

Path to SHIBA Certification

Becoming a certified SHIBA volunteer involves a multi-step process that you must complete before you can actually work with clients. Every step of the certification process provides unlimited support and assistance from SHIBA staff and other volunteers to the new volunteer. The chart below depicts the various steps a new volunteer must successfully complete to become a certified SHIBA volunteer.

✓	#	Steps:	Actions:	Timing:
	1	Application	New volunteer completes application and passes background check	Background checks will be complete within 1 week
	2	Initial Interview	Volunteer Coordinator (VC) schedules interview with new volunteer and presents Volunteer Handbook	Scheduled by VC
	3	Request Basic Training	<ul style="list-style-type: none"> VC gets new volunteer access to Basic Training (in-person or online) 	Varies
	4	Basic Training	New volunteer completes Basic Training	Varies
	5	Requests Exam	<ul style="list-style-type: none"> New volunteer requests to take exam from VC VC sends CD an email requesting exam CD sends link to new volunteer to take the exam VC can request exam results from CD (not required) 	Varies (3 weeks to complete exam)
	6	Mentoring Training	New volunteer coordinates with trainer on dates available for Basic Training 2 ¹	After Basic Training 1
	7	Shadowing	Volunteer meets with VC who assigns a mentor for site specific training	Minimum 10 hours
	8	Role Assignment Discussion	During interview, VC works with volunteer to complete the Mentoring Checklist and discuss potential roles	Scheduled by VC
	9	Badge Photo	VC requests or takes picture of new volunteer and sends to CD	At anytime
	10	Certificate Requested	VC sends in Mentoring Checklist to CD for volunteer file and notifies CD that volunteer has completed mentoring	After second interview
	11	Certificate Issued	CD prepares volunteer certificate and badge and mails to Regional Training Consultant to present to new volunteer	Upon completing mentoring phase
	12	Certified Volunteer Begins Working With Clients		
	13	Certified Volunteer Attends all Required Monthly (Update) Trainings		

¹ Mentoring training will be available sometime in 2017. Please skip step until further notice and continue mentoring as noted in step #8.

