

Research on the Cooperative Mechanism of Volunteer Service of “Team Cadre + College Student Volunteer + Social Worker”

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Abstract. Based on the analysis of the existing volunteer service model and common problems in colleges and universities, this paper proposes the cooperation mechanism of “corporate cadre + college student volunteer + social worker” as a way to solve problems, and combines Internet thinking to volunteer service in colleges and universities. The development path is further explored.

Keywords: college students, volunteer service, synergy mechanism

1. Analysis of the Status Quo and Problems of College Students' Volunteer Service

As of December 31, 2018, the total number of registered volunteers in China's information system exceeded 110 million, the number of registered volunteer service organizations exceeded 810,000, and the accumulated volunteer service time was about 1.28 billion hours. While the scale of the volunteer service team continued to expand, China The age structure of the volunteer group tends to be younger. According to the survey, China's volunteers under the age of 35 account for about 49%, becoming the main component of the volunteer service group, and the university volunteer service team as a young force of the volunteer team, its development should not be underestimated.

In recent years, college student volunteers are an important force in volunteer service and a new force in social spiritual civilization construction[1], but there are the following problems in volunteer activities and service quality.

1.1 Voluntary Activity Content is Single

At present, college students' volunteer service targets are: special children, poverty alleviation, Retirement care, knowledge popularization, etc., are more singular in terms of form and content than foreign volunteer service activities. At the same time, most of the college student volunteers focus on the more vulnerable groups, remote areas, and less attention to other aspects such as community construction. In many countries, volunteer service activities have been expanded into various fields and in-depth innovations in the same field, such as social initiatives, civil rights maintenance, community development, culture and art, medical and health care, etc. Therefore, in comparison, China's volunteer service Activities, especially college students' volunteering, are in urgent need of expansion.[2]

1.2 The Quality of Volunteer Service is Difficult to Guarantee

Since most volunteer activities are characterized by one-off and short-term activities, after the volunteer activities are over, the organizers cannot give feedback on the service quality of volunteers, and cannot encourage and restrict the volunteers of colleges and universities, thus reducing the efficiency of volunteer service. Enthusiasm, college volunteers regard volunteer activities as tasks, and cannot do their best to volunteer.

1.3 Volunteers are Less Motivated

At present, there are many registered volunteers in colleges and universities, but the number of volunteers who actually participate in the activities is very small, and volunteers have shown the problem of “digitalization”. College students have the characteristics of youth and vitality, and at the same time have a rich knowledge reserve. However, due to various reasons, many college

students have not insisted on providing volunteer services after becoming registered volunteers. They have lost their commitment to public welfare after only participating in one or two volunteer activities. Vitality.

1.4 Volunteers Lack Professional Knowledge

Volunteer service activities require certain professional requirements, while college volunteers often lack professional knowledge and skills when providing volunteer services. It is easy to encounter difficulties and bottlenecks in volunteer work. This problem is particularly prominent in volunteer activities such as medical volunteering and teaching.

1.5 Volunteer Service Organization Management System is not Sound Enough

At present, the volunteer service organization management network and team have been initially established, but it needs further improvement. Some teams have not yet established a sound management system. Most of them are only responsible for recruiting or registering volunteers at the initial stage, simply assigning volunteer services, and guiding and cultivating the organization, coordination and implementation of training, management and activities of volunteers. Less.[2]

2. “Team Cadre + College Student Volunteer + Social Worker” Volunteer Service Synergy Mechanism

The "Opinions on Promoting the Reform and Development of Youth Volunteer Service Work" issued by the Central Committee of the Communist Youth League in March 2018 pointed out: Focus on building a team system of "corporate cadres + social workers + youth volunteers". The coordination mechanism means that in the process of volunteer service, the group cadres determine the volunteer service targets, form a volunteer service team composed of university student volunteers and social workers, and play a coordinating and coordinating role in volunteer activities. Among them, social workers provide professional training. Volunteers provide human resources. Social workers groups provide professional training for university student volunteers, and university student volunteers provide human resources. Through the allocation of political, human and social resources of the three. Complementing the advantages and achieving a win-win situation[3].

2.1 The Role of the Cadres Under the Synergy Mechanism

The cadres of the regiment play the role of organization, coordination and guidance in the coordination mechanism, and can solve the problem of single content of volunteer activities, while ensuring the quality and enthusiasm of volunteer services.

First of all, the cadre of the regiment determines the scope of volunteer service. The scope of the cadre responsible for undertaking the work is widened. The content and form of volunteer activities are enriched by a single trend.

Secondly, the cadres of the regiment evaluate the work of college students' volunteers and social workers, thus playing the role of incentive and restraint. For the group cadres to create "satisfaction assessment", the group cadres can pass the service object satisfaction, service qualification, etc. The series of evaluation criteria specifically scores the work of college students' volunteers and social workers, thus promoting the more professional and humanized work of the two, and mobilizing the enthusiasm of college students and social workers[4].

Finally, the cadres of the regiment are the coordination hub between college volunteers and social workers. There are many differences between college students' volunteers and social workers in terms of knowledge and technology reserves, work experience and age. There are often some contradictions between the two. Therefore, the coordination of the cadres is crucial, and the "lubricant" of the group cadres Under the influence, college students and social workers can better achieve cooperation.

2.2 The Role of College Student Volunteers Under the Synergy Mechanism

College students' volunteers, as the main force of volunteer service activities, are an important foundation of the synergy mechanism, which can continuously carry out volunteer service and enhance the vitality of volunteers.

First of all, the participation of university student volunteers provides a wealth of human resources for volunteer service work. Under the background of "Great Thoughts and Politics", colleges and universities are paying more and more attention to volunteer service work, integrating volunteer service activities into the practice education platform, and encouraging college students to actively participate in volunteer activities through various means. Therefore, a large number of university student volunteers have long devoted themselves to volunteering. Service work.

Secondly, the participation of college student volunteers played a role in propaganda. On the one hand, the characteristics of college students are young and energetic, with sufficient knowledge reserves and strong appeal. The transformation of college students to volunteers has played a role in propaganda. On the other hand, college volunteers are volunteering. During the activity, he is responsible for designing posters, banners and other promotional media, and publishing press releases through online channels, so that more college students can understand the development of volunteer service in real time and improve the awareness of volunteer service.

Finally, in the face of some special service targets, university student volunteers have unique advantages by virtue of their affinity. [5]

2.3 The Role of Social Workers Under the Synergy Mechanism

Social workers are an important part of the synergy mechanism. They can provide professional knowledge and psychological assistance related to volunteer service, and share the burden of volunteer service.

First, social workers provide skills training for college student volunteers who lack professional knowledge and work experience. The professional knowledge and technology of the social tools can help college students to master the scientific help methods, so that they can better serve their duties and improve the service effect.

Second, social workers share part of the work for university student volunteers. College student volunteers often use their spare time to provide volunteer services, but the fragmentation time is difficult to undertake heavy volunteer service work, so it is necessary for social workers to share part of the work.

Finally, social workers can provide psychological help to college volunteers. Due to the complexity of tasks, difficulties encountered, and non-cooperation of the clients, college volunteers sometimes have some negative emotions. At this time, the intervention of social workers can be positive. Influence role, let college student volunteers overcome negative emotions more quickly, and actively participate in volunteer service work.[5]

3. Research on Coordination Mechanism of Volunteer Service Under Internet Thinking

3.1 Establish an Online Volunteer File and Scoring Platform

The establishment of volunteer files can solve the problem that volunteers do not correspond to the needs of the clients. At the same time, the cadres can evaluate the work of volunteers and social workers on the scoring platform, thus playing an incentive and constraint role.

The cadres and social workers should set up volunteer files for college student volunteers to better serve the society and improve the efficiency of volunteer activities. The effect of entering updates with real time. After the volunteer activities are released, the cadres and social workers can quickly and accurately identify the volunteers who meet the requirements of the activities according to their required skills and conditions.

The cadres evaluated the work of college students volunteers and social workers through an online scoring platform. A series of evaluation criteria, including the satisfaction of the service target, the enthusiasm of the service process, and the training of professional knowledge, will specifically score the work of the university volunteers and social workers, thereby motivating and restraining volunteers and social workers, and improving their volunteer service enthusiasm and improvement. Work attitude.

3.2 Setting up an Online Volunteer Service Information Release and Exchange Platform

In the context of the Internet + era, through the establishment of a volunteer service information release and exchange platform, this platform is integrated with volunteer files. Rational allocation of social resources[6], forming a good ecological relationship between volunteers and clients.

With the fast-moving and wide-ranging characteristics of the volunteer service platform, college students can pay attention to the release of various activities and increase the propaganda of activities. At the same time, help the cadres and social workers quickly select qualified volunteers and improve their activities. Work efficiency of volunteer service[7]. At the same time, the platform can publish the process of volunteer service activities in real time.

Through the exchange and interaction of the platform, college students can share their experiences and experiences in volunteer service activities, forming a good ecological environment within the university volunteers. The university students volunteer to encourage each other and solve the problems they face, and effectively exchange volunteers. The innovative driving force of activities promotes the construction of spiritual civilization in colleges and universities. At the same time, after the volunteer service interaction is over, the service target can publish the evaluation of volunteer service on the platform, feedback on the problems in the volunteer service process, help the university student volunteers to improve and solve, and promote the university volunteer service team to be sustainable and high. The road to quality continues to grow.

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