






Recruit, Develop and Lead Unpaid Staff (Volunteers)

Tips, Tools and Challenges
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Congregational Vitality



My Credentials: (why should I listen?)

- Business Coach for over 10 years
- Graduate and Coach for Spiritual Leadership, Inc.
- Graduate of CoachU, the leading global provider of coach training
- Worked with over 25 churches and pastors





**Recruit:
The Call of the Volunteer**

What words do you associate when you think of the word "Volunteer?"

Tools on flumc.org/congregationalvitality



**Name the difficulties
with Volunteers:**

- _____
- _____
- _____
- _____
- _____



What are we looking for?
(What does the perfect volunteer like?)



- _____
- _____
- _____
- _____
- _____



Value of Volunteers




1. Loyal vols help get things done
2. Dedicated vols are passionate ambassadors for the church
3. Creates relationships of depth
4. Connects people in a variety of ways
5. Act as unpaid staff




Servant Serve

Servant:
 Luke 17:10
 "In the same way, when you obey me you should say, "We are not worthy of praise, We are **servants** who have simply done our duty"

Serve:
 Galatians 5:13
 For you have been called to live in freedom-not freedom to satisfy your sinful nature, but freedom to **serve** one another in love.






Some questions:


- Who oversees the volunteer program?
- Where do the vols fit in your system?
- Is there any budgeted money?
- Is it part of the church culture?

WANT TO
VOLUNTEER
 Click Here



Create a Volunteer Culture

- The start of any "program" would have a **PLAN**
- **INCLUSIVE**; we have a place for everyone to serve
- Expectation of anyone in Leadership to have an area that they "**SERVE**"
- A seat at the table when **DECISIONS** impact the volunteers



Create a Volunteer Culture



- **SHAPE** an environment where decision-making and awareness of changing volunteer conditions are at the center of leadership decisions
- Encourage **EMPOWERMENT** (within boundaries)
- A **COMMUNITY** where people want to invite others along the journey



Set up a "Real" System



- ✓ Mission Statement
- ✓ Volunteer Coordinator (unpaid or paid staff?)
- ✓ Method of recruitment
 - ✓ What bait you use is important
 - ✓ Use of social media (more later)



Set up a "Real" System



- ✓ Application
- ✓ Spiritual Gifts or other index? (umc.org)
- ✓ Database of volunteers with all their info
- ✓ Job descriptions of the volunteer position
- ✓ Expectations, How we operate, Policies and Procedures



Set up a "Real" System



- ✓ Flow of a new volunteer
 - › Finding the right placement
 - › Onboarding(welcome)
 - › New Vol Packet, Event to welcome new vols, Onboarding checklist
 - › Training – overall and specific
 - › Covenants: how we work together
 - › Agreements and Consequences (more on this)
 - › Signed agreement



Train, Teach, Instruct, Coach, Guide, etc.

- Training that is general for ALL volunteers
- Training that is specific to that area of the church or ministry
 - (thrift shop, office, cold-night shelter, etc.)
- Task-specific training



Agreements and Consequences?



Agreements and Consequences?



- What kind of agreements?

- _____
- _____
- _____

- What do we mean by consequences?

- _____
- _____
- _____



When we have a people problem,...

- Cognitive
 - Further training
 - Re-training
- Affective
 - Short-term, how can we help?
 - Long-term, leave of absence?
- Conative
 - Right person in the wrong place
 - A “keeper” - just some other spot



When Volunteers behave poorly:

- First, the covenant would be in place!
- “I noticed _____. That is not appropriate/not what we agreed/not helpful.
- “When you _____, it made me feel _____. How can we do this differently?”



When Volunteers behave poorly:

- Have an Improvement Plan
 - Expectations for moving forward
 - If not complied with, the consequences
- If behavior improves, notice and give positive praise.
- If the behavior continues, it would be better for them to serve in another area.



Prayer

- Having prayer as culture
- Creates a sense of community when they can pray for others and have others pray for them





Recruiting Tips:

- First, identify the ideal volunteer for the area you are looking for – be creative, silly, unconventional






Recruiting Tips:

- Second, get the word out of what/who you are looking for

facebook twitter

LinkedIn YouTube






Recruiting Tips:

- Ask, personal invitation
- Worst thing you can do is put it in the bulletin and think that is it.

Sixty-two percent of respondents said they skim the bulletin, and 21 percent said they devour it. Sixteen percent said they don't read it at all.





Recruiting Tips:

- Look beyond those already busy
- Look beyond the walls of the church
 - Great way to bring in the unchurched
 - Great way to build relationships in the community



Resources



- **Have a Volunteer Board**
- **Ask someone successful in business for suggestions**
- **Look to local community government and other non-profit agencies for training ideas**



Relationships



People will participate if they feel what they are doing matters, feel a sense of community, feel that they belong.



Celebrations




- **Scheduled**
 - Birthdays and Anniversary dates of volunteering
 - Recognition
 - At the end of an event
- **Spontaneous**
 - Recognition for something beyond usual
 - To lift someone up
 - To recognize the team for great efforts



Breakouts

Group A Group B


Group C



Group A


Your thrift store needs more volunteers.

Come up with a plan to recruit and hire 5 new volunteers.



Group B

You now have 5 new volunteers. It's their first day. What will that look like?



Group C

Your team has completed a significant event.
What are some ways to recognize and celebrate?



Share your results:

Group A _____

Group B _____

Group C _____