

# **THE VOLUNTEER COORDINATOR**

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## **Need for this position:**

Because the church largely operates on volunteers, ensuring that they are efficiently utilized and positively recognized for their time and contribution will achieve greater results in the church programs and activities they serve. Volunteer opportunities require a combination of able hands, qualified minds, and passionate hearts. For example, there may be 25 able hands to provide the manpower to execute a task, but without competency or enthusiasm, the hands will not have a mind to tell them what to do, or a heart to tell them why what they are doing is important. The church is more than a building or a service; the church is a group of people who make up the Body. Without properly functioning organs, the body will suffer from malnourishment. The purpose of the Volunteer Coordinator is to be the skeleton which mobilizes volunteers to discover their potential as key components to the Body and to give them ownership to the community they serve. The Coordinator also provides them with a system that gives them the most satisfaction out of their contribution so that their efforts do not go unnoticed and that they are happy to volunteer for future needs.

## **Internal + External Excellence:**

As the Volunteer Coordinator, your role is also to identify people's passions and match it with their God-given talents, or vice-versa. Volunteering at church has the potential to be more than just serving the community. By giving back in a capacity that matches the person's skill-sets and God-given talents, they can polish their "external" skills in an "internal" environment. By providing opportunities for members to serve and grow in their strengths, you are helping them become excellent individuals, both internally and externally. Perhaps their volunteer role will lead to an internship or employment opportunity. Generation Peace is about individuals being the best they can be, centered on God.

## **Desired results realized from this position:**

The following list outlines desired outcomes of a successful volunteer system:

1. *Capable Individuals who express a willingness to serve can feel fulfilled in finding a volunteer position that best suits their needs.* There are often people who desire to donate their time, but making the step to ask or approach someone to find a volunteer opportunity may be out of their comfort zone. A volunteer coordinator would ensure that those individuals are identified and informed of possible volunteer outlets so that their "potential energy" can be harnessed, when it otherwise may have gone unnoticed.
2. *Manageable workload requirements per volunteer to reduce burn-out and stress.* Volunteers know what they are expected to do and can deliver in a timely fashion within boundaries. They can offer their contribution with higher quality effort if they are not pressed for time or have others to help them. The Coordinator monitors time spent by the volunteers so that unreasonable demand is not placed on them.
3. *New programs can be implemented and ideas can be realized with the help of Volunteers.* Volunteers allow for visions to be accomplished. More available volunteers translate to more energy to advance goals and strengthen activities. The Volunteer Coordinator recognizes those that can fit the needs of desired positions and understands the requirements that position brings.
4. *Volunteers feel important.* The Coordinator understands the importance of making each volunteer feel valued for their efforts. Like the production team of a successful film, each person that contributes to Church can be rewarded with credit and knowing that they helped make it a success. Volunteers with positive experiences will be happy to volunteer their time again. On the flip side, volunteers with negative past experiences will easily detract others from volunteering as well. Also, volunteers feel valued just by seeing the difference they helped create. It's very important to hold quarterly "team nights" to express to the team, whether they are paid staff or volunteers, what the vision is for the future, and to also highlight all the great accomplishments of the last quarter. By showing what their team did in a positive light, the volunteers feel reward, and by casting the vision for the future, volunteers feel purpose.
5. *Volunteers are able to live out the message of Living for the Sake of Others.* Individuals who feel fulfilled from serving their community through recognition and awareness of the impact that their contribution brings will be more confident in applying that attitude to all areas of life.

### **Responsibilities of the Volunteer Coordinator:**

- Determine needs in the church, such as with surveys within the church staff, and develop the various volunteer roles that meet those needs.
- Recruit potential volunteers through methods such as volunteer interest fairs, emails, or phone-calls by bringing awareness of the various positions and opportunities available to them.
- Match individuals to the positions that best suit their skill set and passion.
- Create instructional tutorials and orientations to give volunteers all the information they need to feel comfortable in performing their duties.
- Monitor volunteers by tracking their time commitment in hourly increments per week as well as the money needed to perform their duties.
- Provide evaluation forms for volunteers so that they can give feedback about their experience.
- Coordinator reviews forms and implements necessary changes to program as well as help to make each volunteer feel satisfied in their involvement.
- Create a database of volunteers and keep records of information regarding volunteer position requirements as well as volunteer background information. This would also keep track of all the hours that volunteers put in so that they are not being overly committed.
- Coordinator recognizes each volunteer through various expressions from simple praises to prepared award/recognition events.
- Identify volunteer opportunities outside of church and in the community.
- Coordinator also informs families in Church about individuals who may need support of assistance on a personal level, such as hospital visits, prayer requests, driver assistance, etc.
- Volunteer Coordinator organizes committees of volunteers to plan themed productions such as Christmas Service or Spring Fest.
- Coordinator updates individuals in the database who are not currently volunteering about upcoming opportunities through emails and phone calls to give them as much lead time as possible.
- Coordinator researches styles and methods for volunteer recruitment and retention through books, seminars, and other material to stay proficient.
- Coordinator updates records as necessary.
- Coordinator promotes a positive attitude among all staff towards volunteers to boost the morale.
- Coordinator makes sure that volunteers have the tools and equipment necessary to do their jobs.
- Coordinator addresses transportation for those who volunteer and help make their experience trouble-free and convenient.
- Coordinator ensures that safety issues have been addressed.
- Coordinator works with staff to help with orientations for new volunteers in the respective positions.
- Coordinator is enthusiastic and knowledgeable about the programs needing volunteers.
- Coordinator conducts interviews and back-ground checks as necessary for new volunteers.
- Coordinator develops policies and procedures for the volunteer system.
- Coordinator addresses volunteer out-of-pocket expense reimbursements.



# VOLUNTEER OPPORTUNITIES

Give back and get involved!



## GUEST SERVICE TEAM

- |                                            |                                                         |
|--------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Set up/Break down | <input type="checkbox"/> After Party                    |
| <input type="checkbox"/> Parking           | <input type="checkbox"/> Guest follow up                |
| <input type="checkbox"/> Ushers            | <input type="checkbox"/> Life Lounge Cafe               |
| <input type="checkbox"/> Greeters          | <input type="checkbox"/> Resource kiosks                |
| <input type="checkbox"/> Hospitality       | <input type="checkbox"/> Anywhere Service Team needs me |



## LEARNING CENTER TEAM

- |                                               |                                                          |
|-----------------------------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Front Desk           | <input type="checkbox"/> Empower Program support         |
| <input type="checkbox"/> Facility Support     | <input type="checkbox"/> Life Lounge Cafe                |
| <input type="checkbox"/> Office Support       | <input type="checkbox"/> Hospitality                     |
| <input type="checkbox"/> Small Groups Support | <input type="checkbox"/> Resource kiosks                 |
| <input type="checkbox"/> Outreach Team        | <input type="checkbox"/> Anywhere Learning Team needs me |



## LIFE TEAMS

- |                                                  |                                                               |
|--------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Kids Life               | <input type="checkbox"/> Men's Circle                         |
| <input type="checkbox"/> Young Life (GO)         | <input type="checkbox"/> Community Inreach team               |
| <input type="checkbox"/> Young Life (UP&COMING)  | <input type="checkbox"/> Service Projects                     |
| <input type="checkbox"/> College Life (JUNCTION) | <input type="checkbox"/> Small Groups                         |
| <input type="checkbox"/> Women's Circle          | <input type="checkbox"/> Anywhere Life Team needs me to serve |



## CREATIVE TEAM

- |                                            |                                                                   |
|--------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Live Video        | <input type="checkbox"/> Media and Film                           |
| <input type="checkbox"/> Audio             | <input type="checkbox"/> Band                                     |
| <input type="checkbox"/> Graphics Operator | <input type="checkbox"/> Vocals                                   |
| <input type="checkbox"/> Lighting          | <input type="checkbox"/> Graphic Design                           |
| <input type="checkbox"/> Web               | <input type="checkbox"/> Anywhere Creative Team needs me to serve |

NAME: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE #: \_\_\_\_\_

COMMENTS:

# TOGETHER VOLUNTEER APPRECIATION NIGHT



dedication



vision



service

