

WENDY BIRO-POLLARD, CVA

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SUMMARY OF STRENGTHS

Top performing professional providing volunteer leadership, innovative training and marketing support to nonprofits, associations and governmental agencies throughout the United States and in Canada. Demonstrates broad-based strengths in:

Curriculum Design · Employee Relations · Event Planning · Fund Development · Nonprofit Management · Public Relations · Public Speaking · Volunteer Administration

RELEVANT EXPERIENCE

Owner, Training and Consulting Solutions, Austin

2000-Present

Serve on national training team for the Corporation for National & Community Service' VISTA Americorp program. Designed curriculum for use by VISTA training professionals throughout the US. Present soft skills training services for ConcernEAP, major client -- Apple Computer; Alliance Work Partners, major client -- State of Texas and City of Austin. Provide training and consultation services to non-profit and hospital volunteer organizations at national/international level with emphasis on volunteer management and board development. Served as a trainer for Temple University's Center for Intergenerational Learning—boomer-volunteer initiative.

Director, Volunteer Services, Methodist Hospitals at the Medical Center, San Antonio

2009-2012

Created and maintained a workforce of over 450 youth and adult volunteers for four Methodist Hospitals at the Medical Center. Supervised 7 full and part-time employees. Managed one gift shop with sales of over \$700,000/year. Served as staff liaison to the hospital auxiliary, a 501(c)3 nonprofit organization.

Director, Community Relations, Austin State Hospital, Austin

2002-2006

Supported employee relations activities for 850 staff. Served as public information officer for 36-county catchment area. Designed and edited two newsletters per quarter. Developed funds and enhanced partnerships that resulted in increased donors and dollars which provided support to 4,000 patients with severe mental illness. Coordinated special events to raise funds and awareness including movie premiers, 5K race events, patient art show, and historic facility tour. Provided volunteer program oversight and served as staff liaison to a the Volunteer Services Council, a 501c3 board of directors.

Director, Volunteer Services, St. David's Medical Center, Austin, TX

1989-2000

Created and maintained a workforce of youth and adult volunteers equivalent to 34 full-time employees. Hired and supervised 20 full and part-time employees. Increased gross profits from volunteer activities by 500% during tenure. Planned and marketed events: banquets; board retreats; regional, state, and national conferences. Managed corporate employee volunteer activities, including United Way and Flu Fight campaign. Created and managed two gift shops which received state and regional recognition for excellence. Served as staff liaison to the hospital auxiliary, a 501(c)3 nonprofit organization. Received Outstanding Volunteer Coordinator Award, Directors of Volunteers in Austin.

EARLY CAREER

Regional Sales Manager, Payroll Purchasing. Com, Atlanta, GA

Sold e-commerce fundraising business to a broad range of industries throughout the western United States. Provided business-to-business marketing consultation

Staff Trainer, Volunteer Coordinator, Austin-Travis County Health Department, Austin, TX

Designed and implement training programs to match departmental goals and objectives with internal and external training resources. Trained over 100 managers and supervisors in Zenger Miller "Supervision" and "Front Line Leadership." Coordinated employee relations activities including staff and volunteer recognition. Provided volunteers for ten clinics with an FTE equivalent of eleven full-time employees per year. Served as acting director, public health education department. Received the Newcomer Award from the Texas Public Health Association.

Regional Consultant, Office of Citizen Involvement, TX Department of Human Resources, Austin, TX

Provided consultation and training on volunteer management to staff in 30 Central Texas counties. Designed handbooks and marketing materials including brochures, newsletters and slide shows.

Assistant Director/Director, Volunteer Center, Austin, TX

Recruited volunteers and provided consultation to 70 non-profit - governmental agencies in Travis County. Wrote a weekly volunteer recruitment column for regional newspaper and designed brochures, newsletters. Compiled and edited a directory for non-profit agencies in Travis County.

EDUCATION

Texas State University, San Marcos, TX
Graduate Hours – Public Administration

University of Texas, Austin, TX
BS, Education

CERTIFICATION

Nonprofit Leadership Management Institute Certification, Austin Community College

Certified Volunteer Administration (CVA), Council for Certification in Volunteer Administration

PROFESSIONAL AFFILIATIONS

Committee on Volunteers, American Hospital Association

Committee Chair, Cattle Baron Gala, American Cancer Society, San Antonio

Association for Healthcare Volunteer Resource Professionals,

- Professional Certification Task Force
- Board member: Edited *Volunteer Services Administration* Newsletter
- Coordinated 31st Annual Leadership Conference, Denver

Committee Member, Council for Certification in Volunteer Administration

President, Texas Association, Directors of Volunteer Services

Founder, Directors of Volunteers in Austin