
Palm Beach County Cooperative Extension Service Master Gardener Volunteer Program

Introduction

The following information contains facts that will help you understand the Master Gardener Program as well as the role and responsibilities of a volunteer Master Gardener. It will also give you insight into the University of Florida Extension, how it functions and how Master Gardeners should operate as a part of the Extension Service.

History

The rapid urban growth in many areas of the United States coupled with increased interest in the environment and home gardening has prompted ever-increasing numbers of homeowner questions to County Extension Service agents. Palm Beach County is unique in that it marks the



beginning of the subtropics and the end of the temperate zone, which makes landscaping and gardening a challenge to newcomers from northern areas of the county. As a result, new homeowners in the area have many questions about how to get started in their new landscapes. Many of these questions are seasonal in nature and are easily answered assuming one has horticultural training.

In 1972, an innovative Extension Service agent in the state of Washington reasoned that well-

trained volunteers could respond everyday homeowner questions, freeing him and his colleagues for more technical and difficult problems. Volunteers, such as Extension Homemakers and 4-H leaders, had always been a part of the Extension Service but never in the area of residential horticulture. The Extension Agent selected, trained and certified volunteers as Master Gardeners. The Master Gardener Volunteers soon succeeded in meeting his desired objectives; in fact they exceeded his expectations.

Since that time, the Master Gardener Volunteer Program has grown and is now active in more than 45 states. Florida's program began in 1979 where it has been a tremendous success and is now active in more than 45 Florida counties. The University of Florida Institute of Food and Agricultural Sciences (IFAS) and cooperating county governments sponsors the Florida Master Gardener Volunteer Program. The Palm Beach County Master Gardener Volunteer Program began in 1982 and currently has over 100 active Master Gardeners.

The Extension Service

What is the Extension Service? For a more complete understanding of this unique organization, we must go back to 1862 when the U.S. Congress passed the Morrill Act. This act established colleges in each state to be financed through grants of land from the Federal government. They became known as "Land Grant Colleges," a name that persists today. These colleges were established to emphasize teaching practical subjects such as agriculture and home economics. The 1887 Hatch Act provided for experimental stations to conduct agricultural research for Land Grant colleges.



In 1914, the Smith-Lever Act created the Extension Service as a means of disseminating the practical knowledge gained through agricultural research. The University of Florida at Gainesville is Florida's Land Grant College. The Institute of Food and Agricultural Sciences (IFAS) is that part of the University which has the responsibility for the Extension Service.

The term "cooperative" refers to the method by which extension services are funded. In Florida, three cooperating tax sources provide funds: The United States Department of Agriculture; the State of Florida through legislative appropriations; and the counties through appropriations from the county governments.

The word "cooperative" also implies a sharing of information generated through sound research programs at the Federal and State levels. The term "extension" defines this organization's purpose to extend the information generated at the State and Federal level to people at the county level in the form of a "service". The Extension Service is an informal educational organization that provides information in three main areas: Agriculture, Family and Consumer Sciences, and 4-H Youth Program. Community Development, Marine Biology, and Energy are associated programs.

The motto and goal of the Extension Service is "Helping People Help Themselves." Thus, you can see how well the volunteer Master Gardener concept fits into the ultimate objectives and goals of the Extension Service.

Mounts Botanical Garden

Another component of the Palm Beach County Extension Service is the Mounts Botanical Garden. The garden was established to foster appreciation of plants and their many benefits. Marvin "Red" Mounts, then the county extension agent began initial plantings in 1954. Since that time, various groups and individuals have shared in providing for the well being of this precious resource. Through the years,



plant societies have supported the construction and maintenance of specialty displays and collections. Garden clubs have donated their energy and finances to help enhance the Garden. The Friends of the Mounts Botanical Garden, a nonprofit 501 (c) (3) organization, was established for the sole purpose of supporting the garden's many activities.

The Garden's 14 acres features tropical and subtropical plants from six continents with well over 2,000 species of plants to observe and study. Eighteen major plant collections reflect the tremendous horticultural opportunities provided by Palm Beach County's unique growing environment.

The Palm Beach County Master Gardener Volunteer Program

In Palm Beach County, the Master Gardener Volunteer Program began in 1982 and continues to provide training sessions to qualify candidates as Master Gardeners.

Selection to become a candidate for the Master Gardener Volunteer Training Program is not predicated on prior training, education, knowledge or experience. Neither do age, race, sex, nor physical disability dictate selection.

A sincere desire to help others, a desire to learn, and a personal commitment to volunteer service are the major selection criteria involved. Gardening experience and knowledge are always helpful but are by no means a requirement for the Master Gardener Volunteer Training Program.

Due to the practical, hands-on nature of the program, class size is limited to a maximum of 35. However, if there are not 35 qualified applicants, classes may be smaller. A pool of less than 35 applicants does not guarantee admission to all applicants. Applicants will be interviewed by the Extension Agent and/or experienced Master Gardeners.

Master Gardener Volunteer Training

The Master Gardener Volunteer Training Program is demanding and intensive. Formal classroom work constitutes more than fifty percent of the 100-hour training period. Subjects include (but are not limited to) basic botany, vegetables, entomology, palms, turf grasses, use of (and alternatives to) pesticides, tropical fruit, ornamentals, diseases, and other related topics. All information is based on the knowledge and research provided by the University of Florida.

Each of the fifteen weekly sessions lasts a minimum of seven hours. A portion of most sessions is practical, hands-on activity related to the theory presented. Each trainee is provided Master Gardener notebooks containing extensive information from the University of Florida. These materials are updated frequently so that Master Gardeners always have access to the most current recommendations approved by the University of Florida.

Master Gardeners deal only with homeowner-type questions. The Extension Service Agents themselves respond to all commercial/professional growers' problems.

Each trainee is assigned one mentor who will provide support and advise throughout the training period. Trainees are required to complete twelve volunteer internship hours prior to completing the Master Gardener Course. Mentors will assist trainees in identifying internship opportunities. Internships may include working in the Mounts Botanical Garden, assisting in administrative tasks, participating in plant clinics, and others. All trainees are required to spend four of the ten volunteer internship hours working the Master Gardener Hotline.



Upon completion of the 100-hour training period, all Master Gardener trainees are required to satisfactorily pass a comprehensive examination on the materials covered. Only then can trainees become certified and are awarded the title of Master Gardener.

Once certified, Master Gardeners must abide by a set of policies established by the University of Florida and IFAS. See the Policy Requirements for Florida Master Gardeners section for more details.

Master Gardener Volunteer Activities

Most Master Gardener volunteer opportunities center around the Extension Service offices in West Palm Beach and Delray Beach. Master Gardener Volunteer Trainees must spend a minimum of four internship hours in the Master Gardener Hotline room. This period is a continuation of the training as the new Master Gardener Volunteers become familiar with the



office, its personnel and facilities. Also, this provides an opportunity for Extension Service Agents to become familiar with their new volunteers. The remaining 8 internship hours may be spent in a wide variety of activities that are related to some aspect of gardening and contribute to community education and service. Many Master Gardeners continue their close association with the office by answering telephones on a regular basis, becoming a Client Service Coordinator, or developing presentations for garden clubs and other civic associations.

Others choose to work in the bedding plant trials or other aspects of the Mounts Botanical Garden. Visit the Position Descriptions page for more information.

As the Master Gardeners assist the Extension Service Agents and staff, they are in effect "extending the Extension Service". As such, they provide advice and recommendations that have been well documented as a result of experimentation and testing and are approved by the University of Florida.

Other activities include, but are not limited to, developing and maintaining databases and websites, managing Master Gardener resources, plant clinics conducted throughout the county, manning information booths at fairs and flower shows, giving presentations at garden clubs and working with youth groups (4-H and school children), just to name a few. There is something for every gardening skill level. Many Master Gardeners far surpass the mandatory 60 Volunteer work hours, with some exceeding several hundred hours in a year.

Training never ceases for the certified and working Master Gardener. Master Gardeners attend monthly educational meetings, visit local gardens, nurseries, parks and similar facilities, or

participate in the Advanced Master Gardener classes to further their horticultural knowledge. Specialized knowledge is gained to better enable the Master Gardener to give expert advice. Monthly meetings are also used for planning, information exchange, updates and status reports on the program.

Once a year, IFAS conducts "postgraduate" Master Gardener training at the University of Florida in Gainesville. This voluntary, two-day session acquaints Master Gardeners with the university's laboratories and diagnostic facilities, and Extension Specialists present the latest horticultural research and technical information, which Master Gardener Volunteers can use when educating the public.

Policy Requirements for Florida Master Gardeners

1. The title "Florida Master Gardener" is to be used only and exclusively in the Florida Extension Service Master Gardener program in which trained and certified Master Gardeners answer gardening questions. In addition to the University training, Master Gardeners have diagnostic support via county extension horticulturists and state extension specialists. Master Gardeners also are provided Extension Service publications. Master Gardeners are expected to use the title only when doing unpaid volunteer educational work in the Extension horticulture program.
2. Florida Master Gardeners are advised not to advertise their name or their place of business, nor to be listed on the advertisements of business places as Master Gardeners. This is a University of Florida-Florida Extension Service public service program. Appearing as a commercial activity, having association with commercial products, or giving implied University or Extension Service endorsement of any product or place of business is improper.
3. In making recommendations that include the use of chemicals (e.g., insecticides, herbicides and fungicides), Florida Master Gardeners must follow published Extension Service recommendations. Use of other pesticide recommendations is not approved. Cultural problems that are not specifically covered by Extension Service recommendations may be handled by suggesting treatments that experienced Master Gardeners consider appropriate. Questions concerning commercial production of crops and pest control on such crops are to be referred to the local County Extension Agent.
4. A Florida Master Gardener must attend the prescribed hours of instruction and pass an examination administered by the Florida Extension Service before becoming a certified

Master Gardener. This certification is restrictive in nature in that it is valid only when the individual is participating in the Florida Master Gardener program and for one year only. If an individual ceases active participation, then the certification as Master Gardener becomes void. New certifications will be issued each year only to those individuals who make a commitment to participation in the program for the coming year. Those not continuing in the program will not be certified and should be aware that if they represent themselves as Master Gardeners they are violating their original commitment to the Florida Extension Service.

5. All Master Gardener volunteers must recognize the necessity for representing the County Extension Service in a manner consistent with exemplary citizenship and leadership. Standards for Master Gardeners have been established to create a safe and pleasant learning environment for the Master Gardener program. In addition, procedures for due process are available from the Extension Agent for a Master Gardener to follow if he or she is charged with violating a standard and feels the charge is unfounded.



6. Master Gardeners are expected to participate in all components of the planned program, be responsive to the reasonable requests of the county agent in charge and be respectful of the need for personal safety and the safety of others. Along with active participation, Master Gardeners are expected to uphold certain standards including, but not limited to, the following:

- No abuse or theft of public or personal property
- No sexual harassment or misconduct
- No verbal abuse and failure to cooperate with others; including other staff member and/or the public
- No possession of weapons or fireworks in the workplace
- No defamation of the organization
- No creating an implied or outright University or Extension Service endorsement of any product or place of business
- No misrepresentation of sources of information
- No consistent giving out of incorrect information
- No use of state and/or county vehicles without authorization

7. Failure to report any and all injuries to the County Extension Agent as soon as possible or physical assault will result in immediate dismissal.
8. Any violations will result in dismissal pending due process. Illegal activities will be referred to law enforcement authorities.
9. The training and experience gained by participation in the Florida Master Gardener Volunteer Program are valuable and may rightfully be listed and featured as qualifications when seeking employment. Once employed, and while serving as a paid employee, or self-employed, Master Gardeners should not display credentials or give the appearance of being a Master Gardener at the place of business unless the place of business is specifically designated as a Master Gardener Clinic location by the County Extension Agent.
10. Experienced Master Gardeners are likely to receive invitations to speak before groups. Gratuitous payments for speaking are not a concern since such speaking activities are entirely separate from the question-answering done at Master Gardener Clinics. However, please do not seek payment for such speaking appearances.

Individuals who are not acting on behalf of the Florida Extension Service are strongly urged to make every effort to minimize the appearance of being on duty before making any recommendations in the area of horticulture. Speaking "off the record" is your right; however, make sure everyone knows you are speaking for yourself and not the Extension Service.

Palm Beach County Master Gardener Guidelines

Certification

A Master Gardener is certified by:

1. Completing 75 Volunteer work hours of volunteer work upon completion of the Palm Beach County Master Gardener program. (only Volunteer work hours count towards certification).
2. By completing twelve (12) units of horticulture training. Examples of this are: Attending monthly Master Gardener Meetings, New Master Gardener Training, Advanced Master Gardener Class, Master Gardener Advanced Training in Gainesville, Friends of the Mounts Wednesday night lectures, Plant Society educational programs, Florida Federation of Garden Club Seminars, University or Community College course work, etc. The Extension Agent must approve this training.

Inactive Status

An inactive Master Gardener is one who fails to complete 35 volunteer work hours and 10 hours of horticultural training in a calendar year. The following policies apply:

1. An inactive Master Gardener is one who is in good standing, having completed his/her original commitment of 35 hours volunteer service per year.
2. The inactive Master Gardener must attend ten (10) hours of approved horticultural training to become certified.
3. The inactive Master Gardener must serve 35 of volunteer service to become certified.
4. An inactive Master Gardener can be certified at any time as long as the above criteria are met.
5. Inactive Master Gardeners are ineligible for Advanced Master Gardener training class, advanced training in Gainesville, and they are ineligible to serve as mentors.

Volunteer Hours

Volunteer work hours are hours that count directly towards Master Gardener certification. The jobs/positions listed in this manual count as core volunteer hours. Other core hour opportunities may exist, but must have prior approval by the Master Gardener Coordinator.

Education hours (CEUs) are earned by attending Master Gardener Meetings, workshops, Friends workshops, field trips, plant society lectures, and others.

Master Gardeners are responsible for completing the monthly volunteer hours worksheet. Worksheets are turned into the Master Gardener office.

Position Descriptions

There are many opportunities and jobs available for Master Gardener Volunteers in Palm Beach County. The following job positions represent just a few of the many things you may become involved in.

Plant and Pest Hotline Volunteer

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Communicates University of Florida based gardening information to the public via telephone and in person at the Palm Beach County Extension service offices.

Principle Duties:

- Assist clients calling on the Master Gardener Hotline from 8:30 to 5:00 Monday through Friday
- Select appropriate information to mail to callers (give this information to the secretary for mailing)
- Assist walk-in clientele with plant and pest samples
- Write up unknown plant and pest samples on PBC diagnostic forms for further investigation
- Record clientele contacts
- Become familiar with Hotline reference materials, including publications, books, and newsletters

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Ability to work with diverse populations
- Dependable and reliable; must be able to commit to weekly time slot
- Deal courteously with the public General Office

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time
- Maintain a well organized resource area

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Send requested publications to clientele as needed
- Provide current and updated information as it becomes available

Plant Clinic Volunteer

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Communicates University of Florida based gardening information to the public at various sites (e.g., Green Markets, Mounts Botanical Garden, South Florida Fair, Environmental Events)

Principle Duties:

- Answers homeowner/client gardening and landscaping questions
- Select appropriate information to mail to clients (give this information to the secretary for mailing)
- Assists in the set and take-down of displays
- Write up unknown plant and pest samples on PBC diagnostic forms for further investigation
- Record clientele contacts
- Distributes University of Florida publications to clients as needed

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Ability to work with diverse populations
- Dependable and reliable
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Send requested publications to clientele as needed
- Provide current and updated information as it becomes available

Client Service Coordinator

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Maintains University of Florida Extension Publication inventory and communicates University of Florida based gardening information to homeowners at the Palm Beach County Extension service offices.

Principle Duties:

- Stock and maintain the IFAS publications in the Mounts Building Lobby
- Stock and organize publication room shelves as needed
- Inform staff when publications need ordered or re-supplied
- Assist walk-in clientele with plant and pest samples

Qualifications:

- Successful completion of the Master Gardener training program
- Excellent organization skills
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Ability to work with diverse populations
- Dependable and reliable; must be able to commit to weekly time slot
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Provide current and updated information as it becomes available

Website Development and Maintenance Volunteer

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Works closely with Master Gardener Coordinator to update information to the Palm Beach County Master Gardener website.

Principle Duties:

- Update website as needed
- Compile information to be updated

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Excellent writing skills
- Attention to detail
- Basic computer knowledge (knowledge of web development preferred, but not necessary)
- Dependable and reliable; ability to commit to a weekly time slot preferred

General Office/Garden Procedures:

Volunteer Responsibilities:

- Arrive on time
- Call if you cannot keep your scheduled time
- Maintain a well organized work area

Staff Responsibilities:

- Provide training to enhance computer skills
- Provide current and updated information as it becomes available

Distance Diagnostic and Identification System (DDIS)

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Works closely with Master Gardener Coordinator and other County Extension Agents to send samples to IFAS for diagnosis. DDIS is a system that allows users to submit digital samples obtained in the field for rapid diagnosis and identification of pests, plants, diseases, insects, and animals.

Principle Duties:

- Send samples to IFAS through the DDIS system for diagnosis
- Call clients with DDIS diagnoses as they are received
- Maintain accurate and organized DDIS records
- Maintain all equipment used for DDIS (i.e., microscopes, digital camera, computer)

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to use microscopic equipment
- Desire to use and learn about computers and digital photography
- Ability to effectively communicate with others
- Attention to detail
- Dependable and reliable; ability to commit to a weekly time slot preferred

General Office/Garden Procedures:

Volunteer Responsibilities:

- Arrive on time
- Call if you cannot keep your scheduled time
- Maintain a well organized work area

Staff Responsibilities:

- Provide training to enhance computer skills
- Provide current and updated information as it becomes available

Mounts Botanical Garden Bookstore Sales Associate Volunteer

Reports To: Hertha Horner, Bookstore Manager

General Description: Good-Will Ambassadors for [The Mounts Botanical Garden](#) and [Palm Beach County Extension](#). This multi-faceted position communicates [University of Florida](#) based gardening information to the public, is knowledgeable about plants growing in the garden and assists with retail sales regarding horticulture books.

Principle Duties:

- Assist customers upon entering the Mounts Botanical Garden from 10:00 to 4:00 Monday through Saturday and Sunday 1:00 to 4:00.
- Assist in preparing for opening and closing of business
- Assist customers with plant and garden questions
- Become familiar and knowledgeable with most books and reference materials
- Become familiar with cash register, credit card terminal and sales procedures
- Become knowledgeable of Extension and Friends events, tours and upcoming lectures
- Assist customers with special book orders

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Ability to work with diverse populations
- Dependable and reliable; prefer to commit to weekly time slot
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Provide current and updated information as it becomes available

Mounts Botanical Display Garden Volunteer

Reports To: Mike Page, Horticulturist

General Description: Works under the supervision of Mounts Botanical Garden Mounts horticultural display staff to assist with maintenance and development of display and trial gardens.

Principle Duties:

- Duties include planting, weeding, pruning and general garden maintenance. May also work in nursery as needed.

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Dependable and reliable
- Must be able to bend, stoop, and stand for long periods of time, do light lifting and be willing to get your hands dirty. Garden volunteers should be in good health as there is light to some heavy work involved
- Be able to perform physical duties as listed above

Procedures:

Volunteer Responsibilities:

- Arrive on time
- Call if you cannot keep your scheduled time
- Dress appropriately for outdoor work (hat, gloves, sunscreen, and drinking water and snacks)

Staff Responsibilities:

- Provide training to enhance horticultural skills (e.g., advanced Master Gardener training, workshops, field trips)
- Provide current and updated University of Florida information as it becomes available

Mounts Botanical Horticulture Assistant Volunteer

Reports To: Mike Page, Horticulture Supervisor

General Description: Works under the supervision of Mounts Botanical Garden Mounts horticultural staff to assist with maintenance and development of the gardens.

Principle Duties:

- Duties include planting, weeding, pruning and general garden maintenance. May also work in nursery as needed.

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Dependable and reliable
- Must be able to bend, stoop, and stand for long periods of time, do light lifting and be willing to get your hands dirty. Garden volunteers should be in good health as there is light to some heavy work involved
- Be able to perform physical duties as listed above

Procedures:

Volunteer Responsibilities:

- Arrive on time
- Call if you cannot keep your scheduled time
- Dress appropriately for outdoor work (hat, gloves, sunscreen, and drinking water and snacks)

Staff Responsibilities:

- Provide training to enhance horticultural skills (e.g., advanced Master Gardener training, workshops, field trips)
- Provide current and updated University of Florida information as it becomes available

Mounts Botanical Nursery Volunteer

Reports To: Lois Mahony

General Description: Assist staff with the production of garden plants. May work in garden as needed.

Principle Duties:

- Duties include sowing seed, transplanting seedlings, taking cuttings, weeding, fertilization and irrigation, pest scouting and control, mixing soil; cleaning nursery facilities, flats and pots. May also assist in the garden if needed. Our need for greenhouse volunteers is greatest in late winter and late summer when variety trials are being produced.

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Dependable and reliable
- Must be able to bend, stoop, and stand for long periods of time, do light lifting and be willing to get your hands dirty. Manual dexterity is desirable because you may be handling very small seedlings.
- Be able to perform physical duties as listed above

Procedures:

Volunteer Responsibilities:

- Arrive on time
- Call if you cannot keep your scheduled time
- Dress appropriately for outdoor work (hat, gloves, sunscreen, and drinking water and snacks)

Staff Responsibilities:

- Provide training to enhance horticultural skills (e.g., advanced Master Gardener training, workshops, field trips)
- Provide current and updated University of Florida information as it becomes available

Volunteer Newsletter Assistants

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Assists the Volunteer Newsletter Committee in publishing the monthly Master Gardener Newsletter

Principle Duties:

- Collect articles, photographs, and other materials for the newsletter
- May write articles for the newsletter
- Edit articles, proofread the newsletter
- May use the computer to layout the newsletter
- Help collate, fold, and stuff envelopes for mailing newsletter

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Experience with writing, editing, or graphics
- Computer literate
- Dependable and reliable
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Provide current and updated information as it becomes available

Orchid Workshop Assistants

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Assists class participants with the hands-on repotting section of the class.

Principle Duties:

- Have the desire to learn or the posses the know how of repotting orchids
- Work with individuals to help guide the repotting of their orchids from 10:00a.m - 12:00p.m.
- Help with clean up of the repotting portion of class. (approx. 30 minutes)

Qualifications:

- Successful completion of the Master Gardener training program
- Attend the repotting part of a Mounts orchid workshop to learn the method used by Palm Beach County Extension.
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Ability to work with diverse populations
- Dependable and reliable
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Schedule 3-4 workshops per year
- Provide education and training on the preferred method of repotting
- Provide orchid repotting materials

Speaker, Presenter

Reports To: Deborah Levulis, Master Gardener Coordinator or Carolyn Martino

General Description: Communicates University of Florida based gardening information to a variety of groups (e.g., garden clubs, plant societies, civic organizations, home owner associations, schools)

Principle Duties:

- Prepare professional presentations (e.g., slides, PowerPoint)
- Present information in a professional manner
- Distribute appropriate University of Florida publications
- Record clientele contacts

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to teach the public about plants and/or pests
- Ability to work with diverse populations
- Dependable and reliable
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Provide training to enhance horticultural knowledge (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Send requested publications to clientele as needed
- Provide current and updated information as it becomes available

Hotline Resource Manager

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Manages, organizes, and maintains Master Gardener Hotline resources

Principle Duties:

- Maintains inventory of hotline resources
- Categorizes and organizes resources on a regular basis
- Works with the Bookstore Manager to acquire updated resources as needed

Qualifications:

- Successful completion of the Master Gardener training program
- Attention to detail
- Excellent organization skills
- Dependable and reliable
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Provide current and updated information as it becomes available

Teaching Assistant

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: Assists the Master Gardener Coordinator during the Master Gardener classes

Principle Duties:

- Assists in the setup of tables and chairs; assists with clean up after the class
- Facilitates refreshments during class
- Distributes course materials
- Assists with set up of audio/visual aids
- Helps to proctor exams and quizzes
- Helps grade exams, quizzes, assignments

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to teach the public about plants and/or pests
- Dependable and reliable
- Deal courteously with the public

Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Provide current and updated information as it becomes available

Master Gardener Advisory Committee Member Position Description

Reports To: Deborah Levulis, Master Gardener Coordinator

General Description: The purpose of the Palm Beach County Master Gardener Advisory Committee is to assist the Extension Agent, Master Gardener Education and Development Coordinator in a study and analysis of county situations that result in making decisions about important needs, problems, or opportunities. As a committee member you will assist and advise in the decision making process concerning effective educational programs that will alleviate the problems associated with identified priority needs.

The committee is advisory in nature and is part of a larger system that includes legal guidelines from the county, state and federal government, and recommendations for a total Extension program from an overall Extension Advisory Committee. The primary function of the Master Gardener Advisory Committee is to identify and prioritize problems that are within the scope of Extension and for which trained Master Gardeners have the expertise to deal.

A primary role of the Advisory Committee is that of facilitating the identification of clients and providing guidance in program decision making based on information from a variety of sources. However, the responsibility for design and implementation of the county Extension program rests with the County Extension faculty.

Principle Duties: In addition to general program planning, Palm Beach County Master Gardener Advisory Committee members assume the following specific duties and responsibilities:

- Assist the collection of current situation information to be used in the program development
- Communicate capabilities of Palm Beach County Master Gardener Volunteer Program to community leaders at all levels
- Explore methods of expanding educational services to home gardeners and others in Palm Beach County
- Serve as hosts for educational horticulture programs conducted in the county
- Set audience priorities and geographic areas for program emphasis on an annual basis
- Review and evaluate educational programs to determine effectiveness and improve implementation
- In the event there is a vacancy in the professional staff, the Advisory Committee may be asked to provide program continuity while the change occurs by giving support and advice to the new staff member

Limitations: Advisory Committee members should not contact the Horticulture Program Leader, County Extension Director, District Extension Director, state Master Gardener Coordinator or agents in other counties without first discussing their problems or concerns with the County Agent responsible for the Master

Gardener Volunteer program. If the agent is unwilling to solve the problem, then contact the horticulture program leader for assistance.

The Master Gardener Advisory Committee will not be responsible for:

- Setting Extension policy
- Setting Master Gardener policy
- Hiring or firing personnel

Membership: The Palm Beach County Master Gardener Advisory Committee is composed of ten to twelve individuals representing a range of community interest and experience. The Master Gardener Education and Development Coordinator also serves on the committee.

Members serve three-year terms. The terms are staggered. Members are eligible to serve two consecutive three-year terms on the committee. Inactive committee members will be replaced. A committee member with more than three unexcused absences will be considered inactive.

Knowledge of extension programs is not necessary for service on the committee. Committee members should have some knowledge of horticulture in the county.

Meetings: The Master Gardener Advisory Committee will meet as a group at least two times a year. For the meetings to work most effectively, representation at the meetings is necessary.

Subcommittee meetings may be held as deemed necessary by committee chairpersons.