Application process establishes the professional standards and ethics of your volunteer program.
- Requires systematic reflection and analysis of existing program

WHY CHOOSE CERTIFICATION WITH SHVL?

- SHVL certification of CDVS – Certified Director of Volunteer Services, is the only one geared specifically toward healthcare volunteer management on a national level
- CDVS is a five year certification administered by your professional peers
- Cost for certification is reasonable at \$100 and currently re-certification is available for \$50 which makes it much more attainable than other certifications

4 COMPONENTS TO CERTIFICATION PROGRAM

- Eligibility Requirements
- Application and Document Submission
- Online Exam with 89 questions with a total point value of 150 points; passing grade of 120 (80%)
- Recertification by application every 5 years

ELIGIBILITY FOR NEW CERTIFICATION APPLICANTS

Member of SHVL seeking certification must meet the following criteria:

- A member of SHVL for a minimum of two years and have attended one SHVL conference prior to applying
- Three years experience as a Leader of Volunteer Services in a healthcare facility



WHAT DO I NEED TO DO TO APPLY FOR CERTIFICATION?

- Complete the application on line at www.shvlonline.org
- Submit completed documentation by email to Certification Chair by the due date (for exam at conference)
- Pay \$100 exam fee

INFORMATION NEEDED ON APPLICATION

- Personal contact information
- Professional participation with State, Regional, National or other professional association
- Community Participation/Affiliations/Involvement
- Healthcare Facility/Volunteer Program and Auxiliary Information if applicable
- Contact information for approved proctor

DOCUMENTS TO BE SUBMITTED

- Table of Contents page from your Department of Volunteer Services Policies and Procedures Manual
- One (1) Service/Position Description for volunteer duties
- One (1) Letter of Recommendation for certification from the Administrator or Executive Officer to whom you report.
- One (1) Letter of Recommendation for certification from an organization in which you have had participation/affiliation/involvement within the past two years.

DOCUMENTS TO BE SUBMITTED (continued)

- Documents from your department including:
 - ✓ Application
 - ✓ Volunteer Handbook
 - ✓ Evaluation forms for volunteers
 - ✓ Volunteer Department Infection Control Policy/Standard Precautions
 - ✓ Volunteer Department Confidentiality/HIPPA Policy
 - ✓ Orientation Agenda for volunteers
 - ✓ Benefits/Recognition offered to volunteers
 - ✓ Volunteer Department Quality Policy – may be called Quality Services/Improvement



WHAT HAPPENS NEXT?

- Once all documentation has been submitted and reviewed by the Certification Committee, you will receive an email with information on how to access the online proctored examination
- Confirmation of approved exam proctor OR you may take the proctored exam at SHVL conference
- Exam is accessible from any web-based computer
- Four (4) hours is allowed to take the test *in one sitting*.

CERTIFICATION EXAM COMPONENTS

- 89 questions – total 150 points – passing grade 120 (80%)
 - Includes:
 - Analyzing situations
 - Applying your volunteer leadership skills to planning programs
 - Knowing healthcare terms and just knowing your job
- Combination of Question Types:
 - Essay (40%)
 - True/False (32%)
 - Abbreviation Definition (19%)
 - Multiple Choice (9%)
- 4 Hour Time Limit
- Be sure to allow for **NO** interruptions

GUIDELINES FOR EXAM PROCTORS

- All exams will be proctored
- SHVL offers time at conference for applicants to take a proctored exam
- For non-conference exams, a proctor must be listed on your application and will be pre-approved prior to the exam being made available to the applicant

GUIDELINES FOR SHVL CERTIFICATION PROCTORED EXAMS

- Approved proctor and/or sit for proctored exam at conference
- Provide own computer/laptop
- No materials may be used while taking the exam, including written or electronic notes, websites, phones etc.
- No test related questions/discussion may occur while applicant is testing, including during any test break times.
- Applicant has a one-time four (4) hour window in which to complete the exam, but is expected to exit the exam area (if in a group setting) once she/he has finished and closed the exam on their computer.
- If it is determined that the applicant has made use of written or electronic notes, websites, or communication related to the exam while testing is ongoing, the applicant's exam will be considered void. Decisions about retesting opportunities will be determined by the Certification Committee with input from the Society President

EXAM PREPARATION

Components of the exam will consist of:

HUMAN RESOURCES

- Recruitment, orientation and training
- Placement of volunteers
- Evaluation/Competency of performance
- Termination
- Recognition
- Annual Requirements
- Compliance with State and Federal Agencies and Joint Commission or other accrediting bodies

RISK MANAGEMENT

- HIPAA
- Infection Control Standards

EXAM PREPARATION (continued)

FINANCE

- Budgets – Operating and Capital
- Coordinating fundraising programs
- Maintaining accurate data to provide volunteer data and statistics

PLANNING AND PROGRAM DEVELOPMENT

- Assessing facilities needs
- Developing improvement plans
- Benchmarking
- Developing new program/service
- Position Description

PROFESSIONAL DEVELOPMENT

- Involvement in other professional associations
- Participation in workshops, seminars, online courses

WHAT HAPPENS AFTER THE EXAM?

- Exam reviewed and graded by the Certification Committee
- Email sent to let you know of pass/fail
- Letter sent to the person to whom you directly report and President/CEO notifying them of your achievement
- Recognition, Certificate and Pin awarded at the next SHVL Conference

RECERTIFICATION

A certified member of SHVL may apply for recertification no later than 5 years after receiving certification if he/she meets the following criteria:

- Must have remained a continuous member of SHVL over the five (5) years. Can submit a request for exception in special circumstances
- Have documentation of 50 contact hours of continuing professional education in volunteer services OR successful re-examination taking the SHVL certification proctored exam
- Must have completed and submitted a renewal application by the deadline
- Must have paid the renewal fee of \$50 by the deadline

RECERTIFICATION APPLICATION PROCESS

- Click on the “Recertification” tab under the Certification header on www.shvlonline.org
- Complete the Recertification Application
- Submit the application and payment of \$50 by check or credit card
- In order to be recognized at the annual conference, recertification applications by be completed one month prior to the annual conference date
- Once the application and fee have been received, the Certification Committee will review and determine whether applicant meets the criteria
- An email will be sent to the applicant letting them know of their recertification status
- A new certificate will be presented to them at the annual meeting, or mailed to them if unable to attend.
- A letter stating your recertification status will be mailed to your Administrator/Executive Leader to whom you report, notifying them of your achievement.



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CDVS CERTIFICATION

Give yourself the gift of elevating your
professional standing!

