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A Closer Look at Standard #20:

Involving members in *all* of the work of the Clubhouse, including.....

Standard #20 lists areas of Clubhouse work that go beyond the basic “3 C’s” – of clerical; cooking; and cleaning. The following is a list of tasks that address the general topics outlined in this Standard, which can be incorporated into the daily work of the Clubhouse.

Including this work in the Clubhouse work-ordered day can add a great deal of important, meaningful work that will help the Clubhouse move forward in its growth while at the same time helping individual members move forward with their personal goals.

Standard #20: *involving members in all of the work of the Clubhouse including administration, research, intake and orientation, reach out, hiring, training and evaluation of staff, public relation, advocacy and evaluation of Clubhouse effectiveness.*

Administration

- Schedule workshops, activities, transportation.
- Maintain website.
- Maintain computers/computer network.
- Establish weekly house meeting agenda.
- Work with Board Chair to establish monthly (Advisory) Board meeting agenda.
- Work in collaboration with Board Chair to schedule, plan, and coordinate monthly (Advisory) Board meetings.
- Coordinate mailings, phone calls to the Advisory Board members.
- Maintain Policy Manual.
- Review Clubhouse literature & newsletters.
- Review Clubhouse mail.
- Plan, advertise, implement, manage Clubhouse fundraising.
- Work on the Clubhouse annual report
- Develop an action plan for the next year
- Facilitate purchases and purchase bids.
- Keeping the budget using budgeting software.
- Organize and promote Clubhouse committees.
- Facilitate annual goal planning meeting.
- Publish daily news bulletin
- Complete health and safety requirements.
- Assist in reviewing and writing grants to support the Clubhouse budget.

Research

- Process daily attendance and statistics.
- Maintain monthly statistics.

- Participate in research projects
- Process member demographics information.
- Assemble information for the annual *ICCD Clubhouse Profile/Survey*.
- Participate in Coalition data collection projects.

Intake

- Process referrals.
- Schedule and provide tours.
- Complete post-tour phone calls and follow-up.
- Present to referral sources.
- Mail Clubhouse brochures to all potential referral sources.

Orientation

- Coordinate completion of orientation check-lists.
- Assemble orientation packets.
- Follow up calls during orientation
- Facilitate training sessions with orientees.

Reach out

- Identify members to add to the weekly *Reach Out List*.
- Make phone calls to members on the outreach list.
- Make cards and send to members on the outreach list.
- Organize and conduct hospital and/or home visits of members on the outreach list.
- Attend funerals/wakes for deceased members or members' family.
- Create a member e-group for regular group mailings about Clubhouse events.

Hiring of staff

- Compile list of interview questions.
- Screen applicants' resumes.
- Conduct initial interviews.
- Conduct second round interviews.
- Make recommendations for hiring to Director.

Evaluation of staff

- Complete *Staff Evaluation Form* annually for each staff.
- Create a student guidance team for supervising students in the Clubhouse.

Public Relations

- Speak at local universities for social work, nursing, occupational therapy and counseling classes.
- Speak at local NAMI meetings.
- Speak at local churches and organizations.
- Serve on Advisory Board.

- Present workshops at Clubhouse conferences.
- Present workshops at other mental health conferences/meetings.

Advocacy

- Represent clubhouse on auspice agency Board.
- Host visits from state senators and representatives.
- Write letters to state and national senators and representatives.
- Participate in rallies at state capitol.
- Participate in Leadership Training Workshops.
- Participate in state coalition meetings.

Evaluation of clubhouse effectiveness

- Facilitate and score Member Satisfaction Survey.
- Process statistics for Quality Indicators.
- Evaluate progress of previous year's goals during annual goal planning meeting.
- Participate in Certification Self-Study committee meetings & Certification Self-Study house meetings.

Training

- Participate in annual planning for Clubhouse training needs.
- Participate in conferences, seminars, and other related Clubhouse trainings.
- Participate in fundraising activities to support the Clubhouse's training needs.
- Post action plans from recent Clubhouse training and create committees to address the various goals.