

VOLUNTEER FACILITATOR JOB DESCRIPTION

Education and Service

Purpose of Hemlock Help Program

Save Georgia's Hemlocks, Inc. (SGH) is a volunteer nonprofit organization of concerned citizens dedicated to saving endangered hemlocks through education and charitable service. Our Hemlock Help Program is designed to:

- **Educate** – enhancing public awareness of the hemlock woolly adelgid crisis, current practical options and emerging control technologies, and the aesthetic, economic and environmental reasons to take timely and effective action to save the hemlocks;
- **Enable** – ensuring easy access to sound hemlock-specific instruction, advice regarding economical solutions, and availability of necessary resources; and
- **Engage** – enlisting our volunteers to provide direct assistance to property owners, nonprofits, and public land managers.

Dual Role of Volunteer Facilitators – Education and Service

As part of our Hemlock Help Program, we have developed a network of Volunteer Facilitators to be the primary local vehicle for directly assisting property owners in their communities. Similar to the way the Master Gardeners program works, Volunteer Facilitators have a dual role of education and service. They receive a great deal of hemlock-related training and acquire a special set of practical skills that, while they are likely to be valuable to them personally, are primarily for the purposes of sharing with others and Leading education and service events.

Facilitators are trained in assessing HWA problems, explaining the control methods and options for getting the work done, setting property owners' expectations, and helping property owners implement their chosen solution. They also play a valuable role in proactively spreading the word about the HWA problem and available solutions, participating in educational events and charitable service projects, communicating information between the SGH leadership team and the community, and serving as good-will ambassadors for the hemlocks and SGH.

In many of our program counties there is a Lead Facilitator who, along with the Hemlock Help Line, supports the local Facilitators and helps coordinate their activities. Facilitators are also encouraged and expected to take personal initiative to identify needs in their community and opportunities to help others and should contact their Lead Facilitator or the Hemlock Help Line to engage whatever assistance is needed to respond.

Education

Individuals interested in becoming Volunteer Facilitators complete an in-depth training course that includes our Hemlock Help Clinic (normally taught via ZOOM) and our Facilitator Training Workshop (normally taught in person). All together, the formal training covers the topics listed below and is usually followed within a few weeks by an actual hemlock treatment project.

- Introduction to SGH, Hemlock Help Program, and the role of Volunteer Facilitators
- More about Hemlocks
- More about Adelgids
- Cultural Practices
- Chemical Treatments
- Biological Controls
- Working with Property Owners
- Additional Volunteer Facilitator Information
- Hands-on practice

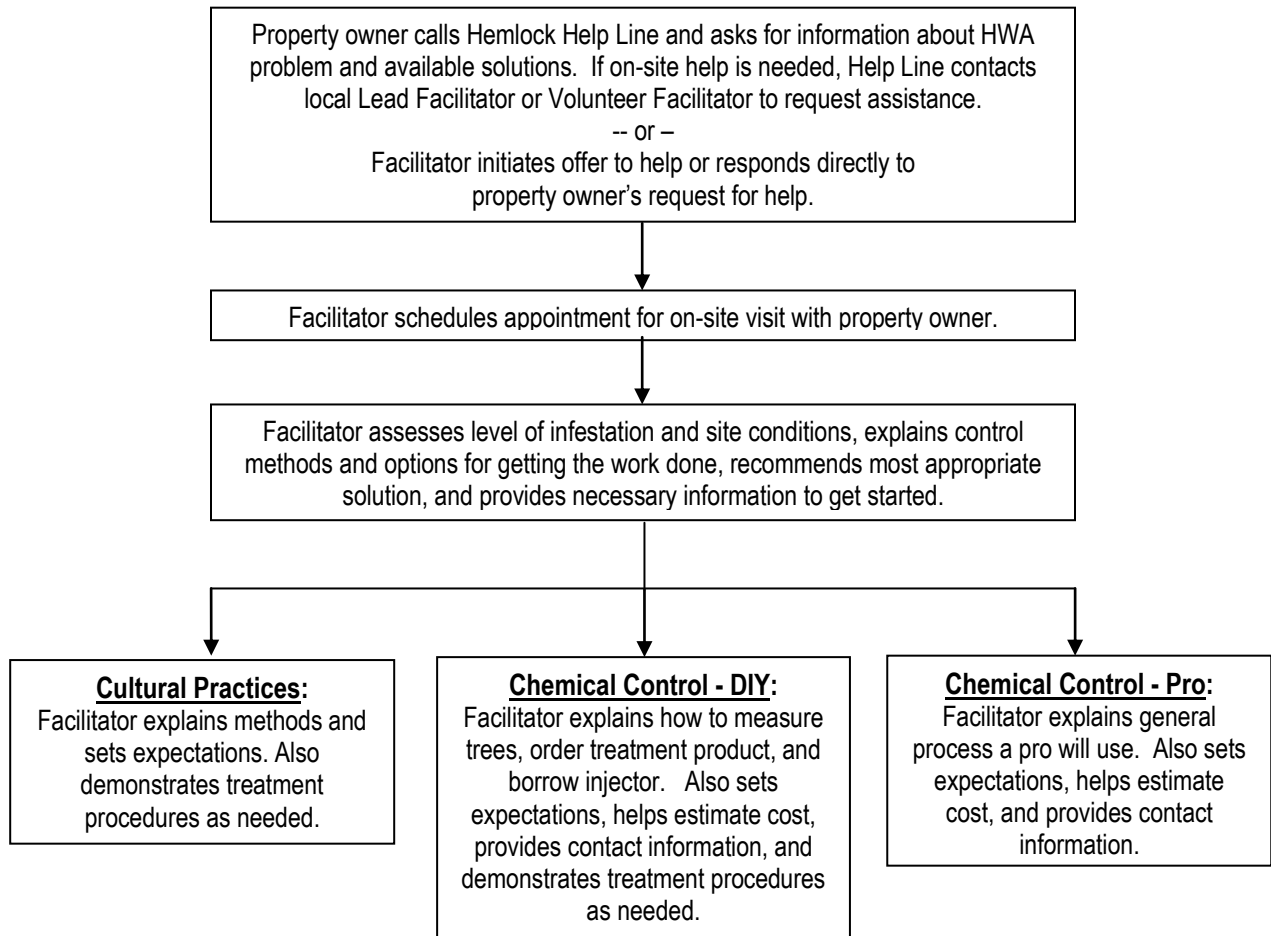
Service

Trained Facilitators are in a unique position to make a meaningful difference through personal outreach and hands-on service. Upon completion of the training program (which includes a period of mentoring by a Lead Facilitator or other experienced Facilitator), each Volunteer Facilitator is able to do the following:

- Respond to requests for assistance from property owners or the Hemlock Help Line and initiate offers for assistance to property owners.
- Meet with property owners on site to inspect their trees, determine the level of HWA infestation, assess site conditions, and discuss the general strategy for control.
- Explain available control methods – cultural, chemical, and biological – along with the advantages and disadvantages of each and the typical results (as well as the result of no treatment).
- Explain options for getting the work done – do it yourself (DIY) or hire a licensed professional.
- Advise property owners in choosing the most appropriate solution and help them get started.



The chart below illustrates the basic sequence of events when the Volunteer Facilitator becomes aware of a property owner's need for on-site assistance.



Other help Volunteer Facilitators can provide includes:

- Identifying property owner associations, recreational groups, conservation organizations, garden clubs, etc. that we could send information to, offer help to, or partner with on shared goals.
- Seeking opportunities to meet with or present to groups.
- Inviting other individuals to join our volunteer corps.
- Helping with special events, information booths, classroom presentations and service activities with youth.
- Helping with service projects on public lands or providing hemlock help to individuals on a charitable basis.
- Communicating with the Hemlock Help Line to share observations, needs, and concerns.

Ongoing Commitment

In order to support our goal of saving endangered hemlocks through education and charitable service and to ensure continuous currency of knowledge and skills, each Facilitator makes the following commitments:

- **Participate in at least 1 educational or charitable service event per year**
Examples: staffing a SGH information booth, helping with a presentation or class, helping with a kids' activity, participating in a hemlock treatment project on public lands, hemlock planting project, hemlock rescue and potting, or nursery project.
- and
- **Contribute at least 4 hours of other hemlock-related activity per month**
Examples: reading, researching, talking with others in the community, making Facilitator visits, distributing SGH educational materials, or helping individuals treat their own hemlocks on a charitable basis.
- and
- **Attend refresher training at least every 3 years.**

Facilitators should maintain a record of their activities on the Quarterly Activity Report and send it in at the end of each quarter. This form can be found on the [Facilitators](#) page of our web site.

If you'd be interested in becoming a Facilitator, please call the Hemlock Help LineSM 706-429-8010.