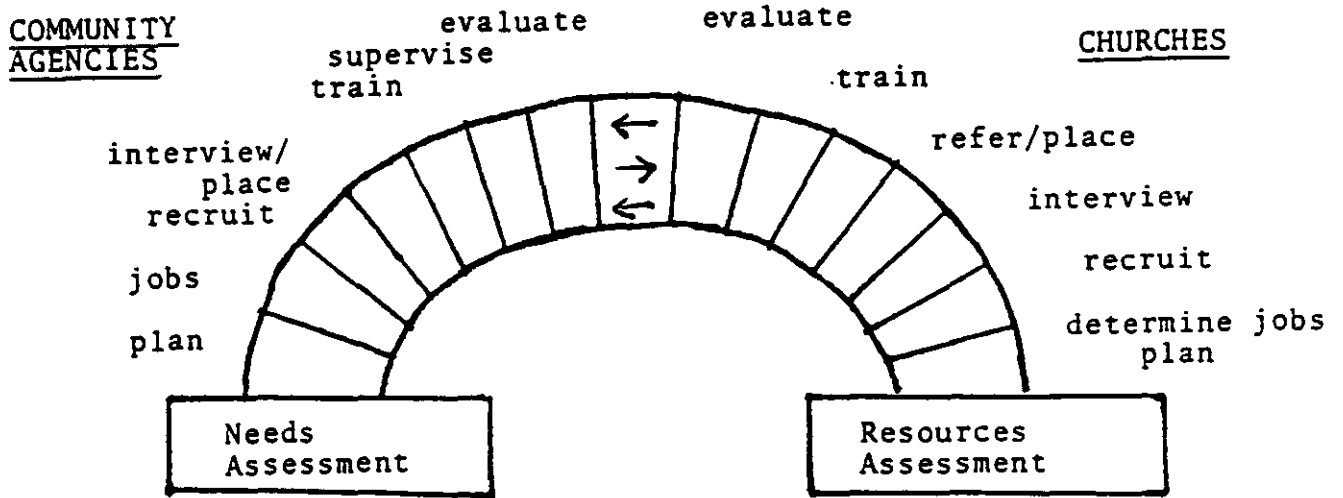
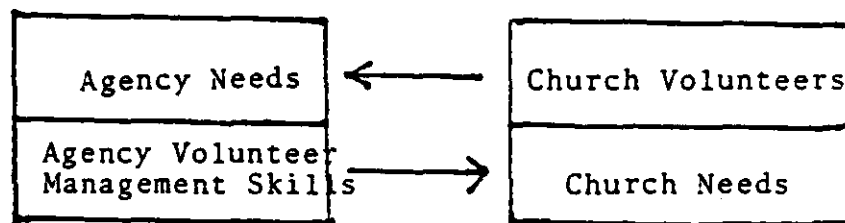


BRIDGING THE GAP
BETWEEN CHURCH AND COMMUNITY

COMMUNICATE



Although we usually begin with the concept of churches having resources agencies need, we now know we (volunteer organizations) have resources churches need (volunteer management know-how).



"Exchange of Value for Value"

Assessment - Needs
Resources

Implementation - Recruiting
Interviewing
Placement/Referral
Training

Planning - Goals
Objectives
Action Plans

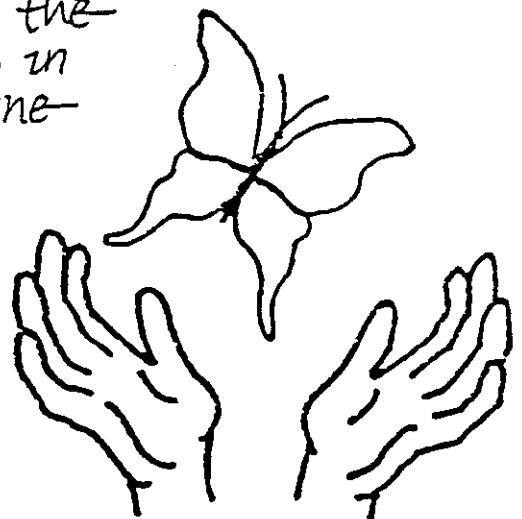
Evaluation

Releasing our Gifts

We ask to know God's will without perceiving that his will is written into our very being. We perceive that will when we discern our gifts. Our obedience and surrender to God are in a large part our obedience and surrender to our gifts. This is the message wrapped up in the parable of the talents.

When we think of the church in terms of sharing gifts rather than tasks, we might begin to re-member. The word RE-ARRANGE is often used. However, the word RE-ARRANGE seems to come from the outside, not from the inside. To RE-MEMBER means to rekindle, renew, place people into environments that permit RE-MEMBERING.

Because our gifts carry us out into the world and make us participants in life, the uncovering of them is one of the most important tasks confronting anyone of us. When we talk about being true to ourselves - being the persons we are intended to be - we are talking about gifts. We cannot be ourselves unless we are true to our gifts.



... Elizabeth O'Conner

RUNNING AN EFFECTIVE VOLUNTEER MINISTRIES PROGRAM

Steps to Use in Self-Evaluation in the Local Church

Criteria or Measures of Effectiveness	Yes	No	Need to Work on This
<p>1. <u>Developing a Mission Statement</u></p> <p>a. There is input from a broad cross-section of the congregation.</p> <p>b. The mission statement reflects the history, tradition, skills and interests, and needs of the congregation and is consistent with the denomination's mission.</p> <p>c. The community-at-large has been consulted in the development of the statement.</p> <p>d. The statement has been adopted by the church's governing body (<u>e.g.</u>, Vestry, Parish Council).</p> <p>e. Goals and measurable objectives have been developed from the mission statement to guide the church in its work.</p> <p><u>Securing Clergy Commitment</u></p> <p>a. The clergy have been consulted in the planning of the Volunteer Ministries Program.</p> <p>b. The clergy have formally expressed support in developing lay participation in the work of the church.</p> <p>c. Clergy are continually supportive of the efforts to develop the congregation by empowering and encouraging others and giving them real responsibility.</p>			
<p>3. <u>Establishing an Advisory Committee</u></p> <p>a. A Volunteer Ministries Advisory Committee has been appointed to oversee the organization, implementation, promotion, and evaluation of the program.</p> <p>b. Members, 7 to 12 people, have been chosen for their knowledge of the church and its members and interest in seeing the gifts of members used in the church's ministry.</p> <p>c. The Committee assumes major responsibility for educating the congregation in the meaning and significance of lay ministry and the theology of gifts.</p>			

Criteria or Measures of Effectiveness	Yes	No	Need to Work on This
<ul style="list-style-type: none"> d. The Committee has representation on and reports to the church's governing board. e. The Advisory Committee meets at least monthly, more often initially. 			
<p>4. <u>Designating a Formal Coordinator</u></p>			
<ul style="list-style-type: none"> a. One person has been appointed to coordinate the volunteer ministries program. This person (who may be paid or volunteer, part time or full time) has a written job description. b. The Coordinator was chosen from a variety of candidates for his/her management skills and communication skills, theological understanding of lay ministry, energy, and enthusiasm. c. The Coordinator is included on the parish's professional management team. d. There is adequate training for the Coordinator in the principles and techniques of volunteer administration. e. There are adequate funds for supplies, telephone, printing, postage, and travel to support the work of the Coordinator. f. There is good communication and a good working relationship between the Coordinator and "gate keepers"--choir director, church school superintendent, committee chairs, and others. 			
<p>5. <u>Assessing Needs for Volunteers</u></p>			
<ul style="list-style-type: none"> a. There is a planning retreat for key leaders in the church each year to identify needs and establish priorities. b. Members are encouraged to dream big dreams for the ministry of the church. c. Goals and measurable objectives have been developed to guide the church in its work. d. Existing positions are looked at regularly for their continued value to the ministries program as well as to the volunteers. 			

Criteria or Measures of Effectiveness	Yes	No	Need to Work on This
<ul style="list-style-type: none"> e. Most members of the congregation hold positions in the volunteer ministries program. f. Members' biographical forms are reviewed periodically for unused gifts which might enrich the ministry of the congregation. 			
<p>6. <u>Preparing Record-Keeping Materials</u></p>			
<ul style="list-style-type: none"> a. A questionnaire has been designed to gather information on skills and interests from each member of the congregation. b. The nominating committee and others who will use the information have helped to design the form. c. Each member's biographical information is entered into the church's talent bank (which may be as simple as a card file or as sophisticated as a computer), and there is a retrieval system for identifying potential volunteers in the bank for assignments. d. A format has been developed for writing position descriptions for volunteers. e. A format and procedure have been developed to record each person's volunteer service. 			
<p>7. <u>Designing Position Descriptions</u></p>			
<ul style="list-style-type: none"> a. There is a list of all volunteer ministry positions in the church. b. There is a written job description for at least 50 percent of all the ministry positions. c. People generally have a good idea of what is expected of them (and for how long) when they accept a volunteer position. d. Position descriptions are used as the standard for expected performance. 			
<p>8. <u>Identifying Volunteers</u></p>			
<ul style="list-style-type: none"> a. There is general appreciation for the uniqueness of each member and the gifts that each brings to the church's ministry. 			

Criteria or Measures of Effectiveness	Yes	No	Need to Work on This
<ul style="list-style-type: none"> b. Most church members have had an opportunity to discuss with a representative of the church what they would like to do as volunteers (and have completed the questionnaire). c. New members are interviewed when they join the church. d. Biographical questionnaires are reviewed periodically and kept up-to-date. 			
<p>9. <u>Interviewing and Matching Volunteers</u></p>			
<ul style="list-style-type: none"> a. Every member has been given an opportunity to volunteer and has been offered a variety of choices for which he/she feels suited. b. It is never assumed a volunteer will take an assignment until agreement is reached. Assignments meet the needs of the member as well as the needs of the congregation. c. When members are asked to take an assignment, they are given a written description of what they are asked to do and an accurate picture of how much time and effort it will take to carry it out. d. The volunteer work is shared by many members rather than by a few. e. Everyone has an opportunity to change assignments every year or two. f. Church members are made aware of volunteer ministry opportunities in the neighborhood and community-at-large and participation is viewed as an extension of the church's ministry. 			
<p>10. <u>Training, Supervising, and Supporting Volunteers</u></p>			
<ul style="list-style-type: none"> a. All volunteers receive orientation and training for their tasks so that they can go about them with confidence and work effectively. b. After four to six weeks in an assignment, volunteers meet with the Coordinator to talk about how it is going. 			

Criteria or Measures of Effectiveness	Yes	No	Need to Work on This
<ul style="list-style-type: none"> c. Educational opportunities, in and outside of the church, are provided to members so that they learn new knowledge and skills. d. Volunteers know to whom to turn if they need assistance and encouragement. e. Personal growth and development is an outcome of a member's participation in volunteer ministry. 			
<p>11. <u>Providing for Recognition</u></p>			
<ul style="list-style-type: none"> a. All volunteers are recognized and thanked by the church <u>and by the clergy</u> for their services. b. Volunteers are given opportunities to take on more responsibility as they grow in experience and skills. c. At the end of the assignment volunteers are given an opportunity to discuss how it went and what was learned and accomplished. d. Generally church members are aware of persons doing volunteer ministry on their behalf in the community and beyond the local church. 			
<p>12. <u>Evaluating the Program</u></p>			
<ul style="list-style-type: none"> a. Evaluation is seen as a way to improve and to work for greater excellence rather than as criticism. b. Volunteers are encouraged to express their feelings about their work and to evaluate the church's volunteer ministries program. c. The Lay Ministry Advisory Committee, or another designated group, evaluates the program once a year. d. There has been at least one significant change in the program during the last year. 			

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VOLUNTEERS IN MY CONGREGATION

This exercise is an attempt to get you in touch with the volunteer environment in your congregation.

Take a few moments and complete the following sentences. You'll be sharing some of the ideas generated by this exercise.

1. People volunteer to work in our church because:

2. People don't volunteer in our church because:

3. Some things that turn volunteers off in our church are:

4. People feel good about volunteering in our church when:

ATONEMENT LUTHERAN CHURCH

685 Inca Parkway
Boulder, Colorado 80303
499-4567

Luther C. Gergeland, Pastor
Conrad E. Tollefson, Pastor
499-5232 494-5423

May 17, 1978

Dear Mike:

Thank you for our conversation concerning our "Congregational Care" efforts here at Atonement. I look forward to our visit together.

One of the ongoing challenges of the church as the Body of Christ is for its members to know each other as persons--individuals who are unique & important. It would help me to get to know you better if we could talk about some of the following when we are together:

What would you like to see happen at Atonement that would have real significance for you or your family?

Have you had any disappointments here that you care to share?

Are there ways we, as a church, might better help with the development of your spiritual life? of your child's? Your parents? Friends?

What have been the most meaningful things, to you, that you have been involved in here at Atonement? At another church? In the community? How about the least meaningful?

Tell about your present occupation (& feelings about it if you wish).

What are the things you enjoy doing most in your free time (hobbies, interests, special skills)? Do you feel you have the opportunity to do any of these at Atonement?

Would you prefer more, less, different, involvement with Atonement at present?

Are there personal goals & dreams you have that our church family might help you realize (things you would like to try; skills you want to develop; interests you would like to pursue?) Feel free to dream a bit. Think of the "if onlys" in your life.

Anything that you want to talk about.

We value greatly your ideas & opinions, & would appreciate your sharing them. Of course, anything shared will be treated with the confidentiality you wish.

You might want to discuss some of the questions with your family ahead of time. That's fine. When I arrive, it would be good to have a place where we can visit without disturbing others, or being disturbed.

I am looking forward to meeting with you. It is a visit with a beautiful purpose: That we as members of the Body of Christ might better be able to know and care for each other, support each other, and celebrate together.

Sincerely,

Conrad Tollefson, Pastor

AFTER MY VISIT - WHAT DO I DO NOW?

What we do with the results of our visits is most important. Some things should be held in confidence; others passed on to appropriate people.

Below are categories under which notes may be taken after the visit. (This paper will not be given to anyone else.)

A. To Enable Congregational Care Ministry

1. Abilities, skills, etc. person may be willing to share:

a. tell _____

b. tell _____

c. tell _____

2. Needs:

a. tell _____

b. tell _____

c. tell _____

3. Helpful facts:

(Job, background, hobbies, experiences, where from, family, education, etc.)

4. Suggestions, ideas:

WHAT DO I DO WITH ABOVE INFORMATION?...Call Congregational Care Coordinator the following day and go over.

B. CONFIDENTIAL

WHAT DO I DO WITH INFORMATION?

1. Shared, only for interviewer's knowledge -----

Nothing.

2. Should be made known privately to a specific person, (Permission to do so obtained.)-----

Get to person.

3. For Idea Box-----

Place in "IDEA BOX" at church (without name).

Report and Evaluation of a Volunteer Ministry

Name _____ Telephone _____

Name of Ministry Position _____

Term of the Position: From _____ to _____

1. This ministry position has been satisfying for me because...
2. The major frustrations in this ministry position have been...

I used the following skills in this ministry position...

4. The training I received for this position included...
5. I felt supported in this position in the following ways...
6. I received the following resources which assisted me in this position...
7. I would have been able to do this ministry better if...
8. The highlights of this ministry for me have been...
9. The major accomplishments which have been achieved through this ministry include...
10. A person following me in this ministry position needs to know...

Please rate each of the following as they enabled you to do this ministry effectively and faithfully; by placing an 'X' in the appropriate column.

	Outstanding	Average	Inadequate
11. The way in which the position was interpreted and explained to me before I began	_____	_____	_____
12. The training I received for doing the ministry	_____	_____	_____
13. The support I received from the church	_____	_____	_____
14. The challenge and responsibility I felt in doing this ministry	_____	_____	_____
15. The sense of importance the church places on this ministry	_____	_____	_____

The following are about your future volunteer ministries. Please indicate your interest by placing an 'X' in the appropriate column.

	Very Interested	Somewhat Interested	Would Like to Know More	No Interest
16. A new volunteer ministry position	_____	_____	_____	_____
a. In my church	_____	_____	_____	_____
b. In my community	_____	_____	_____	_____
c. In my denomination	_____	_____	_____	_____
d. An ecumenical setting	_____	_____	_____	_____

17. Specific volunteer ministry opportunities I would like to explore:

18. Factors in my situation that would influence my next volunteer ministry position:

Schedule:

Transportation:

Other:

19. Additional comments:

Ways to Support and Recognize Volunteers

Volunteers in churches often are taken for granted. They, and the services they provide, often are unrecognized, unthanked and unsupported. Yet, they deserve our recognition and gratitude. The role of the volunteer in the life and ministry of the church is an important one. Indeed, the life and ministry of the church depend on those who volunteer their time and effort to do the various tasks and services necessary or helpful for the effective and faithful functioning of the church. Without such volunteers there probably would be no church or ministry or society as we know them today.

Following is a beginning list of ways to support and recognize volunteers and the work they do within the local church, in the wider church and in the community. Add your own creative ideas and then plan how to implement as many as possible.

- Publish a list of persons who volunteer within the local church, in the wider church and in the community and distribute it to the church members, post it on bulletin boards or carry it in the church newsletter.
- Plan a worship service around the theme of volunteer ministry.
- Plan a volunteer recognition dinner, invite all volunteers and honor them with speeches, skits, certificates, awards, gifts.
- Reimburse the out-of-pocket costs volunteers incur as part of their volunteer ministries.
- Ask for a report.
- Send a birthday, anniversary or Christmas card.
- Provide child care service to enable mothers and fathers of young children to volunteer.
- Keep challenging volunteers.
- Provide good orientation, on-the-ministry training, and continuing education opportunities.
- Provide occasions for volunteers to get together for informal sharing of their experiences.
- Give additional responsibility.
- Send newsworthy information about the work of volunteers to local newspapers.
- Have a party for volunteers.
- Create pleasant surroundings for their work and meetings.
- Take time to talk with volunteers and express appreciation for their efforts.
- Share the positive comments you hear about volunteers and their work with them.
- Provide scholarships and expense money for volunteers to attend training and continuing education workshops.
- Write them thank you notes.

ays to Support

- Celebrate outstanding projects and achievements.
- Provide good resources and equipment for their use.
- Praise volunteers to their friends.
- Provide opportunities for individual conferences.
- Maintain an accurate record of their training and work and be prepared to provide a reference for the volunteers when they seek employment or other volunteer ministries.
- Plan a volunteer-of-the-month program or emphasis. For example: September—educational ministry workers; November—conference and association volunteers; January—official board; February—committee members; March—community volunteers; April—choir and music. Recognize these people in the church newsletter, the Sunday morning worship service, by placing their pictures on the church bulletin board.
- Send a letter of appreciation to the person's family.
- Honor groups and the individuals in the groups.
- Have a picnic for volunteers.
- Say "Thank you!"
- Smile.
- Publicize information concerning recognition which members of the church have received for their volunteer work in other groups, institutions or agencies.
- Ask volunteers to write statements on "why I serve in the church" and publish them in the church newsletter.
- Give a gift of appreciation, for example, a certificate of recognition, a book or other memento appropriate to their ministry.
- Provide opportunities for volunteers to assess their satisfactions, needs, learnings and growth in ministry.
- Form volunteer support groups for sharing joys and concerns.
- Provide opportunities for members to develop or create ministries to match and use their skills and interests.

ATONEMENT LUTHERAN CHURCH
CONGREGATIONAL CARE COORDINATOR

Job Title: Congregational Care Coordinator

Responsible to: Senior Pastor - Staff Supervisor

Job Description: To be responsible for staffing the Congregational Care project including:

- 1) Coordinating one-to-one visits of all confirmed members, including recruiting, training and scheduling interviewers.
- 2) Develop and maintain appropriate record/retrieval systems for needs, interest, and skills.
- 3) Define volunteer needs of congregation; write descriptions of all opportunities.
- 4) Coordinate the matching of skills, interests and needs.
- 5) Follow up on volunteer placements.
- 6) Initiate appropriate training for volunteers.
- 7) Facilitate recognition for volunteers.
- 8) Work closely with all appropriate Council committees.
- 9) Provide liaison with community re: referrals of needs or volunteers.

Time Required: 20 hours per week

In-Service Training Provided: As needed

Qualifications and Special Skills: Honest caring for people at Atonement; organizational skills; motivator and enabler.

Comments: This is a pivotal position on the ministerial staff of the church, and will involve weekly meetings with the rest of the church staff. The Congregational Care Task Force will provide guidance, assistance and support.



I Was Hungry

I was hungry,
and you formed a humanities club and
discussed my hunger.

I was imprisoned,
and you crept off quietly to your chapel
and prayed for my release.

I was naked,
and in your mind you debated the
morality of my appearance.

I was sick,
and you knelt and thanked God for
your health.

I was homeless,
and you preached to me of the
spiritual shelter of the love of God.

I was lonely,
and you left me alone to pray for me.

You seem so holy, so close to God.

But I'm still very hungry
and lonely and cold.

