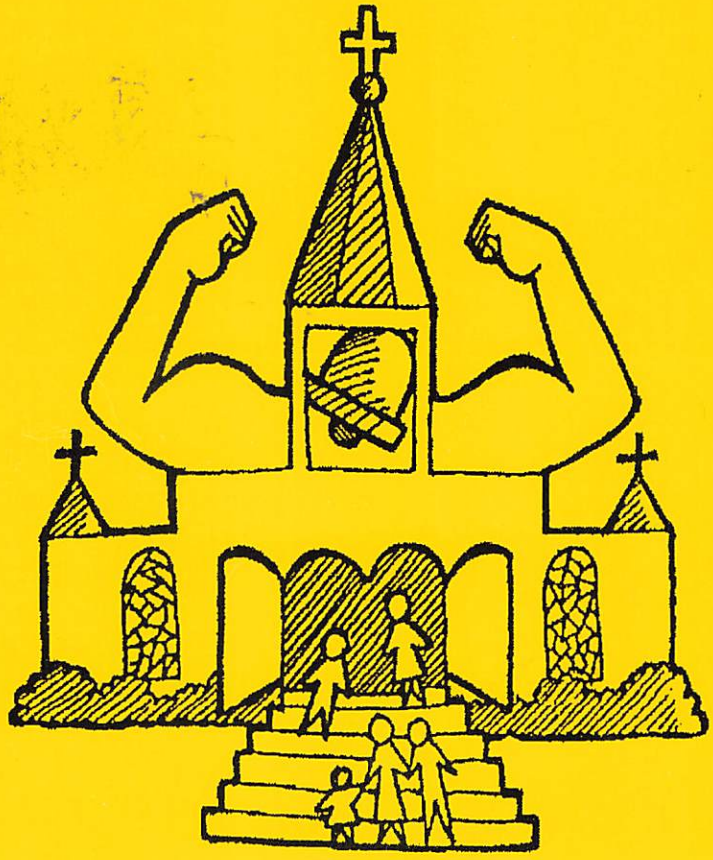
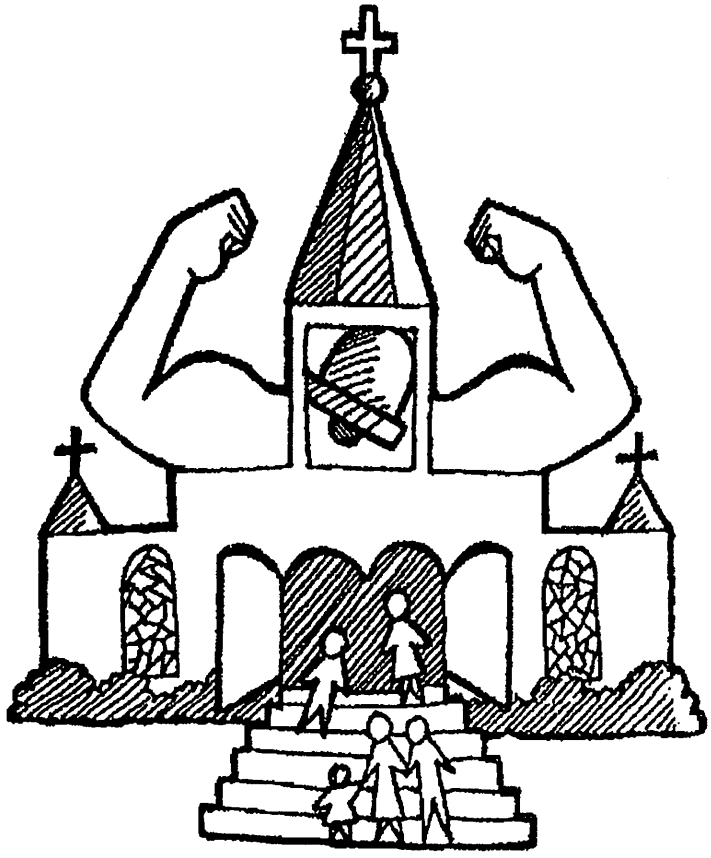
Tools for Building



Your Volunteer Ministry

Margie Morris

Tools for Building



Your Volunteer Ministry

Margie Morris

Newton-Cline Press
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Nationally known trainer and author Margie Morris has a rich history of volunteer service. A former church staff member, she currently serves on the board of the Wesley Village Retirement Community and works as public relations committee member for the Grayson County United Way, as a PTA representative in the public schools, and as a Sunday School teacher at her church.

Also by Margie Morris

Volunteer Ministries: New Strategies for Today's Church

Volunteer Management: A Workshop Leader's Guide (with Jessie Gunn Stephens)

Helping Children Feel at Home in Church

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Volunteer Director's Code of Ethics

As a member of a group
uniquely privileged to serve others
through the ministry of voluntarism,
I pledge to seek always:

to acknowledge that each individual possesses
unique gifts of the spirit;

to acknowledge the right of all individuals
to share their gifts in ministry to others;

to facilitate the ministry of others;

to give credit for good works where credit is due.
beginning and
ending with the Creator;

to treat my job as a profession
and myself as a professional,
within the special province of ministry;

to do no harm while doing good.

How to Get the Most Out of this Book

1

- What You Can Reproduce

How to Get the Most Out of this Book

In the interests of making these resources as accessible as possible for use within your church, we welcome you to copy anything in this book that belongs exclusively to Newton-Cline Press.

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o anything printed "by permission" or "courtesy" of someone else. These items are presented as examples of what you can do within your own church. Use them as models to develop material tailored to the unique needs of your church.

Our heart-felt thanks to the many wonderful people whose loving spirits and willingness to share have helped make this book possible. Use and enjoy! Our best wishes on the success of all your programs!

Today's Volun-teer

2

- What Does Today's Volunteer Want?
- Who Is Volunteering?
- This Is Your Congregation
- Why People Volunteer

What Does Today's Volunteer Want?



Today's Volunteer

Looks for ...

1. Chances to take risks
2. Short-term projects
3. Needs-oriented training
4. Help with child care
5. Reimbursement of expenses
6. Flexible hours
7. Visibility
8. Chance to learn usable skills
9. Shared authority
10. Family participation
11. Outreach projects
12. Job sharing
13. Meaningful recognition
14. Effective management
15. Ability to make a difference

The Present--Who Is Volunteering?

The contrast between the makeup of the volunteer work force 20 years ago and that work force today is quite dramatic.

Today, the volunteer work force is almost as diverse as the population itself and it reflects many societal and economic changes.. Following are some of the traits of today's volunteers:

- Two-thirds of today's volunteers work outside the home.
- Almost as many men volunteer as women (47 percent of all women volunteer, 45 percent of all men volunteer).



- Many volunteers are from two-career marriages or are single "baby-boom" professionals.
- Single parents are well-represented.
- Corporate-sponsored volunteer programs are becoming widespread.
- Many people volunteer technical and professional skills.
- High school and college students are contributing thousands of hours to a variety of causes.
- Minority, self-help and neighborhood volunteer groups are growing rapidly in many communities.
- More and more handicapped and home-bound people are being given the opportunity to help others.
- Newly retired blue and white-collar workers, as well as seniors, are a rapidly growing mainstay of the volunteer work force.

Reprinted by permission from *You Can Make a Difference!* by Marlene Wilson.
For more information, see Resources in the last chapter of this book.

Why People Volunteer

Check it out ...

Why People Volunteer



A recent poll conducted by a famous retailing company highlighted the incentives Americans consider important in deciding whether to volunteer. The top three incentives named by all respondents were:

1) Short-term assignments (cited by 79% of respondents)
2) Having a friend or group with whom to volunteer (71%)
3) Getting training to be a volunteer (70%)



Of younger respondents, 73% named "Low-cost day care."

Of those between the ages of 25 and 49, some 66% wanted "The ability to involve their families in the volunteer work."



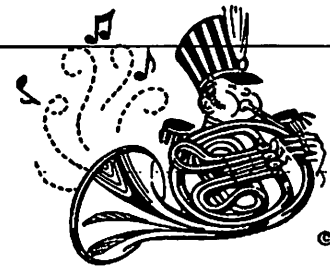
Surprisingly, such old-standard incentives as "Reimbursement of expenses" and "Volunteer freebies," while still important, ranked last as real inducements for people to volunteer.



Perhaps it's time to rethink the strategies upon which our volunteer ministries programs are built. Short-term projects, group-work, including family assignments, and appropriate training are what make people feel comfortable in volunteer jobs.

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See Resources for more information.

Why People Volunteer



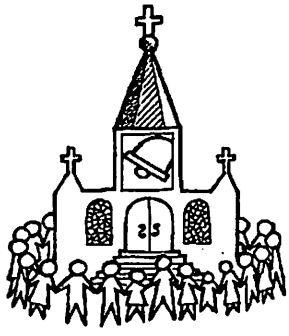
(Just a Few Possible Motivations)

To feel needed

To share a skill

To get to know a community

To help someone



Because a family member or friend pressured them

To gain leadership skills

To act out a fantasy

To do one's civic duty

To earn academic credit

To be with people who are different than oneself

To keep busy

The agency is easily accessible

To do something with a friend or family member

To fill a gap

To do one's share

To see that resources are well allocated

For recognition

To make new friends

To explore a career

To demonstrate commitment to a cause/belief

To help a family member

As therapy

To do something different than one's daily job

For fun!!

For religious reasons

To keep skills alive

To repay a debt

To have an excuse to do something one loves

To donate one's professional skills

To be able to criticize without vested interest

Because there is no one else to do it

To assure progress

To feel good

To have an impact

To be part of a team

To learn something new

To gain status

To have freedom of schedule

Because they were asked

To test themselves

For escape

To become an "insider"

To be an agent of change

Because of one's personal experience with a cause or problem

Guilt

To be challenged

To experiment with new ways of doing something

As an alternative to giving money

To be a watchdog

To feel proud

To stand up and be counted

Add a few of your own: →

Why People Volunteer in *Our* Church

This Is Your Congregation

(Based on McClelland's Motivational Theory as presented in *Motivation and Organizational Climate* by George H. Litwin and Robert S. Stringer, Jr.)

Social Interactors ...



Enjoy: Team projects, refreshments, consensus, positive strokes, fellowship, conversation

Provide: strong relationships, sensitivity, perseverance

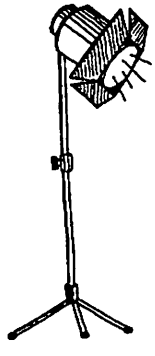
Go Getters ...

Enjoy: goals and objectives, action agendas, accomplishment, lots of information, measurable success



Provide: momentum, organizational skills, expertise, innovation, production

In Chargers ...



Enjoy: titles, authority, cooperation, visibility, recognition, decision-making

Provide: leadership, decisiveness, strength, delegation, varied opinions, courage

This is your congregation...

How would your recruitment, placement and recognition methods vary for members of the different groups?

Social Interactors

Recruitment: _____

_____

Placement: _____

_____

_____

Recognition: _____

_____

Go Getters

Recruitment: _____

_____

Placement: _____

_____

Recognition: _____

_____

In Chargers

Recruitment: _____

_____

Placement: _____

_____

Recognition: _____

_____

Assess-ment Aids

3

- What a Strong Volunteer Management System Can DO
- Running an Effective Volunteer Ministries Program
- What Makes a Volunteer Ministries Program Successful?
- Toward Building Your Volunteer Program
- Is Your Mission Statement Your Best-Kept Secret?
- How to Help Volunteers Succeed

What a Strong Volunteer Management System Can DO

#1 Attract Newcomers

#2 Support Staff

#3 Diversify Ministries

#4 Increase Financial Giving

 # 5 Develop Individual Gifts

6 Increase energy level and enthusiasm

 # 7 Create a Joyful Climate

8 Link Church with Community

 # 9 Strengthen Commitment

#10 Utilize Talents and Expertise

#11 Broaden Mission Field

#12 Nourish Faith Development

Running an Effective Volunteer Ministries Program

by

Betsy Aldrich Garland
Executive Director
Volunteers in Action
168 Broad Street
Providence, RI

Reprinted by permission

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	Year 1	Year 2	Year 3
1. Developing a Mission Statement						
a. There is input from a broad cross-section of the congregation.						
b. The mission statement reflects the history, tradition, skills and interests, and needs of the congregation and is consistent with the denomination's mission.						
c. The community at large has been consulted in the development of the statement.						
d. The statement has been adopted by the church's governing body (e.g., Vestry, Parish Council).						
e. Goals and measurable objectives have been developed from the mission statement to guide the church in its work.						
2. Securing Clergy Commitment						
a. The clergy have been consulted in the planning of the Volunteer Ministries Program.						
b. The clergy have formally expressed support in developing lay participation in the work of the church.						
c. Clergy are continually supportive of the efforts to develop the congregation by empowering and encouraging others and giving them real responsibility.						
3. Establishing an Advisory Committee						
a. A Volunteer Ministries Advisory Committee has been appointed to oversee the organization, implementation, promotion, and evaluation of the program.						

Notes:

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	Year 1	Year 2	Year 3
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.						
c. The Committee assumes major responsibility for educating the congregation in the meaning and significance of lay ministry and the theology of gifts.						
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.						
4. Designating a Formal Coordinator						
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.						

Notes:

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	Year 1	Year 2	Year 3
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.						
5. Assessing Needs for Volunteers						
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.						
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.						
6. Preparing Record-Keeping Materials						
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 design the form.						
c. Each member's biographical information is entered into the						

Notes:

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	Year 1	Year 2	Year 3
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.						
7. Designing Position Descriptions						
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.						
8. Identifying Volunteers						
a. There is general appreciation for the uniqueness of each member and the gifts that each brings to the church's ministry.						
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.						

Notes:

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	Year 1	Year 2	Year 3
d. Biographical questionnaires are reviewed periodically and kept up-to-date.						
9. Interviewing and Matching Volunteers						
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 reach. 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.						
10. Training, Supervising, and Supporting Volunteers						
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.						

Notes:

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	Year 1	Year 2	Year 3
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.						
11. Providing for Recognition						
a. All volunteers are recognized and thanked by the church and by the clergy 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.						
12. Evaluating the Program						
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.						

Notes:

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	Year 1	Year 2	Year 3
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.						

Notes:

What Makes a Volunteer Ministries Program Successful?

Under the headings below, list three **new** things your church might do to increase your effectiveness in each area.

Develop and clarify mission/goals:

1. _____
2. _____
3. _____

Maintain and project a sense of professionalism:

1. _____
2. _____
3. _____

Create a sound plan for your volunteer management program:

1. _____
2. _____
3. _____

What Makes a Volunteer Ministries Program Successful?

Under the headings below, list three **new** things your church might do to increase your effectiveness in each area.

Increase clergy and staff support:

1. _____
2. _____
3. _____

Look for ways to reward innovation:

1. _____
2. _____
3. _____

Celebrate success:

1. _____
2. _____
3. _____

Toward Building Your Volunteer Program

Begin by forming a task force or steering committee that can later evolve into a Volunteer Committee. On-going responsibilities will include:

information gathering

writing and updating volunteer job descriptions

interviewing for job placement

assimilation of talents and interests

coordinating with other committees and volunteer groups

assisting with recruitment and recognition

training

volunteer advocacy

What additional steps would help your church meet its goals:

_____

_____

_____

_____

_____

_____

Is Your Mission Statement Your Best-Kept Secret? Open the Files! Shake Off the Dust! Prepare to.....decipher your church's mission statement!

Maybe you have one for each committee or commission as well. Do you have one for your volunteer ministries program?

Every decision you make about volunteer ministries--every project you start, every job description you write--is an outgrowth of your mission. That mission affects how you deal with problems, how you communicate with people, how you structure your programs, and how you interact with volunteers.

It clarifies your purpose and directs your actions.

If you don't have a mission statement (or can't find it!), now's the time to write (or rewrite) one. Invite other staff members, as well as volunteer leaders, to brainstorm with you. Address the question: *Why volunteer in our church?*

Explain how volunteering is connected to your theology.
Discuss the use of spiritual gifts.
Link volunteer ministries with the total church mission.

Then, using simple, straightforward language, develop a statement that is both inspirational and practical. Try to say exactly what you mean in no more than 50 words. It may look something like this:

> **At Glenbrook Church, volunteer programs broaden our ministry by offering opportunities for service in the church and community. We encourage all persons to use their God-given gifts and unique talents that we might become the scattered church, responding to God's love as modern disciples in today's world.**

Once the group has shared opinions and insights, made revisions, and received approvals, PROCLAIM YOUR MESSAGE!

Use some of the techniques suggested on the next page to celebrate the mission statement with every member of your congregation.

Celebrate
Your Mission Statement

§ Design a worship bulletin cover, using art and calligraphy to convey your statement.

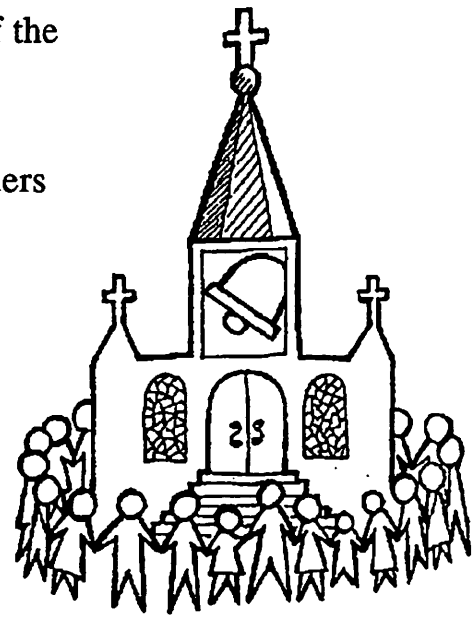
§ Create a worship banner, using the words of the mission statement.

§ Print a copy of the statement in your church newspaper every month. Use different borders and clip art to highlight the message.

§ Make a certificate bearing the words and give one to every volunteer.

§ Decorate bulletin boards with pictures of church members carrying out volunteer responsibilities.

§ Include the mission statement in your liturgy.



§ Ask Sunday School classes to decorate their classroom doors, using the mission theme.

§ Put the statement at the front of a booklet listing volunteer opportunities.

When volunteers are unclear about what they're doing or why, it's difficult to remain enthusiastic. A mission statement helps focus on why we are "in business" in the first place. It motivates all and deepens the satisfaction that comes from living our theology seven days a week.

How to Help Volunteers Succeed
12 No-Fail Guidelines

Guideline 1: Choose volunteers carefully. Placement is the key to quality results and satisfied volunteers.

Guideline 2: Begin a project with a small core team. You will make better initial decisions in a group of interested co-workers than you can achieve with a large, uninformed membership.

Guideline 3: Start the public relations process quickly, both within and outside the church. You want to inform, educate and enthuse church and community members.

Guideline 4: Provide frequent progress reports to the church's governing body and the congregation at large through the newspaper, meetings and so forth.

Guideline 5: As the project grows, keep individual responsibilities specific and measurable.

Guideline 6: Note accomplishments.

Guideline 7: Use the expertise of the group. Let volunteers do what they do well. Defer to their judgment.

Guideline 8: Ask for clergy and staff support in ways you feel are most effective.

Guideline 9: Keep visibility high.

Guideline 10: Say thank you.

Guideline 11: Say thank you.

Guideline 12: Say thank you.

How to Help Volunteers Succeed

Choose volunteers carefully. Placement is the key to quality results and satisfied volunteers.

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Say Thank You

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Note accomplishments!

Use the expertise of the group. Let volunteers do what they do well. Defer to their judgment.

Keep visibility high!

Ask for clergy and staff support in ways you feel are most effective.

Provide frequent progress reports to the church's governing body and the congregation at large through the newspaper, meetings and other outlets.

Say Thank You

Say Thank You

The Language of Success

4

- Our Spirituality
- In Service
- Leadership
- Volunteer Management

The Language of Success

Our Spirituality

It is no use walking anywhere to preach unless our walking is our preaching.
St. Francis of Assisi

The Spirit still
confronts
challenges
changes
consecrates
those who dare
to listen/trust/respond
in their daily living.
Tom Lane Alive Now, May/June 1988

You will find as you look back upon your life that the moments when you have really lived are the moments when you have done things in a spirit of love.
Henry Drummond

I wish that at least once a month we would affirm, recognize, baptize and claim those people who are investing their God-given gifts of time, energy and skills outside the church walls.
Michael F. Murray

Prayer is the language of the Christian community.
Henri Nouwen, Reaching Out

Triumphs aren't the only things that unite people.
James Taylor, An Everyday God

Man discovers his own wealth
When God comes to ask gifts from him.
Rabindranath Tagore, Fireflies

One prays for miracles but works for results.
St. Augustine

In Service

Christian ministry is our whole style of living, loving and serving.
Kenneth R. Miller and Mary Elizabeth Wilson, The Church that Cares

For the fulfillment of His purpose God needs more than priests, bishops, pastors, and missionaries. He needs mechanics and chemists, gardeners and street sweepers, dressmakers and cooks, tradesmen, physicians, philosophers, judges and shorthand typists.
Paul Tournier, Serving God in Everything

If there's a way to do it better...find it.
Thomas A. Edison

Don't be afraid to take a big step. You can't cross a chasm in two small jumps.
David Lloyd George

In the adult human being we don't create motivation; we identify it, accept it, and then connect it creatively to organizational and community need.
Ivan H. Scheier, PhD, Building Work that Satisfies

Believe that God is involved in the recruitment process.
Gwendolyn D. Howe

Volunteers want to be appreciated and recognized, which can't be done once, or in lumps, or here and there.
Mike Haines, Volunteers: How to Find Them...How to Keep Them!

It's such a shame to live long enough to learn so many answers, when no one bothers any more to ask the you questions.
Maggie Kuhn, The Age Wave, Ken Dychtwald, PhD

The concept of volunteers in mission is rooted in the conviction that all Christians are called to be in mission, not simply a handful of professionals.
Reverend Thomas L. Curtis

I find the greatest thing in the world is not so much where we stand as in what direction we are moving.
Oliver Wendell Holmes

In Service

It is ever true that he who does nothing for others does nothing for himself.

Goethe

How ever small or local the effort, when you perform a work of service, you not only get in touch with your own best instincts, you also find your good works reflected in the lives of those around you.

John R. Raynolds III & Eleanor Raynolds, CBE, Beyond Success

It is possible to give without loving, but it is impossible to love without giving.

R. Braunstein

Blessed is the person who sees the need, recognizes the responsibility, and actually becomes the answer.

William Arthur Ward

For the believer, the synonym for excellence is stewardship. Stewardship doesn't imply elitism but rather the wise dedication of time, talent, and resources as our response to a gracious God. Excellence is discipleship without reservations.

Carnegie Samuel Calian, Where's the Passion for Excellence in the Church?

One thing I know: the only ones among you who will be truly happy are those who have sought and found how to serve.

Albert Schweitzer

Dedication is more important than ability, but when you have both, success is all yours.

Art Neiman

The purpose of life is not to be happy. It is to matter, to be productive, to make some difference you lived at all.

Leo Rosten



Service and empowerment seem to exist in a dynamic relationship; they appear to feed off one another.
John F. Raynolds III and Eleanor Raynolds, CBE, Beyond Success

The pastor-people team in a vital congregation adopts attitudes and enacts methods that reach out to help heal the hurts and meet the needs of the people in the church, the community, and across the world.
Herb Miller, The Vital Congregation

Leadership

Be enthusiastic! If you are not committed to or excited about your program, no one else will be either.

Marlene Wilson, The Effective Management of Volunteer Programs

Things do not change; we change.

Henry David Thoreau

Leadership

It is almost impossible to amble languorously toward excellence.
Anthony Robbins, Unlimited Power

Leaders think longer-term, grasp the relationship of larger realities, think in terms of renewal, have political skills, cause change, affirm values and achieve unity.
Russell E. Palmer, Megatrends 2000, Naisbitt & Aburdene

This one step--choosing a goal and sticking to it--changes everything.
Scott Reed

The enthusiasm of the people is rarely going to be any higher than that of the leadership.
Jane L. Justis

Sunday School teachers are either growing and being enriched or they are withering and burning out.
Judy Gattis Smith

All our dreams can come true--if we have the courage to pursue them.
Walt Disney

The only limits are, as always, those of vision.
James Broughton

Airplanes do not fly without fuel. Cars do not travel without wheels. Committees do not run well without effective leadership methods.
Herb Miller, The Vital Congregation

When the best leader's work is done, the people say: We did it ourselves.
Lao-Tzu

Volunteer Management

The first requirement for successful innovation is to look at a change as a potential opportunity instead of a threat.
Peter Drucker, Managing the Nonprofit Organization



If you're able to find a way to ask people what their gifts are, and then place them in an area where they can do what they do best, then they feel comfortable and qualified.
Jean Ann Lynch

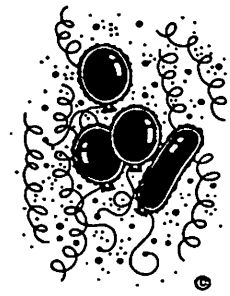
When people catch a vision that is meaningful and exciting, they invariably commit a part of themselves to it.
George Barna, Marketing the Church

The coming years will see a proliferation of ways to bring out the power of volunteerism.
Ken Dychtwald, PhD, Age Wave

Don't find fault. Find a remedy.
Henry Ford

When people volunteer, they buy into the vision and can tell the story. If you participate, then you belong.
Thelma Wells

No problem can be solved from the same consciousness that created it.
Albert Einstein



Out of the Mouths of Babes

From the essays of the 2nd Annual Student Literacy Writing Competition. These quotations appeared in *Maryland Volunteer*, a publication of the Governor's Office on Volunteerism. Reprinted by permission.

One way I could help improve our community would be to volunteer my time.
Stacey L. Shedaker, Grade 7

The job was hard but I kept on doing it because I knew it was going to help somebody.
Christopher Tanczyn, Grade 2

If we can make one person happier, we've made the world a better place.
Gwendolyn Arty, Grade 5

My mom is a Marylander who cares about Maryland's most important part, its people.
Gwendolyn Arty, Grade 5

All people need to know that they are wanted and respected for their opinions and concerns.
Vincent Wojtaszek, Grade 7

There are many ways that we young people can help and there is no better time to start than now.
Jennifer Lynn Key, Grade 9

Defining Jobs

5

- How to Tailor a Job Description to Fit Your Needs
- Three Sample Job Descriptions
- The Jobs Nobody Wants
- Take this Job and Delegate
- The Short-Term Volunteer: Problem or Promise?
- First Aid for Tough Jobs
- The Short-Term Volunteer

How to Tailor Job Descriptions To Fit Your Needs

Volunteers deserve to know what it is they are supposed to do.

In desperation, we sometimes use forms sent from our denomination's main office. Instead of using our fine creative energy to design new job descriptions that fit our volunteers, we wrestle current expectations into old or standardized molds. It doesn't work.

Don't be afraid to design job descriptions. They're quite pliable and will work best when connected both to the church's mission and to the volunteer's personality and skills.

A job description doesn't tell anyone HOW to do a job. It simply defines the position.

It gives the information necessary for someone to function successfully in a specific role. It keeps us from doing things the same way year after year under the pretense that we don't know any better.

Volunteers need permission to do what they would LIKE to do, as well as what they're expected to do. That's where flexibility and creativity come in.

Encourage innovation.
Invite input.
Set the stage for success.

Sample Job Descriptions are provided on the next three pages.

Sample Job Description
Bulletin Board Designer

JOB TITLE: Bulletin Board Designer

RESPONSIBLE TO: Volunteer Director

JOB DESCRIPTION: To be responsible for changing each of the three bulletin boards in the North Wing at least once per quarter.

1) Bulletin board themes should reflect a current subject of study, a seasonal design, age-level events, teacher appreciation, etc.

2) Work should be accomplished at some time other than Sunday morning.

3) Supplies are to be stored in the resource room.

4) Purchases over $20 must be cleared with the Volunteer Director.

TIME REQUIRED: Approximately 6-8 hours each quarter.

RESOURCES PROVIDED: Bulletin board design books, art supplies, stapler, scissors, etc.

SKILLS NEEDED: Ability to use imagination and creativity in design and theme. Work within assigned budget.

TERM: One year.

Sample Job Description
Sunday School Teacher

JOB OBJECTIVE: To help participants experience the love of God through study, prayer and fellowship

TIME REQUIRED: Quarterly commitment
1 1/2 hours on Sunday morning
approximately 2 hours per week preparation

TRAINING PROVIDED: Optional training workshops featuring teaching methods, curriculum overviews and problem-solving are offered the first Sunday of every month in the fellowship hall at 7:30 a.m. BREAKFAST PROVIDED!

STAFF SUPPORT: Pastor, Director of Christian Education, Chairperson--Education Committee

THE CHURCH WILL PROVIDE:
substitute teachers
curriculum materials
classroom supplies
cleaning service
training
advance notice of special events
audio visual equipment

VOLUNTEER WILL PROVIDE:
positive learning environment
prepared activities
on-time presence
record of visitors
caring demeanor
openness to all ideas



The Jobs Nobody Wants

by Nancy Gaston © *1991*

Whenever church members get together to discuss volunteer programs, someone is bound to ask, "How do you get somebody to...?" Every church seems to have jobs nobody wants.

While there's no magic formula to fill problem positions, it stands to reason that the difficulty lies in the job itself, in who is being asked, or in how we're asking. There may even be room for improvement in all three areas.

The Job Itself

A job could remain unfilled because it is...

...too big. It takes too many hours a week or asks for too long a commitment and therefore goes begging.

Perhaps such a job can be shared, or the term can be shortened. Recruiting an every-Sunday worker for the church nursery may be mission impossible, but volunteers may well serve one Sunday a month and even do their own trading to accommodate vacations. Two people can co-chair or job-share just about anything. Sunday School teachers volunteer far more readily for a quarter than for a year.

...too small. One church wanted a volunteer to come in weekly to shelve library books. No one stuck with the job because some weeks the chore took as little as fifteen minutes--scarcely worth the trip. Combining the task with other clerical needs produced a winner.

...too broad. A job can evolve until it requires an impossible combination of skills and preferences. (One could say it begins to resemble the typical clergy job description.) The "people person" who would otherwise be a deacon or visit the homebound is deterred by lots of recordkeeping and reporting, for example. Or a gifted writer may decline to edit the newsletter because he or she lacks the artistic eye to do layout and pasteup. Simplifying and subdividing can create attractive jobs out of impossible tasks.



...too solitary. Most people look to their church for relationship and fellowship.

The Jobs Nobody Wants continued

Polishing brass or stuffing envelopes all alone tends to be a downright unattractive proposition. Work parties can be as much fun as the name implies, and they work well for repetitive tasks. Moving a volunteer work station into the center of the action or including lone volunteers in coffee breaks can help make a job more sociable.

...devoid of redeeming features. When a job proves impossible to fill, ask yourself, "Why would anyone want to do this?" If you're stuck for an answer, perhaps the task is dirty, monotonous, hard and just basically unappealing. If so, then it may be time for Plan B. Could paid staff (or paid and volunteer staff) pass the job around or do it together? Could someone be hired to do it?

Who's Being Asked?

Many of us make basic mistakes when it comes to recruitment.

We keep asking the same people. Having found some willing folks, we ask and ask until we burn them out. Or we lack complete records and are unaware that the prospect already has two or three jobs in the church and community.

We ignore whole groups of people. For instance, volunteer expert Marlene Wilson notes that the church abounds with computer experts--they're called teenagers. Children can do all sorts of jobs--from visiting in nursing homes to washing toys in the nursery--but are seldom asked. Homebound persons can do telephoning, calligraphy, sewing, typing or book mending. Men can do many tasks for which we try to recruit only women and vice versa. Non-members who attend regularly are often far more willing to be involved than we assume they are.

We don't ask anyone in particular. Much church volunteer recruitment is done by what a friend calls the "spray and pray" method. We broadcast a message and pray for a response. General appeals are important because someone we don't know about may indeed respond, but targeted recruiting should be happening concurrently. Using a skills bank and suggestions from church leaders, identify a short list of prospects for a particular job and contact them personally. When one church sent out a general appeal for volunteers to write meditations for a Lenten devotional booklet, not one person responded. When twelve members were targeted and approached individually, ten said yes.

How We Ask

Some simple principles can improve response to volunteer appeals.



First, get their attention. If you send a letter, do it in color. Use clip art. Enclose something--a balloon (preferably uninflated), a tea bag, flower seeds, a

The Jobs Nobody Wants continued

bookmark, a photo--something that relates to the request.

If it's a newsletter article, jazz it up. Stress the benefits as well as the need. "Rock A Baby" can replace "Nursery Help Needed" as a headline. Liven up appeals during the worship by using props, costumes or skits.

Keep it simple. Provide a one-page job description, not a whole procedures manual, before the prospect even says yes. Describe the job in plain English, rather than with pages from your denominational or congregational rulebook. Avoid jargon.

Allow time for thinking it over. Don't phone with a request and expect a reply on the spot. Allow time for checking calendars, consulting with family and--yes--praying about it. But do set a time for you to call back.

Tell why you're asking. Of all the possible choices, why is this particular person a candidate for the job? ("We're desperate" is not only unconvincing, it's also unflattering.) Who recommended the person? What skills or behaviors have you observed that make the person a likely prospect? What concerns or interests tie in with the job?

Explain the benefits. "A star in your crown" doesn't quite do it as the sole job benefit. A chance to meet people, to learn new skills, to get job experience and to have a positive impact can all be attractive "perks" for church volunteer positions. Don't hesitate to point them out.

Offer a no-risk trial. Before committing to edit the newsletter, a volunteer could work with the current editor on an issue. Offer to arrange for a person to observe a church school class, attend a committee meeting as a guest, or go along on one visit to a homebound member before signing up for the long haul. The unknown is almost always more daunting than the known.

Ask in person. Better yet, pair up with an expert on this particular job and pay a personal visit to the potential volunteer. Take along materials and answer questions. A visit says, "This job matters and *you* matter."

Have the right person do the asking. If working with computers ranks just above being attacked by fire ants on your list of all-time favorite pastimes, then you shouldn't be recruiting the data entry volunteers. Send a computer buff, or at least take one along. How about asking kids to help convince prospective church school teachers? (All's fair in love and volunteer recruitment).

If all this sounds like Salesmanship 101, there's a good reason. To sell volunteer involvement, we need the right proposal, the right prospects and a lively, original personal appeal. These factors can turn an unwanted job into an attractive opportunity for service and growth.

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Nancy Gaston is Director of Christian Development at Moreland Presbyterian Church in Portland Oregon and a freelance writer. She is a certified volunteer administrator and received a degree in theology from McGill University in Montreal.

Sample Job Description
Volunteer Ministries Coordinator

JOB TITLE: Volunteer Ministries Coordinator

JOB OBJECTIVE: To continually develop St. Luke's volunteer ministries program, with an emphasis on lay leadership and church and community involvement.

JOB RESPONSIBILITIES: To offer leadership, enthusiasm and vision to ensure that the following duties are effectively performed:

1. **Maintain data/record-keeping system**
2. **Interview, place, train volunteers**
3. **Implement a variety of recruitment efforts**
4. **Find ways to utilize unusual talents, special skills**
5. **Offer personal and collective recognition**
6. **Coordinate publicity**
7. **Serve as liaison with church chairpersons, community agencies**
8. **Write job descriptions for all volunteer positions**
9. **Conduct regular evaluation, planning sessions**
10. **Be a volunteer advocate in church, community**

TIME REQUIRED: 40 hours a week

QUALIFICATIONS: Excellent leadership and communication skills. Personnel experience helpful. Able to convey professionalism and caring.

BENEFITS: Continuing education, health insurance, sick leave, paid vacation.

SUPERVISOR: Pastor

First Aid for Tough Jobs

An Exercise

Take a current job that has had high turnover or for which you have had a very difficult time recruiting. Apply one or more techniques to it to make it more appealing.



1. JOB ENLARGEMENT: Increasing the number and variety of tasks included in a volunteer job

2. JOB ENRICHMENT: Delegating to the person some functions that are generally considered managerial

3. WORK SIMPLIFICATION: Eliminating useless tasks or combining tasks which are more easily done by one person

4. THE PRINCIPLE OF VARIETY: Dull or routine tasks may be made more appealing when bonded with a variety of other tasks.

5. THE PRINCIPLE OF CONTINUITY: Tasks may become more interesting when bonded in a variety related to purpose, rather than repeating one task over and over.

6. THE SWEETENER PRINCIPLE: A routine or boring task may become more acceptable when a more appealing task is linked with it in the total job.

Used with permission, courtesy of consultant Betty Stallings. For more information, see "Building Better Skills" in Chapter 15 of this book.

Take This Job ... and Delegate!

In many cases, a volunteer job is as big or as limited as the person filling it. Creative people who see possibilities can work themselves into a full-time job.

For example, the position of Children's Coordinator implies overseeing activities for the children in the church...

...Sunday only?
...fellowship and study?
...holiday parties?
...summer activities?
...music programs?
...outreach activities?
... etc., etc.

If the Children's Coordinator can't delegate some of the tasks that help make these activities possible, *the vitality of the department will extend only as far as the Coordinator's energy.*

A better use of time, talent and expertise is to divide job possibilities into manageable parts that can be shared. Look at the example below and then we'll discuss it.

Children's Council

Historian:

Resource Room Supervisor:

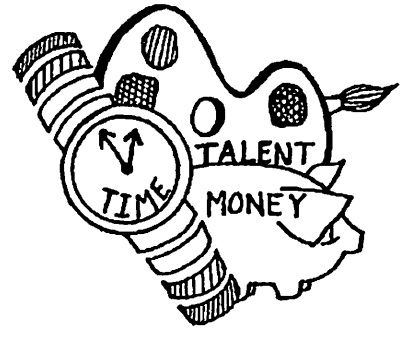
Intermediate fellowship Coordinators:

Culinary Artist:

Graphics Illustrator:

Equipment Maintenance Foreman:

Photographer:



1st and 2nd Grade Fellowship:

3rd and 4th Grade Fellowship:

Special Events Director:

Children's Newsletter Editor:

Bulletin Board Designer:

Worship Assistants Coordinator:

Choir Boosters Chair:

Teacher Appreciation Chair:

Secretary (visitors, birthdays, absentees):

Storyteller:

Worship Bulletin Supervisor:

Take This Job ... and Delegate!

Notice that in a sense of good humor and fun, the titles are lofty, but the assistance is real.

The "Historian" kept the division scrapbook up to date.

The "Resource Room Supervisor" saw that supplies were replenished and the cabinets in order.

The "Intermediate Fellowship Coordinators" planned monthly special events for older students.

The "Culinary Artist" provided refreshments on occasion.

The "Graphics Illustrator" drew flyers and designed ads.

The "Equipment Maintenance Foreman" tightened shaky table legs and painted new book shelves.

RESULT: The creative coordinator kept the ideas coming. The congregation helped turn them into reality.

The Short-Term Volunteer: Problem or Promise?

by Nancy Gaston © 1991

How to broaden involvement by bringing in inactive or marginal members and allowing them to use their special gifts and talents in short-term volunteer jobs.

Nancy Gaston is Director of Christian Development at Moreland Presbyterian Church in Portland Oregon and a freelance writer. She is a certified volunteer administrator and received a degree in theology from McGill University in Montreal.

It is no secret that long-term volunteers are harder to find these days. The trend is especially unsettling for churches because their volunteers traditionally signed up for the long haul. The ten-year office volunteer and the five-year nursery worker, once commonplace, are now exceptional.

While viewing with alarm is a popular indoor sport, the new reality presents special opportunities as well as challenges. By offering more and briefer assignments, church volunteer programs can broaden involvement. The inactive or marginal member might find a place to serve. A J.C. Penney poll, "Volunteering: A National Profile" (1987) indicates that 79% of people not now volunteering would be open to short-term assignments. Since church members have already indicated some willingness to be involved by joining, their percentage is probably even higher.

Two major challenges facing church staff are rethinking the traditional job descriptions and taking a fresh look at ways to reward volunteers. How might jobs be reconceived or redefined? Some ideas:

a) Divide tasks chronologically. Recruit church school teachers for a quarter rather than the year.

b) Carve out positions to use special gifts and interests. Rather than expecting the mission committee to keep up a bulletin board, recruit talented people to design boards on a one-time or occasional basis.

c) Look at the tasks no one can find time to do, and recruit people to do them in a short, intense time period. A student with a couple of free weeks might do computer data entry the seretary has been trying to get around to. A person who is between jobs could organize a supply center or resource room in a few days. A family might spend a day cleaning the preschoolers' toys and organizing them.

With a clear job description and an appropriate reward, the short-term volunteer may well become what is now called an "episodic

The Short-Term Volunteer: Problem or Promise?

volunteer"--someone willing to work for brief stints at regular or irregular intervals. The church school teacher might work for one quarter next year, and the student return for a while next summer.

Whether they return will depend partly upon whether they felt appreciated. A system of honoring volunteers once a year simply doesn't work very well where short-termers are concerned. A timely, personal thank-you, a special treat for coffee break, a clever individualized certificate, or a letter which could serve as a job reference are good for immediate gratification.

It is important to note that episodic workers cannot expect much affirmation from the long-term volunteer staff, who may regard them as brash newcomers who disrupt the routine and are ignorant of the history. Tensions are minimized if longstanding workers are asked to provide orientation and guidance, but sometimes it is better to simply minimize interaction. Affiliation is not usually a strong motive for the short-term worker, anyhow.

Redesigning programs to encourage and accommodate episodic volunteers takes time and thought, but the rewards are many. They include breadth of involvement, the infusion of new ideas, and the employment of special talents and gifts.

One church school program which had involved about 30 volunteers a year actively recruited people for short assignments, and in one year increased involvement to 80 persons. Because volunteers talk to their friends, the entire congregation has become more excited about the education program. Not only has enrollment increased, but volunteers are easier to recruit than ever before.

People are willing to "do their part" when the parts are of a reasonable size.

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Recruitment

6

- Guidelines for Successful Recruitment
- Recruitment Myths that Can kill a Program
- Why People Volunteer
- Tips for Attracting Baby Boomers
- HELP! I Need Sunday School Teachers
- New Volunteers: How Well Do You Welcome Them?
- Greymatter-----S
- Locating the Volunteers You Need

Guidelines for Successful **Recruitment**

1. Maintain a well-coordinated, efficient volunteer ministries program.

2. Know what it is an individual likes to do, wants to try, or would like to learn, and match those needs with a meaningful volunteer opportunity.

3. Provide ongoing, needs-oriented training. Look for ways other than the traditional classroom style to present information.

4. Prepare job descriptions that allow for flexibility and creativity while providing clear expectations.

5. Recruit for a definite time period, and stick to it!

6. Remove as many barriers as you can (reimburse expenses, provide transportation, offer child care and so forth).

7. Celebrate accomplishments.

8. Tie volunteer work closely to the mission of the church.

9. Uplift volunteers in worship.

10. Provide both group and personal recognition frequently.

11. Share information.

12. Make some aspect of every job fun.

13. Offer every volunteer choices.

14. Always follow up on successful recruitment with a letter that says thank you and restates the job requirements and benefits.

15. Recruit personally and powerfully.

Recruitment Myths that Can Kill a Program

Myth #1

If you need someone to do a job, ask the busiest person you know.

Fact:

The theory that busy people are well-organized "go-getters" who will see that things get done isn't always true. If we continue to recruit only the most active members of our church and community, we will succeed in wearing them out, while neglecting others with equally appropriate skills and a real desire to help.

Myth #2

Only paid staff members need job descriptions.

Fact:

Without clear expectations that tie volunteer work to the church's mission and a common goal, committees are ineffective, programs flounder and volunteers lose interest. Job descriptions need not be rigid to provide direction and facilitate accomplishment . And remember--they make recruitment easier.

Myth #3

If you intend to take advantage of a program, you have to assume your share of the responsibility

Fact:

Do we really want to coerce a parent into supervising summer day camp activities just because his or her eight-year-old daughter wants to attend? There's a better way to secure competent, willing leaders.

Recruitment Myths that Can Kill a Program *continued*

Myth #4

Ask your friends to help.

Fact:

While there's nothing wrong with inviting friends to participate, our ministry will be more complete if we continually look for ways to include a variety of people. In instances where only friends gather, a dangerous precedent is set. Cliques and elite groups are contrasry to the priesthood of all believers.

Myth #5

Tell people there's nothing to the job and it won't really take much time.

Fact:

"The best for less" is not a slogan that lends itself to volunteer ministry. If there's truly nothing to the job, eliminate it. If we expect to maintain a quality program, we will develop high standards and work with our volunteers to achieve them.

TIPS for Attracting Baby Boomers

1. Provide an excellent nursery.
2. Build faith-to-life connections.
3. Address contemporary issues.
4. Mix fellowship and volunteer work.
5. Recruit for short-term assignments.
6. Encourage team teaching or group fellowship.
7. Cater fellowship dinners.
8. Provide Bible study.
9. Develop an outstanding Christian education program.
10. Schedule worship services at times other than Sunday morning.
11. Start new programs on a regular basis.
12. Get good publicity.



I Need Sunday School Teachers

Suppose I need a Sunday School teacher for an energetic fourth grade class. My first approach might be to call parents of all the children enrolled. After all, families lead such hectic lives today, surely Mom or Dad (or both) would like to spend a little extra time with Junior.

Wrong. Teaching doesn't seem to be Mom or Dad's "thing." Okay. Undaunted, I might try all the public school teachers who attend our church. They're professionals. They're good with kids. They know how to conquer discipline problems.

But they don't want to teach Sunday School. "After I've been in school all week, the last thing I want to do is teach on Sunday morning."

Fair enough. How about grandparents? The church has a number of senior adults who cherish their grandchildren. Many live far away from their own families. I bet they would enjoy being "surrogate grandparents" to our fourth graders.

The answer most commonly heard: "I've done my share. Let the younger people take their turn."

By this time, I'm tired of being on the telephone. My mood has soured. I've decided nobody likes fourth graders. And I'm ready to walk away from this "rewarding" volunteer job.

Sound familiar?

What if I told you there are churches with waiting lists of volunteers wanting to teach Sunday School?

What Are They Doing that the Rest of Us Are Not?

First, they know their fellow church members. They've made a concerted effort to find out who each individual is and what he or she likes to do. They have discovered that some of the best teachers come from unlikely sources.

Their recruitment efforts are highly targeted. They don't waste a lot of time and energy trying to coerce reluctant people into teaching.

Because of their information gathering system, they know who feels confident to teach alone, who likes to work in teams, and who might serve as a teacher's aid.

Short-term teaching assignments have tremendous appeal. Successful church leaders realize that while John and Betty's retail business prohibits them from teaching just prior to Christmas, they are available during the summer months. Quarterly teaching sessions don't stop the faithful saints who prefer 20-year terms. They're simply an option that makes sense for the rest of us.

Support Makes the Difference

Another vital factor is the amount of support given. An information-filled "Welcome Teacher" packet, hand-delivered well before the beginning teaching date, helps answer questions and explain procedures. (What to do if you wake up with the flu. Who contacts absentees? What's the procedure for obtaining exotic craft supplies?)

A substitute teaching team, a well-stocked supply room, and news about the class featured in the church paper are other ways to show support. Perhaps one of the most dramatic ways to affirm your teaching ministry is with

continual words of prayer and appreciation from the pulpit.

Creative training options are available to teachers and prospective teachers. Workshop fees are paid by the church, resource books are distributed, videos are borrowed and apprentice programs are encouraged.

Those who manage dynamic education programs testify to the value of a "Resource Bank." Imagine a teacher's relief to learn that he or she can call upon an expert storyteller who can bring a delightful new emphasis to familiar narratives. Think of never again having to feed film into a recalcitrant projector or coax seeds from water-logged paper cups. The audio-visuals genius and the expert gardener are at your service.

Permission to Have Fun

Exciting programs also grant teachers permission to have high expectations and permission to have fun. No Sunday School can afford discipline problems that drain teachers and frustrate children. That's why a general policy that sets standards for courtesy and respect is helpful to everyone. Teachers, parents and children work together to develop a positive learning environment.

Finally, churches with waiting lists for teachers allow them the latitude to have fun! They take field trips, hold class outdoors under a tree, eat ice cream, dress in costume, watch presentations from a local theater group and pet small, furry animals.

Enthusiasm makes the difference. Richard Steckle says the key to involvement is: "Make it more fun to be on the inside participating than on the outside looking in."



"Perks" for the Teachers

What are some "perks" you can offer teachers? A single carnation to wear one Sunday. A fellowship dinner where parents and children provide the food. Free tickets to a movie or concert. Thank you notes. A generous supply of chalk. The current text from the adult Sunday School class. A prominent listing as a member of the teaching staff.

The teaching ministry is a vital part of every church. Once it becomes highly visible priority, volunteer teachers can make informed choices and sound commitments.

From *Volunteer Impact: New Ideas for Growing Churches*, reprinted by permission of the publisher.

New Volunteers: How Well Do You Welcome Them?

We all *say* we want more help. We need fresh ideas. We recruit volunteers. But that isn't enough.

We must integrate into our volunteer management systems specific ways to welcome, include and utilize new volunteers. Here's what successful programs do:

1. Designate a warm, friendly member of the "old guard" to help orient the new volunteer.

2. Be open to innovation, which means listening to all ideas and implementing the most workable--even if it's not usually *the way it's done here.*

3. Use individual talents. Ask the amateur photographer to take publicity photos. Invite the gifted organizer to design a floor plan. Let the leader lead.

4. Share information. Keep volunteers abreast of any new developments, as well as filling them in on traditional procedures.

5. Invite the newcomer to invite a newcomer. Or informally pair the new volunteer with a buddy.

6. Acknowledge everybody's contributions.

7. Be as enthusiastic throughout the project as you were during recruitment.

Want to tap the gold mine of senior citizen volunteers? A senior volunteer with a long history of service tells you how it's done.

Greymatter-----S

by LIZ

(LIZ is a senior citizen volunteer with a long history of volunteer service. She is currently serving on the Board of Directors for a Senior Center in Michigan.)

(Reprinted by permission from *Volunteer Today*, April 1991. MBA Publishing, 821 Lincoln, Walla Walla, WA 99362.)

Special problems, special needs for recruiting reluctant seniors? You need all the help you can get? There are 30% out there who are joiners; always have been, always will be. They are the scout leaders, church women, PTA officers, the ones who drove your kids and ran the cookie drive, rain or shine. They were not hard to recruit. The other 70% are potential volunteers--the hard to reach. How do you do that? you ask. A few pointers from someone who has tried and even been successful.

1. Never put a small group in a large room. Intimacy is the key word.

2. Get comfortable chairs. Bones get old and fragile and can't sit for long periods of time.

3. Keep things simple and to the point! Touch on every issue without belaboring it.

4. Never, never dwell on charts or graphs. You will lose them immediately.

5. If graphics are necessary, make sure the print is large and kept to a minimum.

6. And last, but not least, FEED THEM!

Item six may sound trivial, but believe me, nothing could be further from the truth. Seniors like nothing better than to eat out. Tea and cookies, doughnuts and coffee will motivate and stimulate every time. Light lunches are even better. Remember, a good portion of these people live alone and enjoy the luxury of company when eating. They may come only to eat, but some stay because of your need for them.

Try some of these suggestions. From past experience, I know they work. It makes recruiting easier and the seniors happier. Your job is then accomplished.

Locating the Volunteers You Need

A Worksheet

Job Title _____

Brief Job Description _____

_____

Nature of the work (committee, task force, project, individual, etc.)

_____

Identified Goals _____

_____

_____

Sponsoring Organization (church committee, social service agency)

_____

Job Supervisor _____

Likely prospects--Types of people with greatest interest and/or ability (age, skill level, time availability, etc.)

_____ _____

_____ _____

_____ _____

Where to find these groups of people, Inside and Outside the Church (Sunday School classes, civic clubs, schools, businesses, etc.)

_____ _____

_____ _____

What benefits could the job offer the volunteer?

1. _____

2. _____

3. _____

What recruitment methods would be most effective for these prospects?

_____

Placing Volunteers

7

- How to Find Your Gift and Use It...Sample Spiritual Gifts Survey
- Interview Questions that Aid in Placement
- Can Volunteers Be Fired?

How to find your gift and use it ...

Your Spiritual Gifts Interest Inventory

The United Methodist

Church of Whitefish Bay, Wisconsin

Used with permission.

Spiritual Gifts Interest Inventory

Administration

Chairperson/Vice-Chairperson of:

_____Administrative Council
_____Adult Education
_____Altar Guild
_____Assimilation
_____Caring Congregation
_____Children's Education
_____Choir Guild
_____Church and Society
_____Church School Guild
_____Communications
_____Discipleship Growth
_____Family Life
_____Finance
_____Library
_____Memorials and Foundation
_____Missions
_____Music
_____Outreach
_____Policy
_____Senior Member Ministry
_____Staff Parish Relations
_____Trustees
_____Worship
_____Church School Class Secretary
_____Church School Secretary
_____Church School Superintendent

Coordinate

_____Audio-visual Usage
_____Bridge Fellowship
_____Community Callers
_____The Helping Place
_____Men's Ministries
_____Office Volunteers
_____Sound System Operators
_____Shut-in Calling
_____Statistical Analysis Task Group
_____Sunday Morning Coffee Fellowship

Manage or Organize

_____Acolytes
_____Christmas Program Details
_____Dartball Team
_____Jr. High Youth Activities
_____Publicity
_____Scouting Program
_____Softball Team
_____United Methodist Women's Circle
_____Ushers
_____Vacation Church School Superintendent
_____Worship Cassettes
_____Visitor Follow-up Program

Evangelism

_____Assimilation Committee
_____Discipleship Committee
_____Greet at Worship
_____Lay Speaker
_____Neighborhood Fellowship Coordinator
_____Neighborhood Outreach Calling
_____New Member Sponsor
_____Outreach Committee
_____Visitor Follow-up Phoning
_____Visitor Follow-up "Housecalls"

Exhortation

_____Church and Society Committee
_____Lay Speaker
_____Missions Commission
_____Peer Counseling
_____Shoreline Outreach for the Elderly
_____Staff Parish Relations Committee
_____Visiting those recently home from hospital
_____Visiting the housebound
_____UMW Sunshine Coordinator

Faith

_____Administrative Council
_____Adult Education Committee
_____Children's Education Committee
_____Bible Study Co-leader
_____Long-Range Planning Committee
_____Outreach Committee
_____Prayer/Share Group Organizer
_____Stewardship Campaign
_____Worship Commission

Giving

_____Adult Service Projects
_____Assist with the Stewardship Campaign
_____Faith-Promise Giving for Missions
_____Finance Committee
_____Memorial and Foundation Committee
_____Stewardship Campaign Chairperson
_____U M Women, Mission Coordinator
_____Volunteer for Helping Place, St. Ron's
_____Youth Service Project, Organizer

Helping

_____Adult Church School, Class Sec.
_____Advent Workshop, Table Leader
_____Assist with Special Children's Events
_____Baking for Receptions, Fellowship Events
_____Blood Drive, Calling
_____Bulletin Board Upkeep
_____Child Care
_____Choir Guild
_____Computer Data Input
_____Confirmation Class Aide
_____Custodial Assistance
_____Gardening/Landscaping Help
_____Greeting

_____Library: Shelving, Indexing
_____Narthex Display Window, Upkeep
_____New Member Dinner, Serve, Cook
_____Newsletter Layout
_____Nursery, Assistant
_____Office Help
_____Poster making
_____Pew Maintenance
_____Record Keeping
_____Sound System, Operating for Worship
_____Spiritual Gifts, Recording
_____Spiritual Gifts, Calling
_____Statistics, gathering and Recording
_____Telephone Work, Extending Invitations
_____UMW Kitchen Committee
_____Youth Paper/Aluminum Drive

Hospitality

_____Caring Congregation
_____Greet at Worship
_____Host a Couple/Singles Fellowship Event
_____Host Home Study Group
_____Host a Special Event/Mixer
_____Invite Newcomers to Special Events
_____Prepare Food for a New Member Dinner
_____Serve at Receptions or Meals
_____Serve at Coffee Fellowship
_____Visit Newcomers in the Neighborhood

Intercession

_____Early Morning Prayer Group
_____Men's or Women's Prayer Group
_____Prayer Chain
_____Lead a Prayer/Share Group
_____Lead Prayer in Worship
_____Lead Prayer in a Small Group
_____Organize Prayer Vigil

Knowledge

_____Adult Education Commission
_____Adult Class Teacher
_____All Church Night Teaching, Adults
_____ALL Church Night Teaching, Children
_____Attend School of Christian Mission
_____Bethel Teacher Training
_____Bethel Bible Study
_____Children's Education Commission
_____Church School Class Teacher
_____Church School Substitute Teacher
_____Confirmation Class Teacher
_____Great Books Study Group Leader
_____Home Study Group Leader
_____Library Committee
_____Read Books, Write reviews for *Messenger*

Leadership

_____Adult Class Discussion Leader
_____Adult Class, New Class Organizer
_____Chairperson/Vice-Chairperson of:
_____Administrative Council
_____Adult Education
_____All Church Night
_____Altar Guild
_____Assimilation
_____Caring Congregation
_____Children's Education
_____Choir Guild
_____Communications
_____Discipleship Growth
_____Family Life
_____Library
_____Memorials & Foundation
_____Missions
_____Music
_____Outreach
_____Policy
_____Senior Member Ministry
_____Staff-Parish Relations
_____Trustees
_____Worship
_____Choir/Instrumental Ensemble Director
_____Christmas Program Coordinator
_____Community Callers Coordinator
_____Coordinate
_____Advent Workshop
_____Bridge Fellowship
_____Family Camp Weekends
_____Fellowship Group: Singles/Couples
_____Friendly Beast Breakfast
_____Halloween Family Night
_____Special Outreach Programs
_____Service Project Volunteers
_____Lay Leader
_____Lay Speaker
_____Long-Range Planning
_____Manage Dartball
_____Manage Softball
_____Milwaukee District, Council on Ministries
_____United Methodist Women, Executive Council
_____Youth Counselor

Mercy

_____Attend School of Christian Mission
_____Blood Donor
_____Blood Drive Volunteer
_____Caring Congregation
_____Helping Place Volunteer
_____Helping Place Sponsor
_____St. Ben's Fishes and Loaves Volunteer
_____Subscribe to and Read *New World Outlook*
_____Transport the Less Mobile to Worship
_____United Methodist Children's Service
_____Visit the home-bound
_____Visit Those Recently Home from Hospital

Prophecy

_____Alcohol/Drug Abuse Task Force
_____Attend School of Christian Mission
_____Bread for the World Sponsor (a network for political awareness & action on world hunger)

_____Church & Society Mission
_____Gambling Task Force
_____Helping Place Volunteer
_____Human Rights Network: Sojourners
_____Impact Member (social issues network for political action)
_____Milwaukee Fair Housing Council
_____Missions Commission
_____Northcott Neighborhood House
_____Peace-making Network
_____Prison Ministry
_____Rescue Mission
_____Salvation Army
_____Shoreline Outreach to the Elderly
_____Sojourner Truth House (shelter for battered women/children)
_____United Methodist Children's Service
_____United Methodist Hispanic Ministry
_____United Methodist Korean Ministry
_____United Methodist Hmong Ministry

Serving

_____Adult Class Secretary
_____Altar Guild
_____Baking for Special Occasions
_____Choir Guild
_____Church School Guild
_____Church School Secretary
_____Computer Data Entry
_____Computer Programming
_____Custodial Assistance
_____Gardening
_____Information Table Volunteer
_____Kitchen Committee, UMW
_____Library Volunteer
_____Men's Dinner Planning
_____Narthex Display Upkeep
_____Newsletter Layout
_____Newsletter Pasteup
_____Office Help
_____Phone Calling Invitations
_____Poster Making
_____Pew Maintenance
_____Record Worship Attendance
_____Spiritual Gifts Record Keeping
_____Statistics Gathering, Recording
_____Transportation Provision
_____Typing
_____Usher
_____Worship Cassette Duplication

Serving Through Special Talents

Arts and Crafts

_____Advent Workshop Crafts
_____Artwork for *The Messenger* and Bulletin
_____Banners for Worship, Special Events
_____Special Bulletin Board Artwork
_____Clown Ministry
_____Costumes, Props for Christmas Program
_____Decoration for Special Events
_____Decor Consultation
_____Martha Circle
_____Photography: New Member Pictures
_____Poster Design

Craftsmanship

_____Audio-visual Repair/Maintenance
_____Custodial Assistance
_____Handiwork, Odd Jobs
_____Landscaping/Yard Maintenance
_____Minor Electrical Work
_____Painting
_____Seasonal Maintenance Tasks
_____Woodworking

Instrumental Music

_____Brass Ensemble
_____Cello
_____Ensemble Director
_____Flute
_____Guitar
_____Handbells
_____Music Committee
_____Piano
_____Violin
_____Other Instrument _____
Will Play For:
_____Church School
_____Special Events
_____Vacation Church School
_____Worship
_____Other _____

Vocal Music

_____Chancel Choir
_____Direct Special Choirs
_____Lead Singing at Special Events
_____Lead Singing at Church School
_____Soloist
_____Men's Ensemble
_____Mixed Ensemble
_____Music Committee
_____Women's Ensembles

Outdoor Care

_____Bush and Shrub Care
_____Flower Planting
_____Landscaping
_____Tree Care
_____Weeding
_____Yard Maintenance, General

Writing

_____Advertising Copy
_____Brochure Writing
_____Devotional Writing, Lent
_____Newsletter Writing
_____Newsletter Editing
_____Publicity Writing
_____Singles' Newsletter Writing
_____Church School Newsletter Writing

Shepherding

_____Administrative Council
_____Adult Class Leader
_____All Church Night Class Leader
_____Assimilation Committee
_____College & Career Singles Leader
_____Elementary Child Care, Special Events

_____Home Study Group Leader
_____New Member Sponsor
_____Outreach Committee
_____Together Singles Coordinator
_____Youth Counselor

Teaching

_____Adult Class
_____Adult Education Commission
_____All Church Night Class
_____Bethel Bible Teaching
_____Bethel Bible Substitute
_____Children's Education Commission
_____Church School Teaching
_____Church School Teacher's Aide
_____Church School Substitute
_____Confirmation Teaching
_____Home Study Group Leader
_____Vacation Church School Teaching
_____Vacation Church School Assistant
_____Youth Bible Class Teaching

Wisdom

_____Administrative Council
_____Finance Committee
_____Home Study Group Leader
_____Milwaukee District Council on Ministries
_____Milwaukee District Research & Planning
_____Lay Leader
_____Lay Member of Annual Conference
_____Long-Range Planning
_____Staff-Parish Relations Committee
_____Trustees
_____UMW Executive Board

FELLOWSHIP: Opportunities to Build Friendship

Learning to give and receive love is one of life's most fulfilling dimensions. Moreover, Christians believe a person must be vitally related to God and to others. Therefore the church encourages each member to be active in a fellowship group or mutual support network.

Couples/Fellowships

Organized by age and/or children's life stage, these groups meet monthly for social and recreational activities planned by the group. New groups start whenever interest is sufficient.

_____E.S.P.*: Couples in late twenties to early thirties. (*Extra-Social People)
_____Come Doubles: Couples in late twenties to early thirties.
_____Baby Boomers: Couples in early to mid thirties.
_____Koinonia Couples: Couples in early to mid forties.
_____Embers: Couples in early forties to early fifties.
_____The Couples: Couples with children college age and up.
_____Tu-Sums: Couples with children college age and up.
_____Other: Describe the type of group _____

Singles Fellowships

These groups meet for fun and fellowship about once per month. There are also singles' study groups--see the page entitled STUDY for details.

_____College and Career: For singles college age to approximately thirty.
_____Together Singles: For singles thirty and up. Brunch the first Sunday of the month.
_____Other: Describe the type of group _____

Special Interest Groups

_____MOMS: A support fellowship for mothers, for those making the transition to motherhood and for those who seek friendship with other moms.
_____Senior Members Group
_____Women's Support Group: Once per month for mutual encouragement and fellowship
_____Other: Describe the type of group _____

Leisure Groups

_____Bike
_____Bridge
_____Dartball
_____Golf
_____Family Camping: Spring and fall weekends at Camp Lucerne in central Wisconsin.
_____Family Camping: Summer week-long camps at Lucerne.
_____Softball: Teams play in the Milwaukee recreational league.
_____Tennis: Individuals play those of similar skill level.
_____Volleyball: Alternate Sundays in the winter, mixed.
_____Other: Describe the group or activity _____

STUDY: Adult Learning Opportunities

Members are expected to engage in regular study so that they may mature and find spiritual fulfillment in life. The church encourages a minimum of twelve weeks study per year, in either short-term or ongoing classes.

Study Groups

_____Bethel Bible Series

_____Parents with Teens

_____Adult Forum

_____Foundations

_____Home Bible Studies

_____All Church Night

_____Wednesday Morning Bible Study

_____Great Books of the Christian Faith

_____Other: Describe _____

Support & Share Groups

_____Monday Morning Men's Muster: Study and Discussion

_____Tuesday Morning Men's Group: Study and Discussion

_____Women's Support Group Fellowship and Support

_____Women's Prayer Groups

_____Other Opportunities: Describe _____

Spiritual Gifts Survey courtesy of The United Methodist Church of Whitefish Bay, Wisconsin.

Interview Questions that Aid in Placement

Often we impede our recruitment methods by leaving out an essential step-- the interview. Forget the "60 Minutes" approach. Think about the interview as an opportunity to exchange information.

The interviewer needs to know about the volunteer's desires and capabilities. The interviewee wants specific information about a job or project. A brief, informal interview session is helpful to both. And it prevents placement mistakes that adversely affect the volunteer and the church.

Interviews can take place in the office, at the church, over the telephone, or even by mail. To reach everyone in your congregation, you'll probably need a combination of approaches.

Here are some sample questions you may find useful:

NOTES

1. What ministries (in the church and community) are most important to you?
2. What kinds of volunteer service do you feel most enthusiastic about?
3. Are there new areas or ideas you'd like to help develop?
4. What skills do you enjoy using?
5. Is there something you'd like to learn to do?
6. Which sounds most appealing to you? Work in committees? Small project groups? Individual assignments?
7. What length of commitment is best for you?
8. How can the church better serve you?

Can Volunteers Be Fired?

YES. Although most of us would be more comfortable with the term "redirected." The idea that volunteers are free to do a job or not do it, as they please, simply because they are not paid for their work is detrimental to our people and our programs.

Accountability is essential for any well-run, effective organization. Churches are no different.

In extreme cases, entire programs can fall apart and many people be hurt because the responsible church leader didn't want to confront the problem. This isn't fair to the offending volunteer, any more than it is to the church as a whole.

Obviously, prevention is the best solution. When our volunteer ministries are proficiently managed, careful placement is a top priority. If a problem does occur, thoughtful dialogue and a mutual plan to correct the situation are often all that is needed. When such steps fail, we have no recourse except to talk honestly with the volunteer and suggest other areas of service.

There is always the danger that the person will take offense and leave the church. Nobody likes to see that happen. There is a place of service for everyone. But we can't control another's response.

Sometimes the most loving thing we can do is interrupt destructive behavior and give the volunteer time off for a Sabbatical. Thee is a volunteer job for every person. By carefully matching people to projects, we provide an environment where everyone succeeds.

Training

8

- For Leaders: 14 Training Tips from Professional Trainers
- For Participants: How to Get the Most Out of Workshops and Training Sessions
- Post-Training Session Action Plan

For Leaders: 14 Training Tips from Professional Trainers

1. A trainer is *not* a school teacher. Many training participants are as smart as you are. Allow them to share their expertise.

2. Prepare an agenda. Be willing and able to drop that plan and adapt to the needs of the group. How will you know what those needs are? Ask.

3. Project a friendly, caring attitude. Be professional without being pompous. Set a climate of openness and receptiveness. Call participants by name whenever possible.

4. Provide variety. Use small groups, open discussions, hands-on experiences and visual aids.

5. Keep in mind *what participants want to learn*, as well as what you want them to know. The difference is critical.

6. Vary the pace. Never waste time. (An occasional break is not a waste of time!)

7. Offer handouts, freebies or any takeaways that might benefit participants. They need to leave with something tangible and helpful.

8. Expect the unexpected (such as tornadoes, malfunctioning air conditioning, illnesses ...).

9. Pay attention to the physical climate. Adults deserve "big chairs," a comfortable temperature, enough light and an adequate sound system.

10. Don't be afraid to say "I don't know." Participants will respect your honesty. You can always add, "But I'll find out and get back to you."

11. Don't take yourself too seriously. If you make a mistake, call someone by the wrong name or realize your clothing is in disarray, don't panic. Just correct the problem, apologize if it's really necessary, and go on.

12. If possible, go into the training room before anyone else arrives, especially if you've never been in it before. Arrange the chairs the way you want them and check on the audio-visual equipment. Then take a few moments to stand where you will be standing to conduct the training, just long enough to get the feel of the position and make the room "yours." This goes a long way toward smoothing away any touch of stage fright that might otherwise sneak up on you.

13. Begin on time and, no matter how much fun you're having, do your best to end on time. Participants' attitudes may change rapidly when you begin to infringe on time they consider their own.

14. Have fun. Usually, if you do, your audience will.

For Training Participants

How to Get the Most Out of Workshops and Training Sessions

- ☐ **ATTEND** for your own personal reasons
- ☐ **PREPARE** questions that meet your own personal needs
- ☐ **BRING** paper, pen, business cards, ideas, questions
- ☐ **INTRODUCE** yourself to those around you
- ☐ **ABSORB** not only content, but style; you may want to emulate both when you are the presenter
- ☐ **SHARE** your experience and benefit from that of others
- ☐ **ASK** yourself how each topic pertains to your own situation
- ☐ **USE** break times to refresh yourself and meet new people
- ☐ **REVIEW** all handouts carefully
- ☐ **STAY** until it's over
- ☐ **CONVEY** the essence of the session to co-workers, volunteers and others
- ☐ **DECIDE** on action to take as a result of what you've learned

Post-Training Session Action Plan

Organization: _____ Module # _____
Training Date: _____
Leader: _____

Action to Be Taken	Who Will Do It	Support/Resources Needed	Complete Date
1)			
2)			
3)			
4)			
5)			
6)			
7)			
8)			
9)			
10)			

When You're Really Serious About Training Your Volunteer Leaders

Churches around America are using a unique book by Margie Morris to train church leaders in the effective management of volunteers. *Volunteer Ministries: New Strategies for Today's Church* speaks frankly about the challenges produced by changes in the volunteer workforce, the changing expectations of volunteers, and the new roles of clergy and staff in volunteer programs. It's available for $12.95 plus $3.00 postage from the publisher at the address below.

If you're serious enough about training to use this book as a text, the publisher will make it available at a 30% discount and provide a free Workshop Leader's Guide when you order 5 or more copies of *Volunteer Ministries.*

To order, write to:

Training Aids
Newton-Cline Press
P.O. Box 2131
Sherman, TX 75091-2131
or call toll-free 1-800-525-5670

Recognition and Retention

9

- 20 Ways to Show Appreciation
- 8 Keys to Strengthening Volunteer Retention
- 20 Ways to Prevent Volunteer Burnout

20 Ways to Show Volunteers You Appreciate Them

1. Mention volunteers by name during worship and prayer.
2. Surprise those hard at work with lemonade in the summer and hot coffee or chocolate in the winter.
3. Provide a volunteer suggestion box.
4. Give a certificate stating that money has been given to a particular mission in honor of the volunteer.
5. Invite volunteers to a staff meeting or planning session.
6. Give volunteers a time and place to offer feedback; assist in evaluation and planning for the future
7. Move a volunteer to a leadership position.
8. Identify a "Volunteer of the Month" or Week.
9. Run articles and pictures of volunteers in the newsletter.
10. Have a bulletin board to highlight volunteer activities.
11. Send birthday cards.
12. Write personal thank-you letters.
13. Reward innovation.
14. Provide substitutes when necessary.
15. Give a devotional book or Bible inscribed to the volunteer.
16. Get good media coverage when possible.
17. Record a volunteer's hours.
18. Pay registration fees for training.
19. Plant a tree in honor of volunteers. Host a ceremony and reception.
20. Don't forget the pins, plaques, ribbons, and so forth.

8 Keys to Strengthening Volunteer Retention

(From *Building Better Skills* by consultant Betty Stallings, 1717 Courtney Avenue, Pleasanton, CA 94588. Used with permission.)

1. Clear expectations
2. Meaningful work
3. Training, supervision and staff support
4. Opportunities for volunteer growth and change
5. Meaningful recognition
6. Understanding current profile of volunteers
7. Receptive climate
8. Compatible organizational culture



20 Ways to Prevent Volunteer Burnout

- Encourage periodic Sabbaticals
- Provide substitutes when necessary
- Develop realistic goals
- Maintain a dynamic work environment
- Listen
- Divide objectives into manageable tasks
- Welcome innovation
- Allow experienced volunteers and novices to work together
- Be enthusiastic
- Give generous praise
- Communicate
- Request evaluations and feedback
- Keep commitments reasonably short term
- Say thank you
- Share power
- Prepare multi-level training
- Use individual gifts and talents
- Applaud creativity
- Broaden volunteer opportunities
- Have fun

Reproducible Forms

10

- Volunteer Time Report
- Volunteer Contributions Record
- Volunteer Tax Record
- Volunteer's Evaluation Form
- Volunteer Expense Report

VOLUNTEER TIME REPORT

VOLUNTEER'S NAME _____ MONTH/YEAR _____

WORK AREA (Committee Project)	TASKS PERFORMED	DATE	HRS WORKED

Please mail or bring this form to the church office at the end of the month for entry into our records. You may obtain a copy of your hours by request. Thank you for your service!

Today's date: _____

Volunteer Contribution Record

"But be doers of the word, and not hearers only." JAMES 1:22 RSV

The members of this church are deeply grateful for your generous gifts. We value the time and the talent you offer, as well as your financial support. If you have incurred expenses while volunteering for our church, and do not wish to be reimbursed, please complete this form. We will return a signed copy to you for your tax records.

DATE	ITEMS CONTRIBUTED	AMOUNT
	TOTAL	

_____ _____

Volunteer's signature Committee/Project

_____ _____ _____ _____

Street or P.O. Box City State Zip

- - - -

INDIVIDUAL VOLUNTEER TAX RECORD

Name of Volunteer _____

Date	Charitable Organization	Nature of Expense	Amount

Examples of types of expenditures that volunteers may deduct:
Supplies
Telephone Bills
Noncash Contributions
Dues, Fees, or Assessments
Parking Costs and Toll Fees
Automobile Mileage
Bus and Cab Transportation Expenses

VOLUNTEER'S EVALUATION FORM

Name _____ Date _____

Title or Nature of Volunteer Work:

Approximate numbers of hours contributed _____

1. Please check reason for leaving

- ❑ project completed
- ❑ term expired
- ❑ accepted another position
- ❑ lack of time
- ❑ other: _____
- ❑ expectations not met
- ❑ pursue other interest
- ❑ need Sabbatical
- ❑ work conditions

2. What did you like about serving in this capacity?

3. What would you do differently if you were to do the job again?

4. What kinds of support/training would be most helpful?

5. What skills are essential for accomplishing this ministry's goals?

6. What advice would you offer to your successor?

7. Is there another area in which you would like to serve?

THANK YOU!

Today's date: _____

Volunteer Reimbursement Record

"Now there are varieties of gifts, but the same spirit: and there are varieties of service, but the same Lord." 1 CORINTHIANS 12:4 RSV

The staff and congregation of our church appreciate your volunteer efforts. If you prefer to list your expenses as donations, please complete the "Volunteer Contribution Record," instead.

The church normally covers the following types of expenditures:

_____ _____
_____ _____
_____ _____

DATE	ITEMS PURCHASED	AMOUNT
	TOTAL	

Please attach receipts to this sheet.

_____ _____
Volunteer's signature Committee/Project

_____ _____ _____ _____
Street or P.O. Box City State Zip

APPROVED BY: _____ DATE _____

CHARGED TO ACCOUNT NO: _____ ISSUED CHECK NO: _____

Project Ideas

11

- 21 Community Project Ideas
- Childcare Certification Program
- Ideas for Celebrating Earth Day
- Summer Is a Good Time to Host a Volunteer Fair
- Pro Bono Services
- How "Give Five" Can Help
- Project Ideas
- Latchkey Programs
- Christmas Projects

21 Community Project Ideas

1. Make, collect or buy teddy bears for police departments, rescue squads
2. Staff, donate money or give food to soup kitchens
3. Build, refurbish housing for the indigent
4. Provide parenting education classes and support groups
5. Visit or write prisoners, shut-ins or nursing home residents
6. Develop conservation or recycling projects
7. Tutor
8. Big Brothers, Big Sisters
9. Scouting
10. Adopt-a-grandparent
11. Exercise, play therapy for the handicapped
12. Offer ballet, jazz, or art classes for inner-city children and youth
13. Join Habitat for Humanity
14. Give clothing to shelters for the homeless
15. Do yardwork for the elderly
16. Provide immigrant relocation services
17. Ecumenical singles fellowship activities
18. Hospital volunteers
19. Provide transportation
20. Shovel snow
21. Meals-on-Wheels

Q and A:

Childcare Certification Program



Q: Occasionally, we find it necessary to supplement our paid nursery staff with volunteers. Although parents of small children are understandably concerned about the quality of child care provided, they are often reluctant to give up their Sunday School or worship hour to help out. Is there an alternative to hiring additional staff?

A: YES! Surveys indicate that if churches are to attract young families, the nursery must become a top priority. The room itself must be clean and attractive, with adequate space and equipment. Perhaps more important, the caretakers must be knowledgeable, loving and efficient.

In lieu of hiring a staff of PhD candidates in early childhood development, some churches are achieving remarkable success with a child-care certification process for teens. Medical professionals (possibly volunteers) lead a series of classes for community teenagers. Subjects include first aid, stages of child development, basic child care and nursery policies and procedures. Teens who complete the course are awarded certificates after serving an internship in the church nursery.

Teens may then call upon the church for references and recommendations. Many report a booming babysitting business of their own as parents in the church recognize and respond to the excellent level of competence these young people can often provide.

Ideas for Celebrating Earth Day

(Thanks to *The Rural Church MEMO*, a communication of The National United Methodist Fellowship, 108 Balow Wynd, Columbia MO 65203. Used with permission.)

Make it a community-wide event! Turn loose the creativity of your people.

Ask the public schools to join in with essay contests, poster contests.

Ask the local service clubs to have speakers on environmental topics.

Make Saturday a clean-up, fix-up day.

Ask local merchants to sponsor a photo contest, showing local problems.

Ask your local radio/TV stations to have talk/interview shows on the ecology.

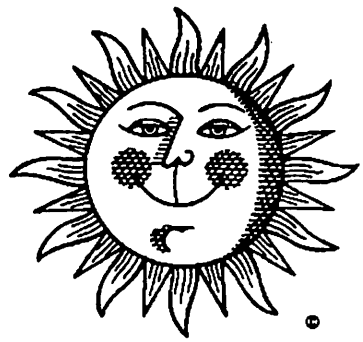
Have a "Shakertown Pledge Blitz" (or similar), leaving a copy of the Shakertown pledge at each home.

On Sunday, have a community event in the afternoon that will feature:

A parade, leading people to the event, banners, etc.
A worship experience: "The earth is the Lord's, and the fulness thereof."
The winning speech at the school contest
Displays: photo contest, slide show showing local problems
Short workshops on appropriate topics
Puppet show for children
A tree setting ceremony
Display of books and other materials from the local library

Some churches are combining Earth Day and Rural Life Sunday.

Summer Is a Good Time to ...
Host a Volunteer Fair



Take advantage of lingering summer evenings to include people of all ages in a volunteer fair. Invite representatives from church commissions, boards and projects to set up displays featuring work they do. Expand your fair by involving community organizations, as well.

Print simple brochures, post photographs, offer demonstrations. Make posters outlining project goals. Celebrate accomplishments. Have plenty of volunteers available at each booth to talk informally with church members and guests.

Place a sign-up sheet at each booth for anyone desiring more information. State clearly that a signature does not necessarily constitute a commitment!

If the weather cooperates. set up tables outside, hang Japanese lanterns, provide lawn chairs and serve lemonade. If you hold the event indoors, decorate the fellowship hall. Use streamers and balloons. Have a corner to replay tapes showing volunteers in action. Serve lemonade.

A volunteer fair is an excellent way to inform others about all your volunteer ministries. When the atmosphere is warm and congenial, potential volunteers will feel welcome and included. It also offers veterans the chance to explain their projects and the causes they care about.

Develop a plan. Arrange for publicity. Invite the community, and roll out the red carpet!

Project Ideas

Thanks to CAROL DAVIS, Administration Program Director at Des Moines United Methodist Church in Des Moines, Washington, for sharing these ideas for outreach ministries.

ALL-CHURCH SHOWER FOR THE HOMELESS Organizers solicited dishes, household items, kids' kits, school supplies, toiletries and monetary donations to help the emergency housing program of South King County. To call attention to the project, a makeshift "homeless" shelter was erected in the church narthex.

TURNING A HOUSE INTO A HOME FOR THE HOMELESS Volunteers contributed about 500 hours preparing a two-story house and the grounds for habitation by 3 or 4 struggling families. Members also collected furniture, bedding, and household appliances. Because of their efforts, the South King County Multi-Service Center received a $158,000 grant to pay off the remaining balance on the property and to provide $100,000 in operating funds.

ASSISTING FAMILIES IN NEED OF EMERGENCY HOUSING The program to assist local families grew out of the church's response to helping a refugee family. The congregation donated services and materials. They assisted with school enrollment, obtaining food stamps, transportation, paperwork and networking. The congregation was kept informed through regular updates in the church newsletter.

CLOTHING COLLECTION FOR MISSIONARIES IN BRAZIL A one-month project, volunteers solicited light-weight clothing, then sorted, boxed and shipped the items. Several work parties accomplished the task.

CROP WALK The Ecumenical activity was developed to raise funds for the local food bank and the Church World Service. Volunteers provided transportation and refreshments. The ten-mile walk netted $12,000 from community sponsors.

LETTER WRITING TO STATE AND NATIONAL LEADERS A volunteer committee created letters on topics of interest, which were then sent through the executive committee and church office before being projected on an overhead for reading during the coffee hour on Sunday morning. Church members sign the letters if they wish. Letters are then sent to various government leaders.

THE GIVING TREE Volunteers placed a large bare tree in the narthex. A week later, star ornaments with "wish lists" from the Food Bank's clients were attached to the tree. Church members pick one or more requests and purchase gifts which are brought back to the church and given to the Food Bank for anonymous distribution.

RECYCLING A volunteer committee researched recycling opportunities in the community and produced a flyer containing local information. An outside source provided extra flyers for distribution, along with special magnets. The church provided a container for newspapers, a shed for cardboard, and a shed for aluminum. Glass is sent to a nearby location.

WARM CLOTHING COLLECTION FOR LOCAL CLOTHING BANK During a period of cold weather, there was an urgent need for clean, warm clothing, blankets and sleeping bags for clients at a local clothing bank. Volunteers made a list of needed items and collected during the month of February.

Latch-Key Programs

On-Your-Own Day Camp

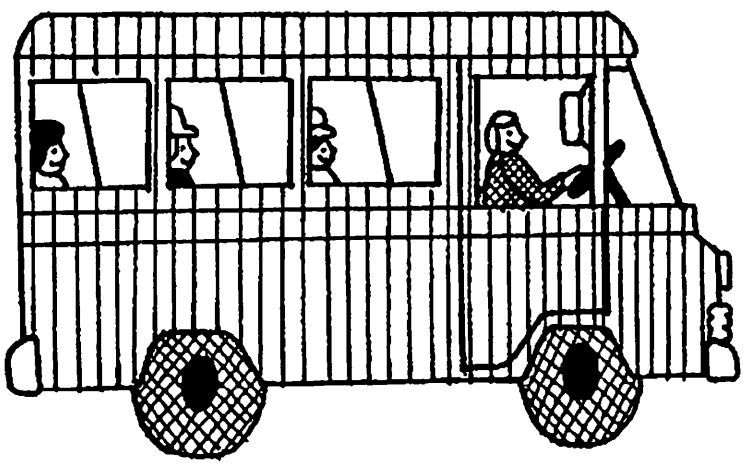
Help children learn and practice skills for managing on their own while parents are at work or away for the day. Solicit volunteer assistance from the Agriculture Extension Service, area hospitals, the public library, the police department and a talented craftsperson. Teach children how to cook a simple meal, perform basic first aid, and practice safety principles. Help them locate good books appropriate to their reading levels and give them ideas on how to make things with everyday materials.

Open a School Supply Bank

Check with the schools in your area about providing school supplies for indigent children. Invite donations from local department stores and other businesses.

Phone Friends

Develop a program to give latch-key children the phone number of a responsible adult to call when the youngsters get home from school each day. Devise agreements that permit the church, latch-key families and volunteers to work together for the safety and reassurance of children.



GET ON BOARD
VOLUNTEER

Christmas Project Ideas continued

Sharing Is Caring
from: Union County, AR

Local volunteers work with the Salvation Army to provide food baskets, toys, gifts and nursing home items.

The "Angel Tree" is displayed in the local mall where patrons can select cardboard angels bearing the first names, clothing and shoe sizes, and suggested toys for needy children. The items are then brought back to the tree and the Salvation Army distributes them.

"The Bread of Life Soup Kitchen" serves hot lunches Monday through Saturday, including holidays. Volunteers provide kitchen assistance, listening ears and loving spirits.

Coats-For-Kids
from: Lee County, AR

Local United Volunteers of Lee County, a grocery store, and the public schools work together to give area residents a chance to purchase coats for school children who need them. The business provides a decorated tree with coded information about specific needs. Initial response provided 60 children with warm clothing.

The Live Nativity
from: First Church of the Nazarene, Little Rock, AR

Up to 200 volunteers help create a sense of turning the calendar back 2,000 years. Workers include kitchen helpers to feed 150 participants, costume sewers, set designers and construction helpers, traffic directors, animal caretakers, grounds protection and prayer partners.

The church's gift to the community includes scenes of the nativity, King Herod's palace, and a marketplace.

Toys for Tots
from: Blytheville, AR

Jaycee members work with numerous volunteers to sponsor their annual "Toys for Tots" campaign. Volunteers record names from agencies and from calls to a hotline for people who know of needy children. The Arkansas Power & Light Co. donated work space for collection and distribution of toys. Flyers were designed, printed and distributed to local industries and businesses.

Pro Bono Services

Churches, as well as volunteer agencies, often need professional assistance. We sometimes hire consultants or outside help when the resources we need are right in our own congregation!

Organizing a pro bono group benefits the church and the community, while enhancing portfolios and career options for professionals.

Although there are limits on how much "free" professional assistance can be provided, supporting a resource bank of talented individuals allows work to be divided. For instance, a Public Relations Pro Bono Team might begin with an artist who would design a logo for the church's preschool outreach program. A newspaper reporter could write press releases; an advertising executive could help develop a media campaign.

A Medical Pro Bono Team could share responsibilities for conducting blood pressure screenings, teaching first aid to summer campers or hosting a seminar for interested high schoolers.

A Landscaping Pro Bono Team might put in a flower bed at the crisis center, help in selecting a tree for the church lawn, or sponsor a gardening clinic for the brown-thumbed community members.



A Legal Pro Bono Team might assist indigent residents two evenings a month. Services could range from information gathering to advice, to actual representation.

Within your congregation is a wealth of talent and a tremendous amount of collective expertise. Many professionals are happy to give something back to the community that supports them. Having your church sponsor Pro Bono teams is just one way to give people a chance to do what they do best in service to others.

How "Give Five" Can Help

In the church, we ask for volunteers. We also request financial support. To fulfill the mission of the church, we must have both. Studies show that the more specific we can be about our expectations, the better response we will have.

"Give Five" is the national standard for giving and volunteering in the United States: five hours a week and five per cent of annual income to causes and charities of the donor's choice. While tithing is a part of our heritage, *standards* for volunteering service and contributions are not.

Sandra Trice Gray, Vice President of Independent Sector in Washington, D.C., reports that volunteers give more to causes they are involved with. A recent Gallup poll indicates that giving increases proportionately to the number of hours spent volunteering.

To heighten the appeal for service, Gray suggests making projects short term, reasonable, measurable and manageable. She cites the need for creating partnerships with other churches, foundations, businesses and volunteer centers.

By taking advantage of the "Give Five" approach, individuals have the opportunity to address problems in direct and productive ways, while expanding services to others.

In the book *Beyond Success*, authors John F. Raynolds III and Eleanor Raynolds state, "The (Give Five) campaign asks all Americans to join the 20 million people who already give five per cent of their income and 23 million volunteers who give five or more hours a week. It is a blueprint for helping to solve local and national problems in a direct and satisfying way."

Gray said: "Churches are joining community coalitions that are working to increase the level of giving and volunteering in order to solve local and community problems. Groups of members within churches and synagogues have organized to volunteer (five hours for each member of the group) for their own congregation or non-profit organization of their choice. Some communities have organized 'Give Five' **Sabbath Weekends** that request that all community ministers, priests and rabbis devote their message during this time to the importance of the fiving spirit."

In a speech to participants at the 1989 Texas Volunteer Conference, Gray outlined five steps to a successful "Give Five" campaign.

1) Establish well-formed, specialized goals.
2) Insist on a committed Board that is both effective and efficient.
3) Maintain staff commitment and train to improve knowledge and performance.
4) Be well-organized; utilize volunteer talents wisely.
5) Communicate.

She also suggests instituting a "Leave Five" measure to assist those wanting to allot funds through bequests, memorials and wills.

"Planning and implementing strategies to establish the 'Give Five' Standard in your area is limited only by the imagination of the people involved," Gray says. *For more information about "Give Five" and your community, contact: "Give Five" Campaign, Independent Sector (202) 223-8100. Copies of the "Give Five" logo are available upon request.*

Christmas Project Ideas

All these ideas appeared in *Involvement*, The Arkansas Journal of Citizen and Community Participation, Volume 12, Issue 2, 1990, published by the Arkansas Division of Volunteerism, Editor, Abigail Howe.



Adopt-A-Neighbor
from: The Good Neighbor Center, West Memphis, AR

Working with the Jaycees and other civic organizations, churches used a code system to protect participants' privacy as they provided food, clothing, books, toys and Christmas trees to adopted families. The program benefited young families and the elderly.

Spirit of Sharing (S.O.S.)
from: Sheridan, AR

Store employees, individuals and service organizations held food drives, toy drives and other fund raisers to provide Christmas boxes for needy families. The holiday boxes contained a complete Christmas dinner, clothing for every family member, and toys. Volunteers manned collection centers, wrapped gifts and prepared meals.

"Miracles of Christmas" Project
from: Benton County, AR

In 1978, a local office of the Arkansas Social Services started a project to assist foster parents with purchasing gifts for their foster children. The program grew from the 26 assisted children that first year to over 800 in 1989.

The Division of Children and Family Services, S.C.A.N., Sunshine School, all the Benton County Schools, all the Headstart programs, and the Central Methodist Child Care organization work to coordinate the effort.

Sponsors are solicited and given a brief information sheet about their child/children. The volunteers then purchase and wrap the child's entire Christmas gifts. On a December morning, all gifts are delivered to the Department of Human Services for distribution.

Arkadelphia's Christmas Store
from: Clark County, AR

The Christmas Store is a "free store" that offers families with incomes under $10,000 a place to shop for gifts. It began as a way to provide a touch of Christmas to the needy, to coordinate community giving, and to give a Christian witness to the Saviour's birth.

The store has been housed in a vacant Main Street building, on a fair grounds, and in a downtown space. Churches and civic groups work with the Arkadelphia Community Pantry and local business to process applications, stock the shelves and assist buyers. Volunteers range from toy makers to DECCA students from the high school.

Publicity Tips

12

- Kinds of Publicity Available to All
- Media Coverage that Works
- How to Get Good Publicity
- Samples of Successful Publicity

Sample Publicity Plan: The Senior Olympics
Sponsored by St. Luke's Church

1. Determine goals
   Develop a focused statement of purpose and define the target audience.

2. Examine promotional opportunities
   Consider which publicity strategies offer the best results within the budget allowed.

   Press Release
   Photo Opportunity
   PSAs
   Radio/TV Talk Shows
   Display Ad
   Cable TV Public Service
   Speakers Bureau
   News Feature
   Co-Sponsorship
   Direct Mail
   Community Bulletin Board
   News Conference

3. Prepare Promotion Guide

   Provide a working "blueprint for volunteers, staff or other organizations participating in the Senior Olympics. Include:

   Fact Sheets
   Questions/Answers
   Timetable
   Sample Media Materials
   Event Checklist
   Samples of Promotional Materials

4. Develop a Press Kit.

   Supply reporters and media representatives with a comprehensive package of facts, information and story ideas related to Senior Olympics. Include:

   Background Information
   Fact Sheets
   Press release
   Questions and Answers
   Logo/Reproducible Art
   Schedule of events
   Black and White Glossy Photos
   Summary of Activities
   Suggested Story Ideas
   Link to Community Ascertainment List
   Samples of Promotional Materials

5. Establish a Working Timetable

   Prepare a daily calendar that provides an efficient progression toward publicity goals. Be aware of all deadlines. Be generous with reminders and followups.

6. Create Involvement

Design opportunities to involve staff, volunteers and event participants in as many of the planning and publicity functions as possible.

After the Event.

Evaluate the response.

Analyze the budget and time spent.

Measure the results.

Send thank-you letters to all who participated.

Kinds of Publicity Available to All

Press Release

Use letterhead.
Type; double space; keep it to one page
Who, what, when, where, why. That's all.

Feature Stories

Two to three pages.
Use interviews and live quotes.
Supply black and white photos, of people in action, if possible.
Check to see if a staff writer would cover the event.
Type; double space; one side of the paper only

PSAs (Public Service Announcements)

Determine length (10, 20, 30 or 60 seconds)
Make it snappy, attention grabbing
Send to radio, television and cable stations, PSA Editor

Photo Op

Photos must be professional quality
Editors prefer black & white glossies
Go for faces, action closeups
Celebrities are helpful, kids and dogs good

Special Event Coverage

Most often available for church/community action
Personally invite media reps
Provide press kits (background on the church, co-sponsoring agency and the event)
Provide refreshments
Provide chairs
Announce a time and then start and end on time

Newsletters

Write with a flair
Use clip art
Use humor when appropriate
Make stories people-oriented and include their names
Make information concise
Distribute to media outlets, libraries, service agencies

Media Coverage that Works

What kinds of media exposure will benefit your volunteer program most? It depends . . .

. . . on who you are trying to reach. This is your target audience. Focus as narrowly as you can on a specific group.

EXAMPLE: If your purpose is to recruit senior adults for the Senior Olympics, you probably won't get much response from a PSA on the local rock-music station. Instead, send a news release (complete with a few well-researched and documented facts about the effects of physical exercise on the elderly) to the local newspapers. You might also check out the possibility of scheduling an interview with the community television's noon program.

. . . on how much money you can spend. Free media coverage is delightful, but not always possible. Advertising can be expensive, so get the most out of every dollar by soliciting the advice of experts in your congregation.

EXAMPLE: If your church is sponsoring a community dog show, with proceeds going to the humane society, you might choose to purchase a display ad in the local newspaper. Even though not everyone who sees it will come, the ad creates a positive image in the reader's mind about your church. Animal lovers seeking a church home will think seriously about visiting.

. . . on how much lead time you have. While events planned far in advance may lose the news-flash edge, they allow you to advertise from many different angles.

EXAMPLE: If your church is offering a summer music program for children, you can take flyers to schools, daycare centers, and recreational facilities in the spring. You can design posters for grocery store windows. You might send notices to area music teachers. Advance planning gives you the advantage of trying many avenues without having to spend many dollars. And don't forget to send a press release to the local papers.

. . . on the immediacy of your project. Quick thinking can rival careful planning to get the attention you deserve. Have media

representatives' names and numbers readily accessible and don't hesitate to call when you have real news to relate.

EXAMPLE: A blinding snowstorm strands travelers along the highway in front of your church. Your "Care Committee" springs into action, providing blankets and bedrolls, manning the kitchen and serving as hosts for bewildered out-of-towners. This is "human interest." The media loves it! Call. While they're on the way over, decide on a spokesperson and have him or her practice saying a few coherent sentences for the camera. You can't buy this kind of publicity.

******

Obviously, you're way ahead if your church has a functioning Publicity Committee. If it doesn't, recruit knowledgeable congregation members--graphic designers, public relations specialists, radio disk jockeys, newspaper reporters or editors. Their collective expertise will help you get the best results from your media coverage.

How to Get Good Publicity

1. SLANT your information toward today's news.
   Example: If you're setting up a jobs network, touch on the effects of unemployment on individuals in your community.

2. TIME your release to coincide with current events.
   Example: If you need volunteers for upcoming projects (and who doesn't?), tag your request on to information about National Volunteer Week and submit it in early April.

3. EDIT your own copy. The less there is for media personnel to "fix," the greater the chance you'll receive space or air time.

4. SELECT publicity options carefully.
   Example: Don't bother asking ABC-TV to announce the Walk-a-thon that your church is sponsoring with KABD-TV.

5. UNDERSTAND that media executives receive hundreds of requests for coverage every day. Be gracious about their decisions and try again another time.

SAMPLES OF SUCCESSFUL PUBLICITY

On the following pages, you will find samples of:

A volunteer brochure (sample provided by West Side Presbyterian Church in Ridgewood, New Jersey.)

Camera-ready display ads (samples provided by the Department of Administration, Minnesota Office on Volunteer Services.)

Billboard design (sample provided by Department of Administration, Minnesota Office on Volunteer Services.)

Press Release

Newspaper advertising, camera-ready ads

Flyer announcing volunteer event (sample provided by the Central Dallas Heifer Project Volunteer Committee, Dallas, TX)

Cover of newsletter (sample provided by the Volunteer Center of Tucson, Arizona.)

Sample poster (provided by *Voluntary Action Leadership* of Arlington, VA.)

A Volunteer Brochure

Courtesy of West Side Presbyterian Church, Ridgewood, New Jersey

RENEW, REACH OUT, REJOICE

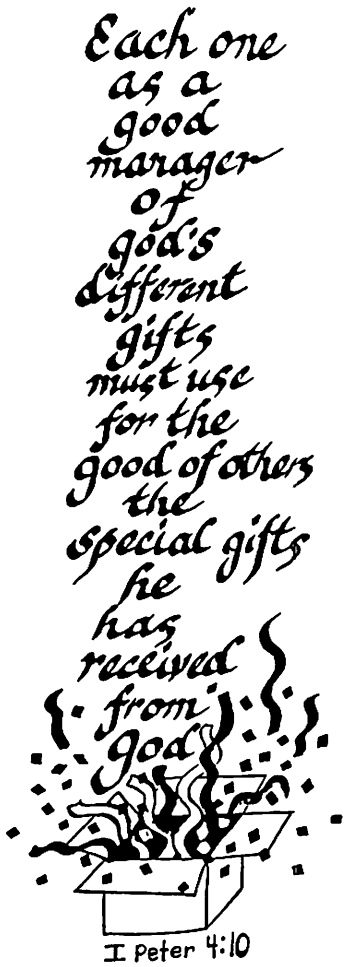
Each year, West Side Presbyterian Church in Ridgewood, New Jersey, publishes a revised edition of "Renew, Reach Out, Rejoice". The booklet is an excellent source of information, providing members with many volunteer options. It is mailed to every church family in August, along with a calendar of events.

The introduction reads:

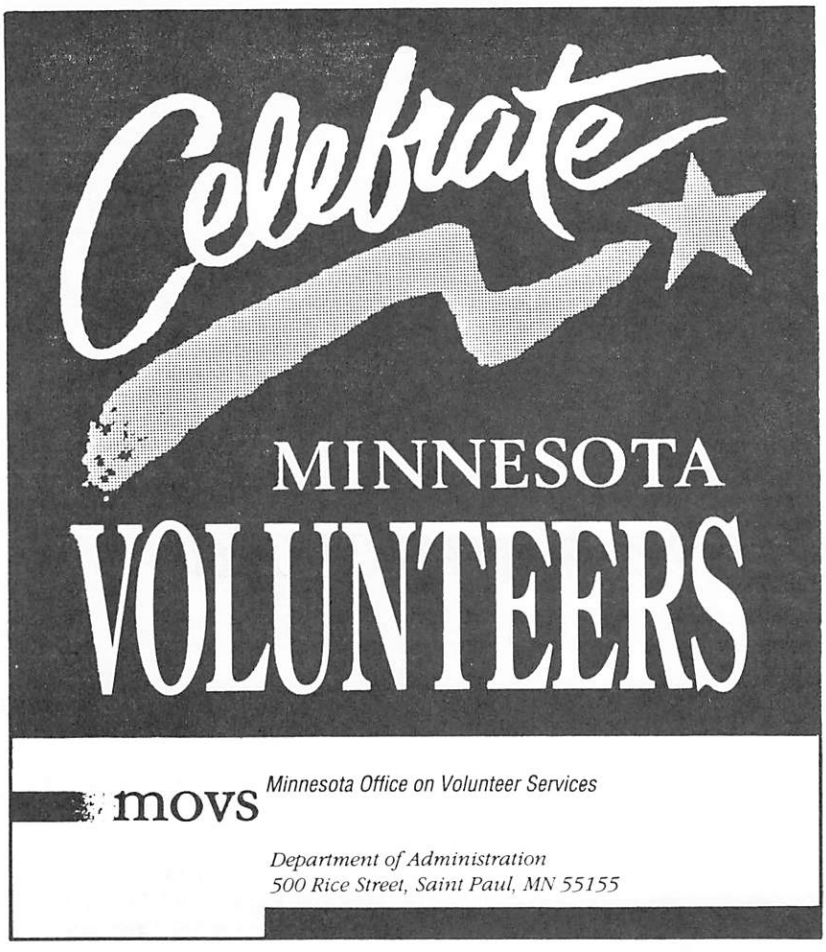
"Dear Members and Friends: I am pleased to share with you the West Side brochure of programs and activities for 1989-90. Several years ago we made a decision as a congregation to seek a deeper relationship with Jesus Christ. As the first century church did it, so do we; by committing ourselves to do one activity in the areas of Renewal, Reaching Out, and Rejoicing. Those of you who have pursued this discipline are discovering a new joy and strength for living.

The brochure outlines those opportunities available for you and your family in each area. My hope is that you will read it carefully and that you will make a decision to participate with others in the richest gift I know, namely growth in the Holy Spirit and the promises of God.

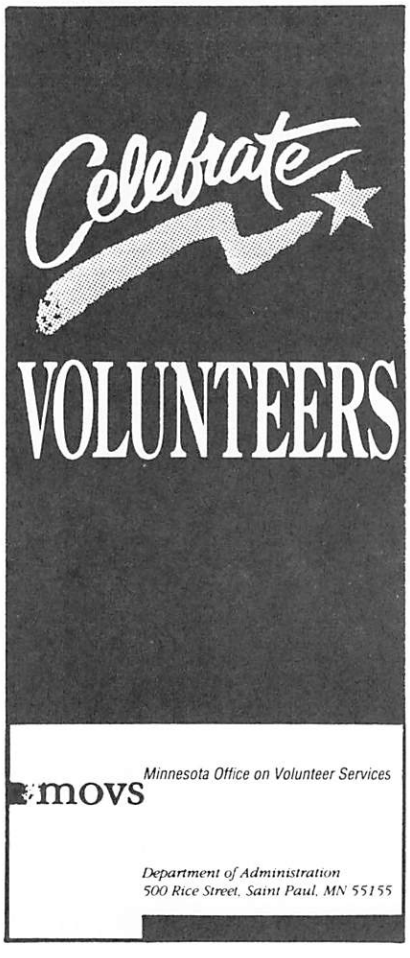
If you are new to West Side, or considering membership, this brochure can tell you who we are, how we can serve you, and how you can serve Jesus Christ. With the information we also give to you a warm invitation to become part of the people of God at West Side."



From Renew, Rejoice, Reach Out









SAMPLE
Camera-Ready Display Ads,
Dept. of Administration,
MN Office on Volunteer Services



SAMPLE
Bill Board Design
Dept. of Administration,
MN Office on Volunteer Services

Volunteers Move Minnesota

movs *Minnesota Office on Volunteer Services*

Volume 15, Number 2
April-May-June 1990



Celebrate Minnesota Volunteers was the theme and logo posted in 27 sites throughout the state. The billboards were up through the month of April and are sponsored through the generosity of Lutheran Brotherhood. Billboard space was donated by four Minnesota billboard companies. The Minnesota Office on Volunteer Services (MOVS) arranged for the billboards and MOVS and/or local volunteer leadership recommended areas for the billboards to appear. Several other organizations sponsored additional billboards to honor volunteers in their communities.

SAMPLE Press Release

PRESS RELEASE

FOR: The City Star

FROM: Elm Street Community Church

CONTACT: Sue Smith, Coordinator of Volunteer Services,
Phone: 123-123-4567

DATE: February 11, 1993

FOR IMMEDIATE RELEASE

UNIQUE TEAMS RECOGNIZED FOR OUTSTANDING ACHIEVEMENT

On Saturday, March 9, student teams from the city's At-Risk Program and the Development Center will receive certificates of commendation from the mayor. Awards for successful completion of the Peer Power Project, sponsored by Elm Street Community Church, will be presented at City Hall at 2:00 p.m.

The Peer Power Project began last September when students from each group were paired for a required number of hours each week. Participants worked together on various community and school projects, such as planting flowers in city parks and sorting items at the Recycling Center. They also helped each other with school work and daily activities.

John Smith, spokesman for the Development Center, said the project has been tremendously successful.

"For many of the students, this was the first occasion when others needed and wanted their help. They learned to give and receive from each other."

Statistics indicate that school attendance and academic achievement improved during the Peer Power Project. There were fewer behavior problems and the morale of both groups increased steadily throughout the year.

"We were amazed at how quickly our students responded to At-Risk young people," said teacher Norma Patterson. "The rapport built quickly and our boys and girls always look forward to the arrival of their friends. In some cases, the association has enabled our young people to achieve goals we would not have thought possible just a few months ago."

The award ceremony will be attended by participants, parents, faculty members, project volunteers, city officials, and Elm Street Community Church members.

For more information, contact John Smith at 123-4567.

Sample Camera-Ready Display Ads for Newspapers

Between Parent & School:
Building Your Child's Self-Esteem

Speaker--Connie Jones
Curriculum Coordinator S&S Schools

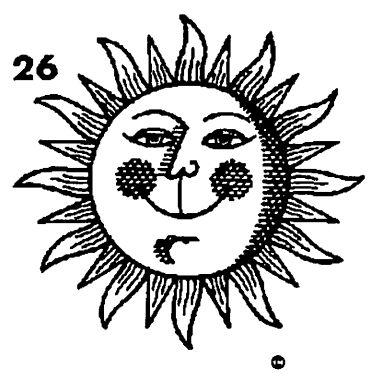
November 2, 1992
7:00--8:00 P.M.
Admission: Free

Rambling Hall
First United Methodist Church
Nursery by reservation: 461-9089

First United Methodist Church

Summer Ministries with Children

Vacation Bible School	**June 20-24**
Day Camp	**June 20-24**
Terrific Tuesdays	**July 5, 12, 19, 26**
Wonderful Wednesdays	**July 6, 20, 27**



Pre-Registration Requested!

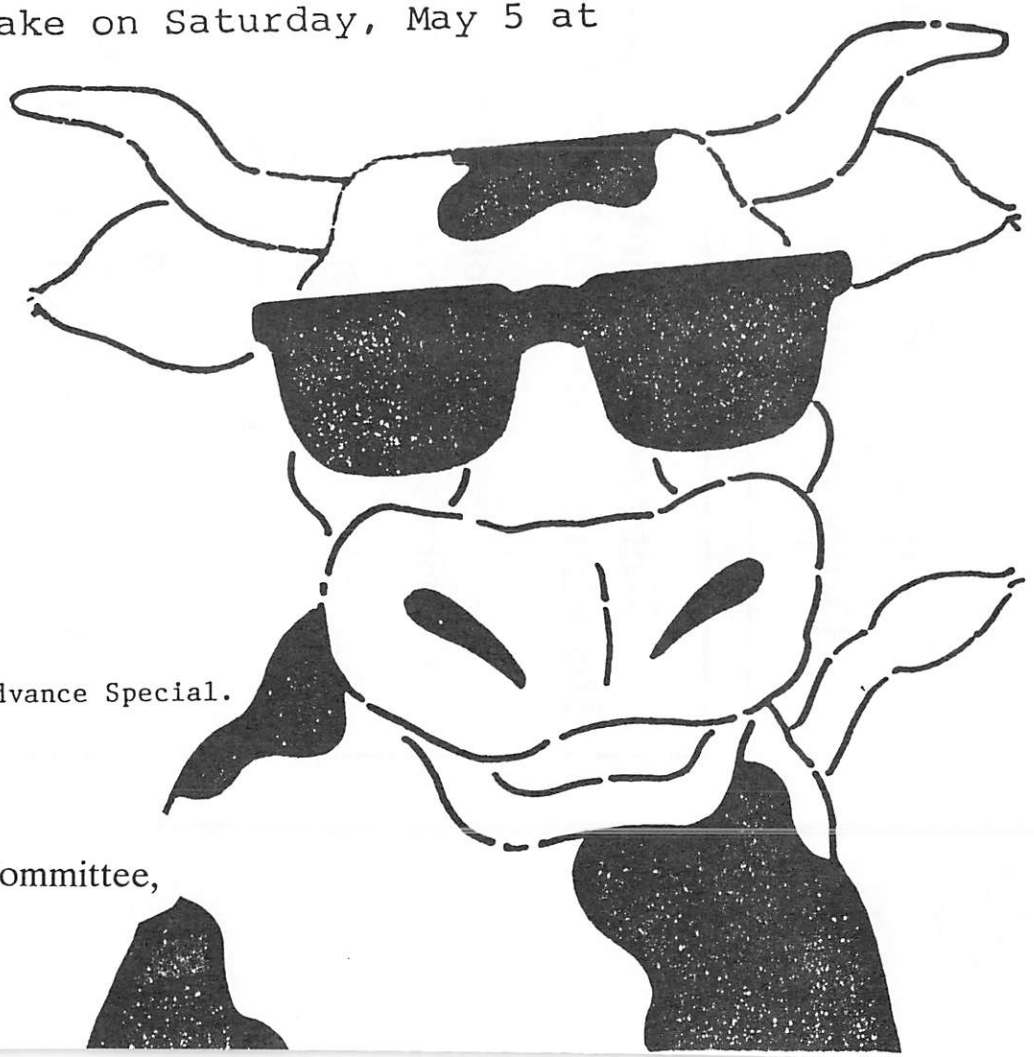
CALL NOW FOR MORE INFORMATION

461-9089

1990 Heifer Hike

Join Cuds and hundreds of walkers May 5 for the eighth annual Heifer Hike. It's a ten-mile walk around White Rock Lake to benefit Heifer Project International, an organization intent on solving world hunger one farmer at a time.

The first thing you do is sign up sponsors to pledge for each mile you walk. Then, come to White Rock Lake on Saturday, May 5 at 1:00 p.m. (or earlier, to enjoy live music and a petting zoo), pick up a colorful "Cuds" T-shirt and walk. Following the hike, collect the pledges from your sponsors and turn the money in to your group sponsor or to the Heifer Project office. You can get pledge sheets from your group sponsor or call Mary Ellen Hammond at 373-4343.



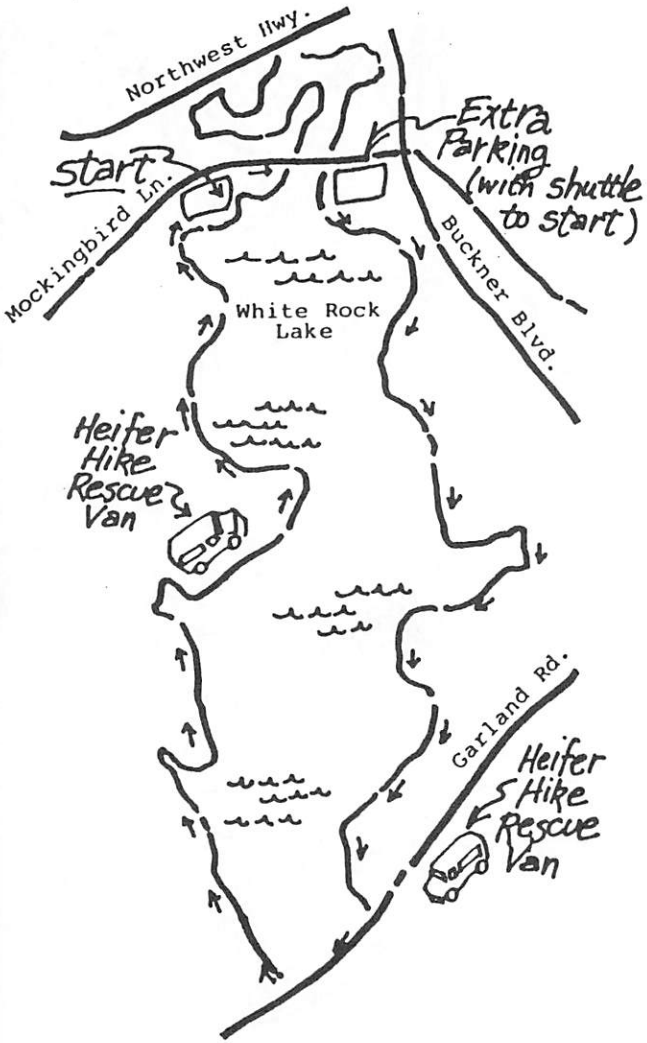
Remember, every step you take will help Heifer Project International stop world hunger.

A United Methodist Advance Special.

Courtesy the Central Dallas Heifer Project Volunteer Committee,

Dallas, TX.

He's Cuds McHeifer and he wants to see you at the 1990 Heifer Hike.



Who is this cool cow...



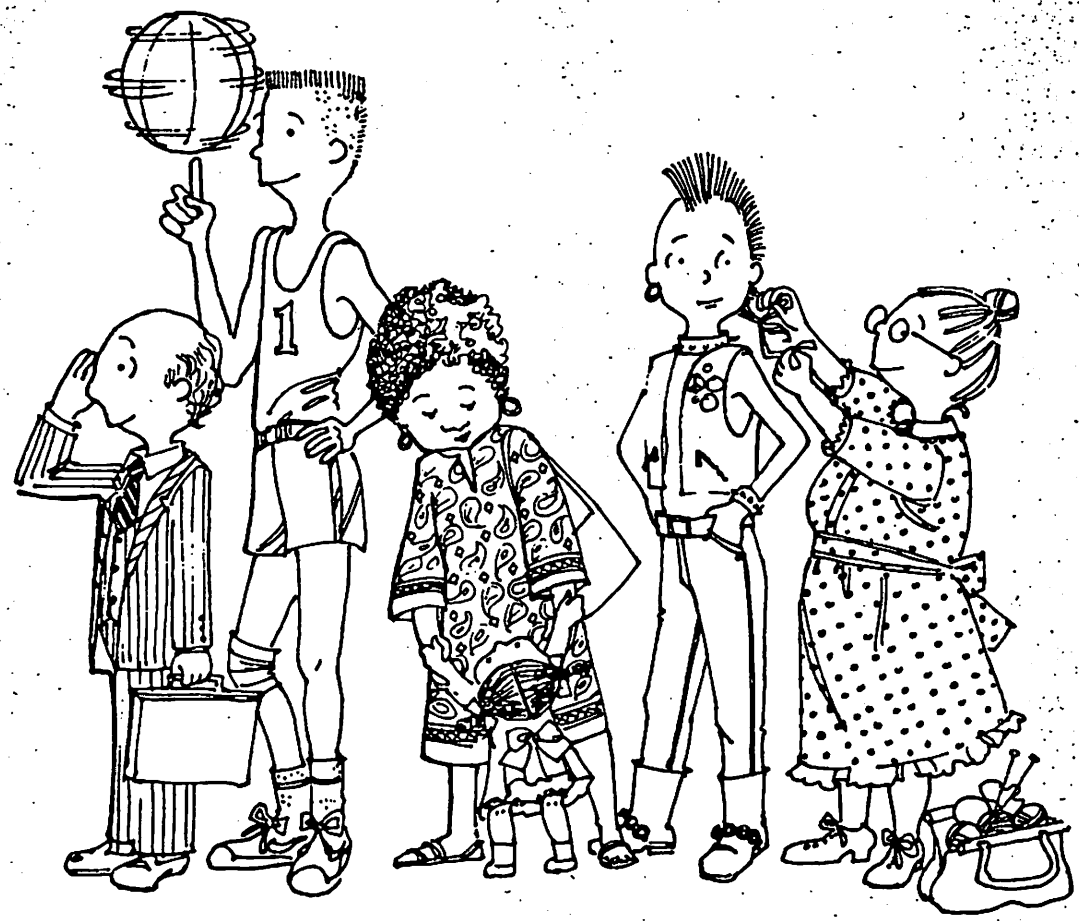
...and what does he want?

THE VOLUNTEER'S DESCANT

SEPTEMBER 1989
Vol. 1 No. 4

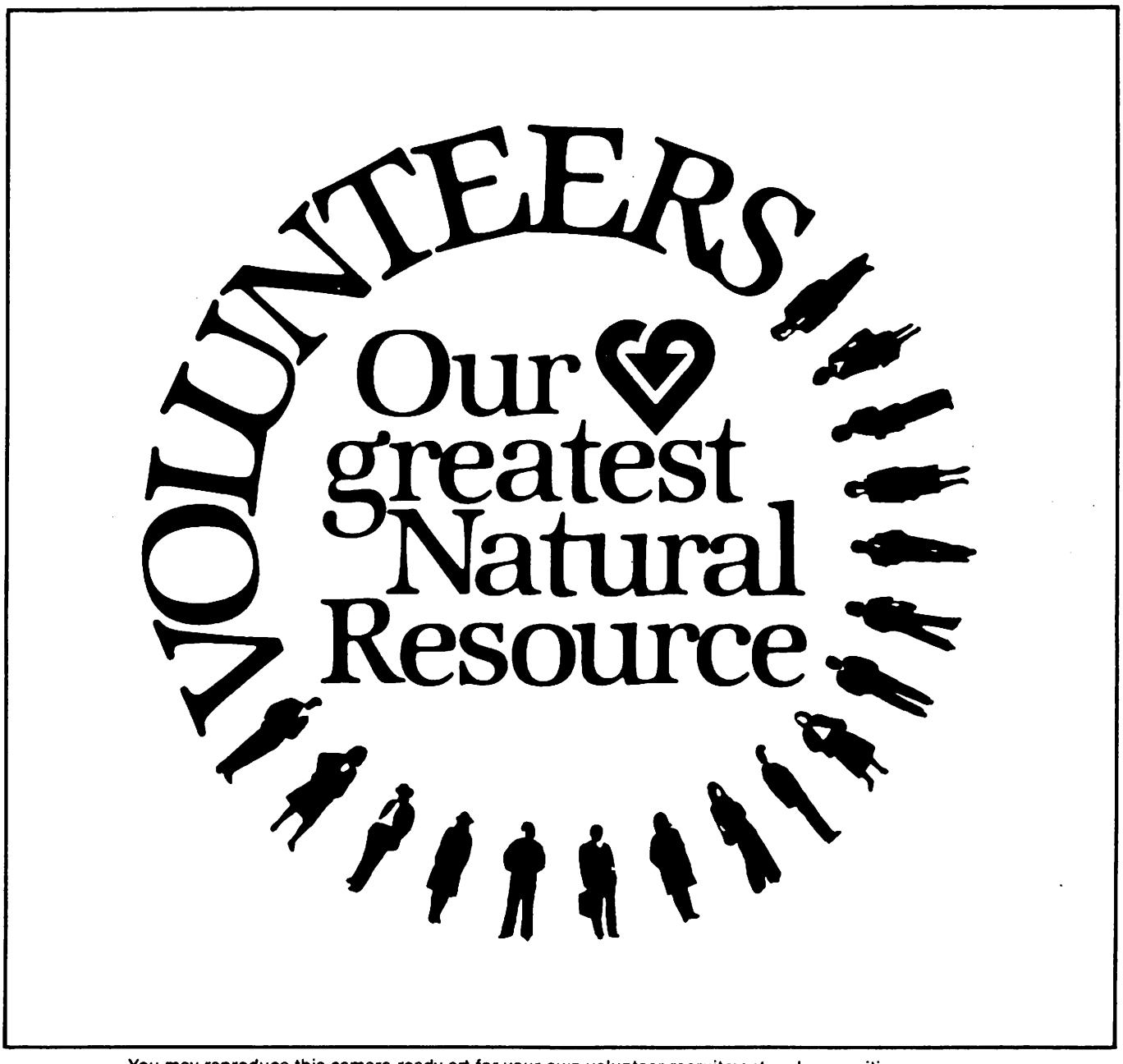
(to comment expansively; to sing)

Arizona Department of Economic Security, District II



Courtesy the Volunteer Center, Tucson, AZ. Clip Art available from the Association for Volunteer Administration, PO Box 4584, Boulder, CO 80306.

POSTER



You may reproduce this camera-ready art for your own volunteer recruitment and recognition purposes.

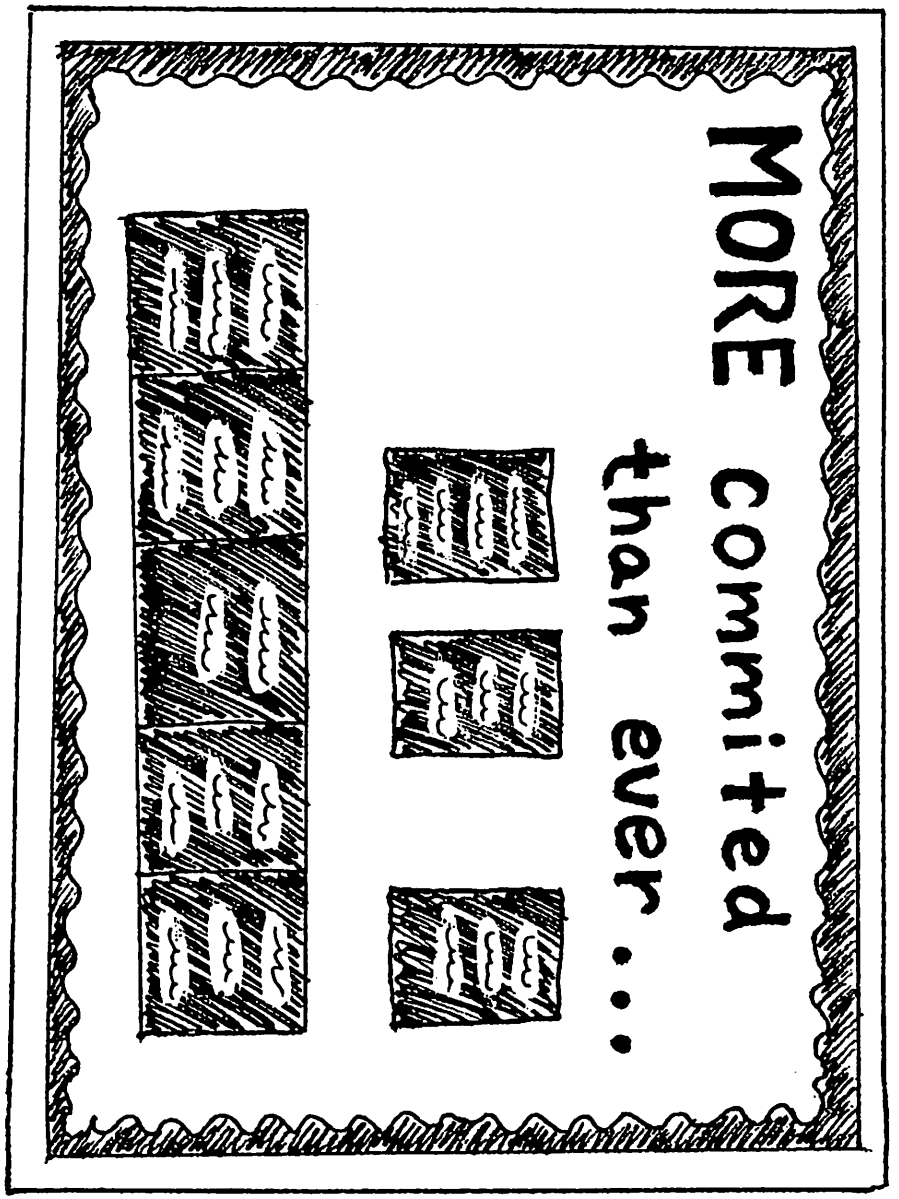
Courtesy *Voluntary Action Leadership*, 1111 North 19th Street, Suite 500, Arlington, VA 22209.

Bulletin Boards

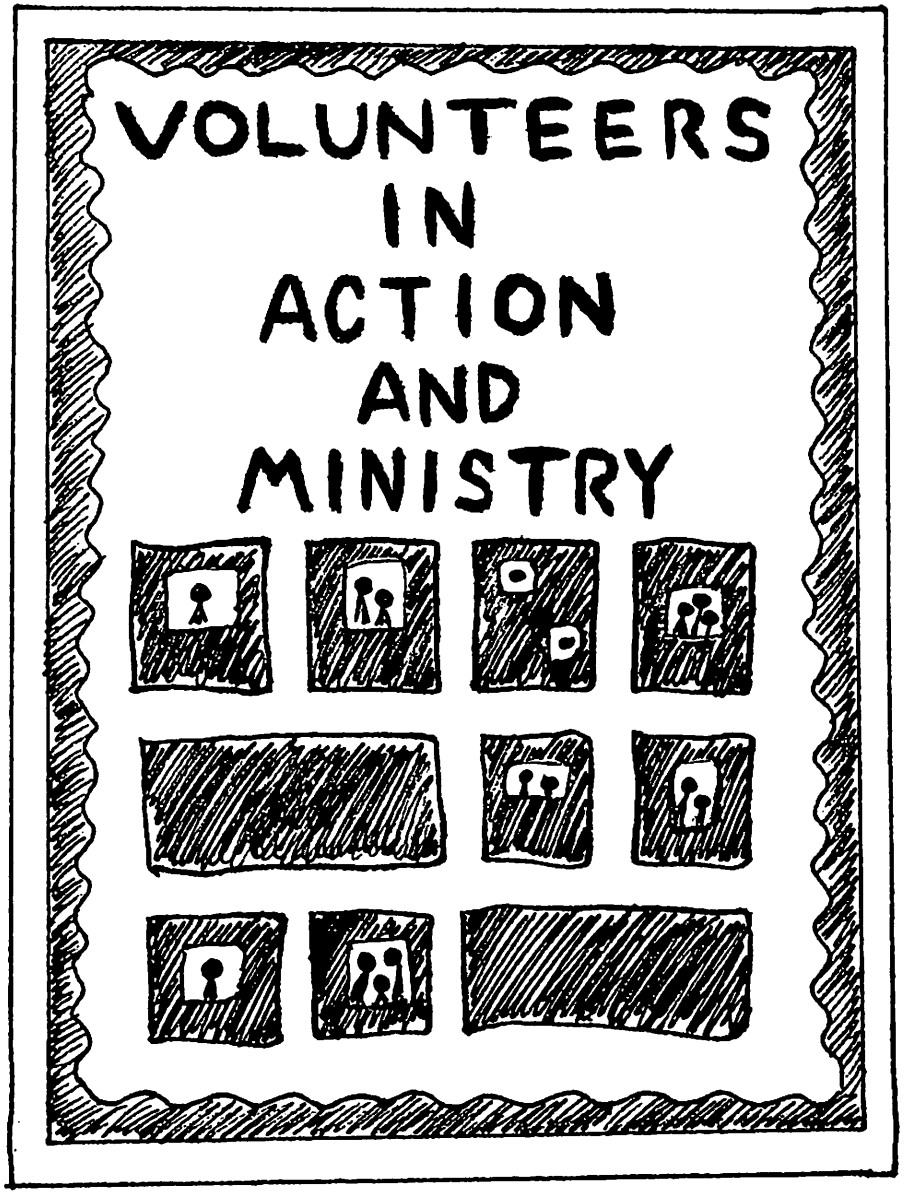
13

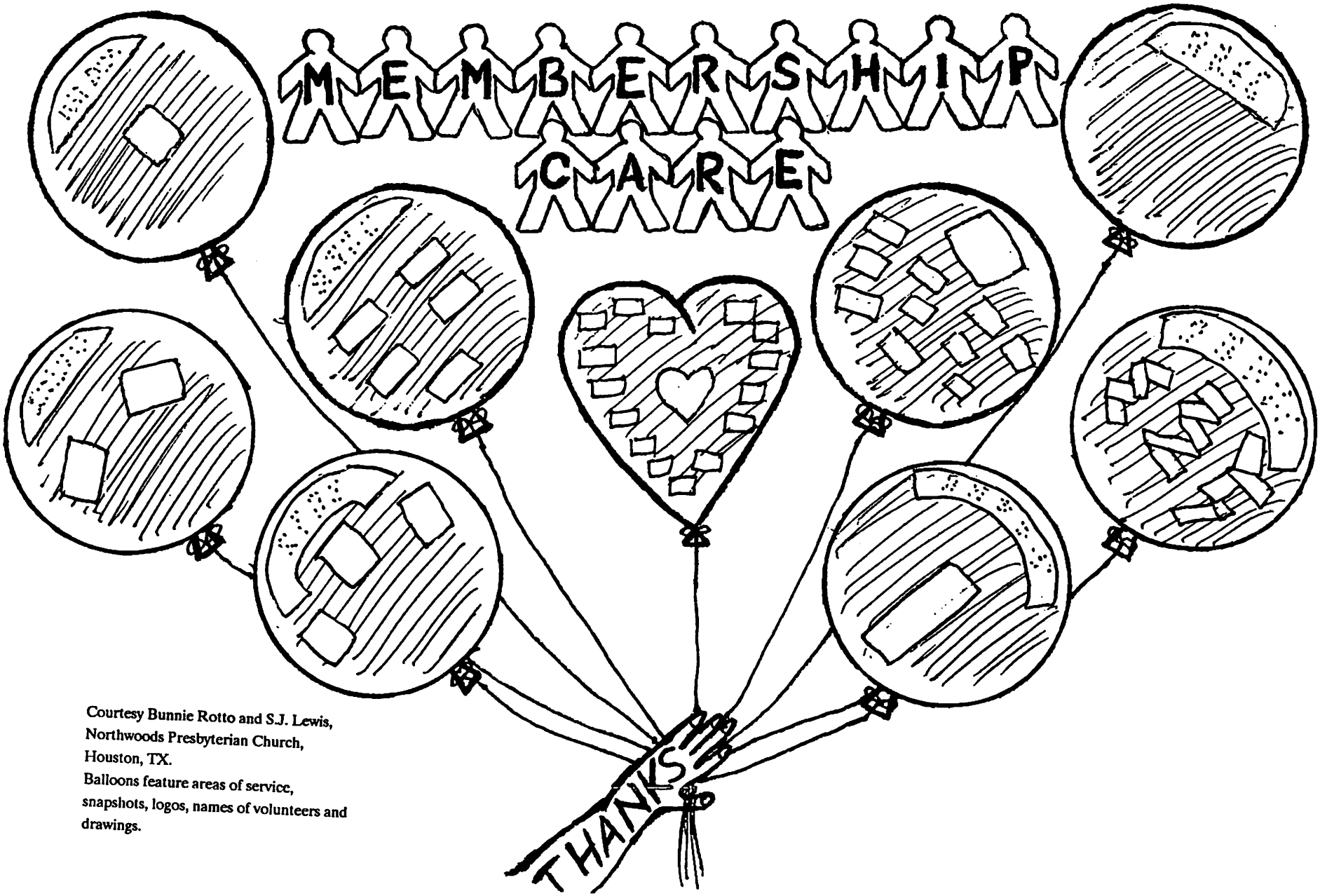
- Bulletin Board Ideas from Churches

Courtesy Jan Hendricks, University Heights UMC,
Indianapolis, IN.
Postings include a wealth of material about special fund drives
and financial opportunities.

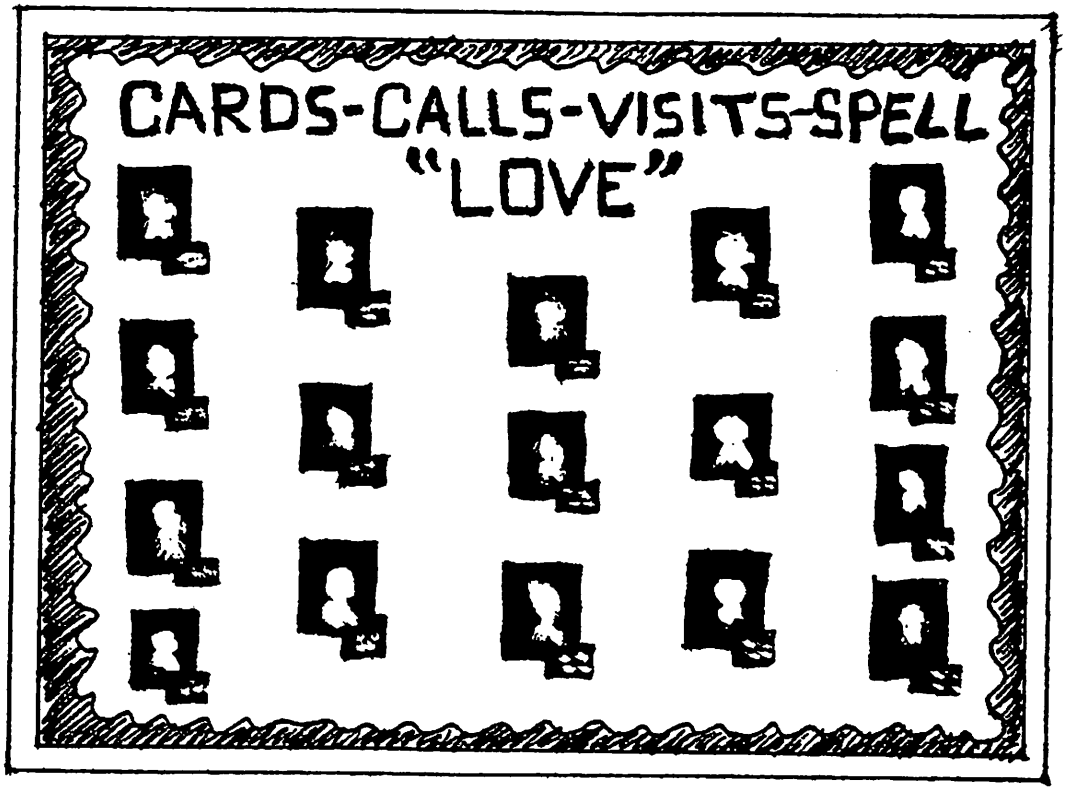


Courtesy Nancy Finch, University Heights UMC, Indianapolis, IN.
Bulletin Board contains action photos of volunteers and
information about people and projects.





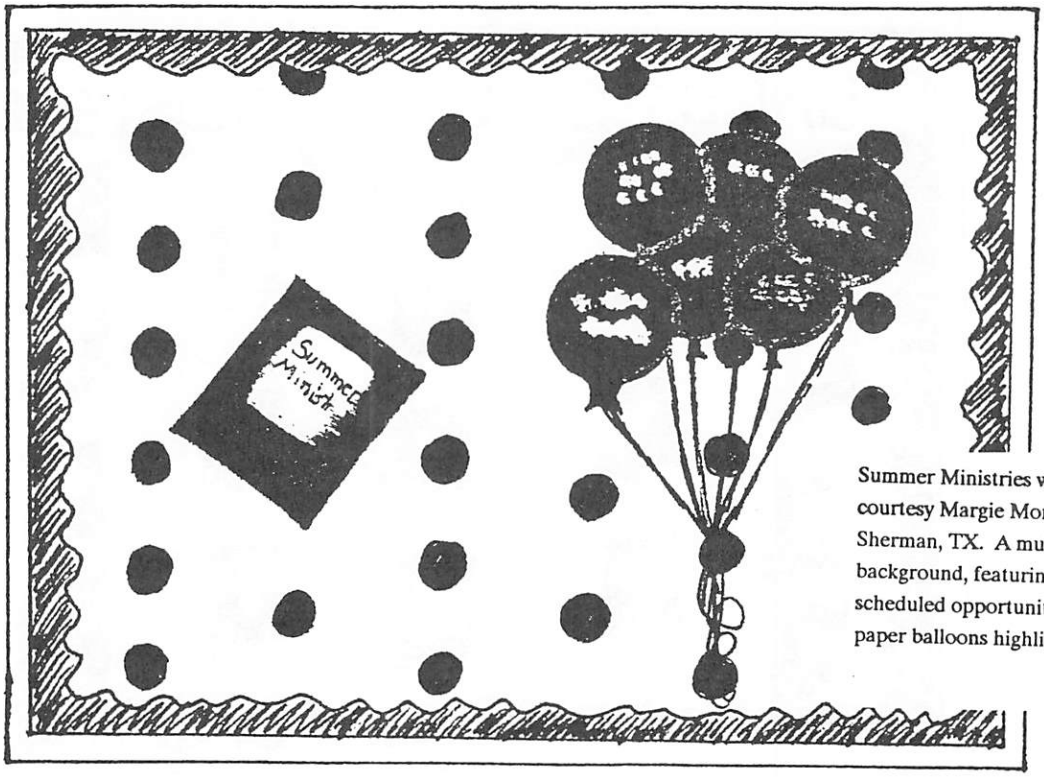
Courtesy Bunnie Rotto and S.J. Lewis,
Northwoods Presbyterian Church,
Houston, TX.
Balloons feature areas of service,
snapshots, logos, names of volunteers and
drawings.



Above: Courtesy Florence Orr, University Heights UMC, Indianapolis, IN.
Includes photos of shut-ins with information about their birth dates, etc.

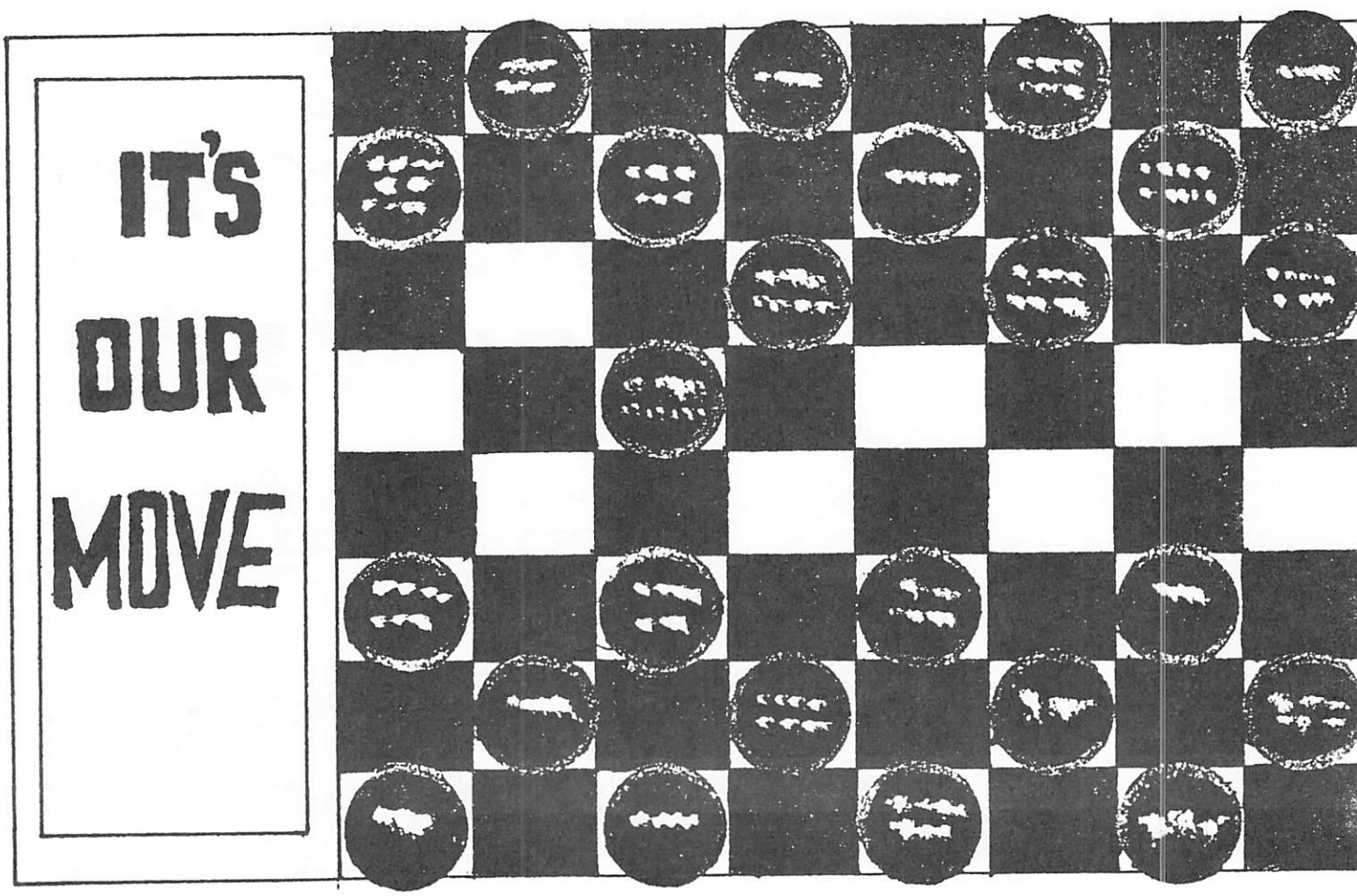
Below: Courtesy Jan Hendricks, University Heights UMC, Indianapolis, IN.
Displays food boxes and articles of clothing to solicit donations for a local food pantry.

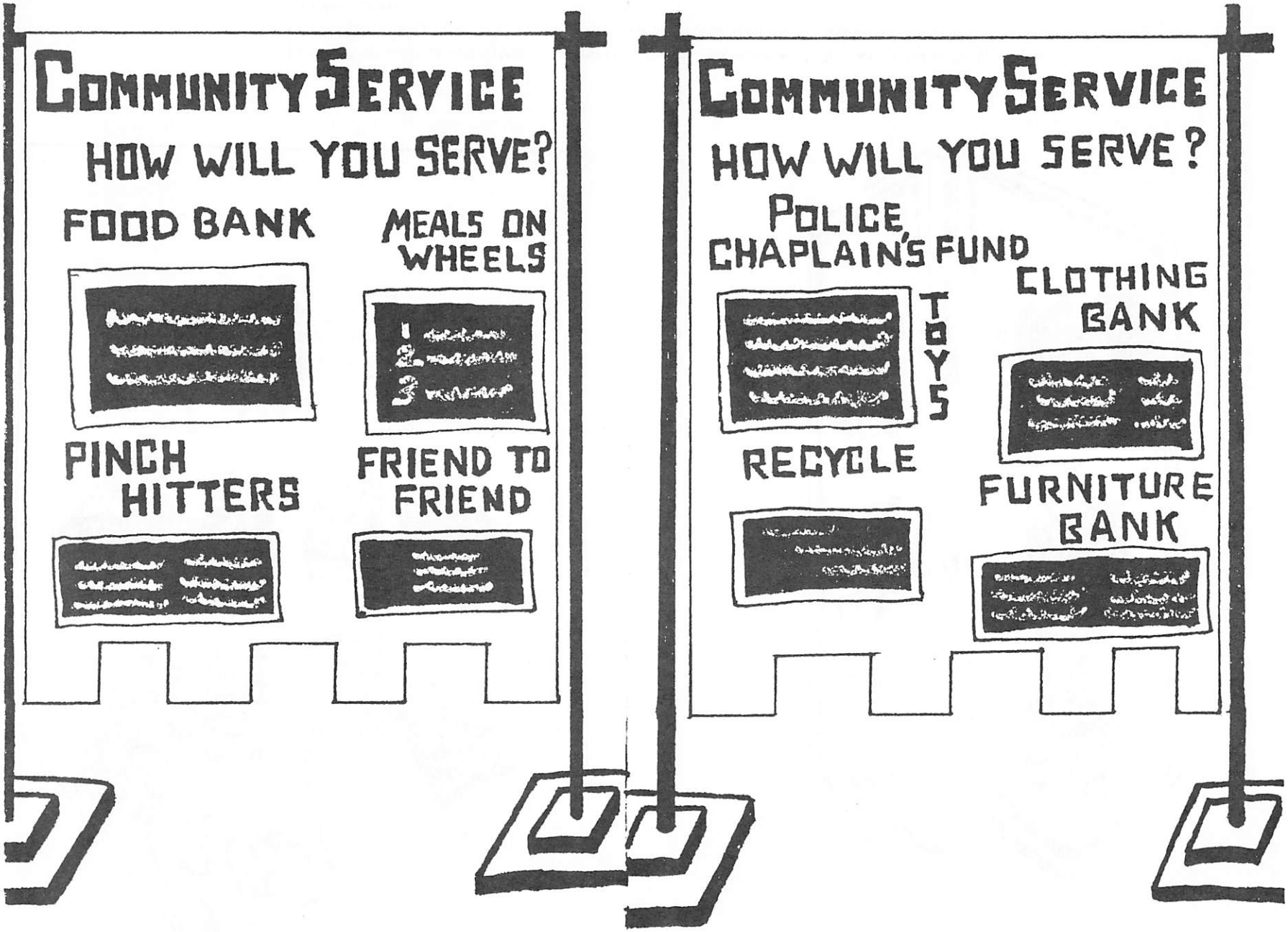




Summer Ministries with Children, courtesy Margie Morris, First UMC, Sherman, TX. A multi-colored fabric background, featuring a booklet about scheduled opportunities. Construction paper balloons highlight special events.

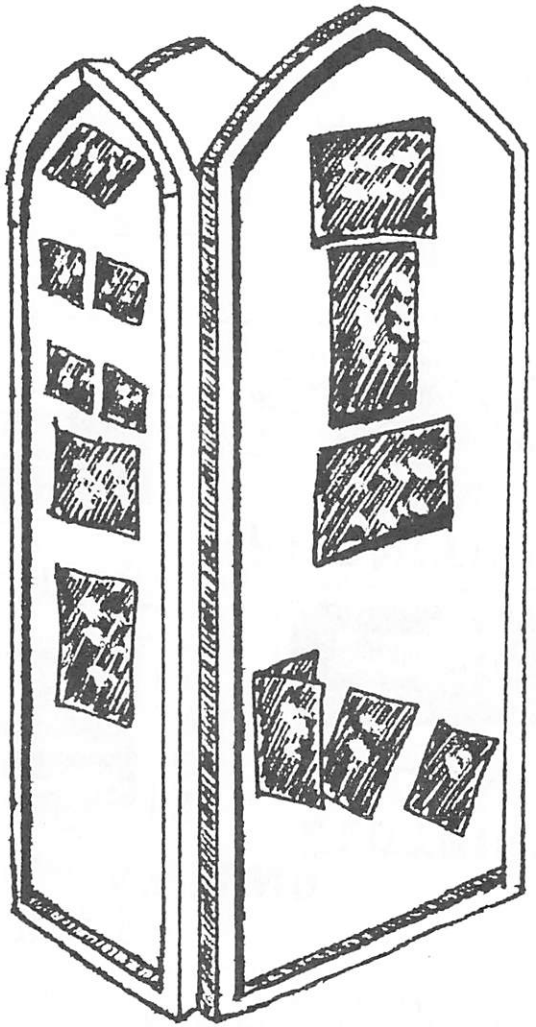
Below: Courtesy Charlene Reishus, First Presbyterian Church, Arlington, TX.
Black checkers on top half name community problems such as "poverty," or "family violence." Corresponding red checkers at bottom list sources of volunteer service, such as "Meals on Wheels," and "Arlington Night Shelter."





Movable bulletin board banner, courtesy Carol Davis, Des Moines UMC, Des Moines, WA.
Hanging banner with information about volunteer opportunities.





Movable four-sided oak bulletin board, courtesy Doug Flint and Barbara Powell, The Cathedral of St. Phillip, Atlanta, GA. Constructed to match the church windows, the board contains general information about the church and specific instructions for volunteering.

Reproducible Clip Art

14

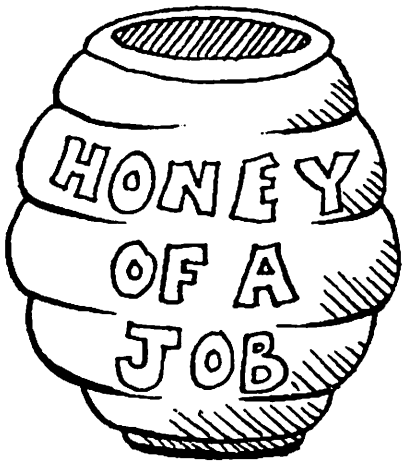
- Clip Art for You to Use

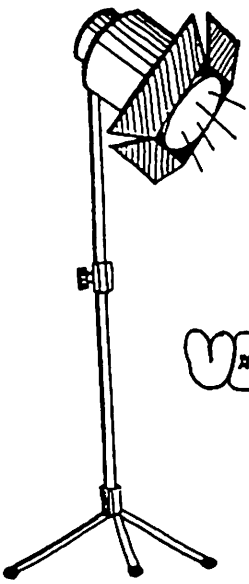
Clip Art



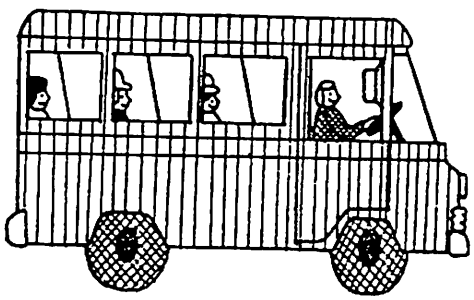
ANNOUNCING





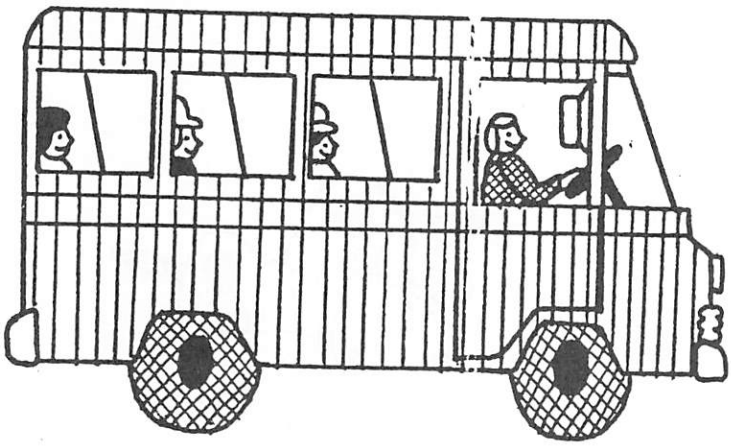


VOLUNTEERS HAVE MORE FUN!



GET ON BOARD
VOLUNTEER

VOLUNTEERING IS PUTTING YOUR FAITH INTO ACTION



GET ON BOARD
VOLUNTEER

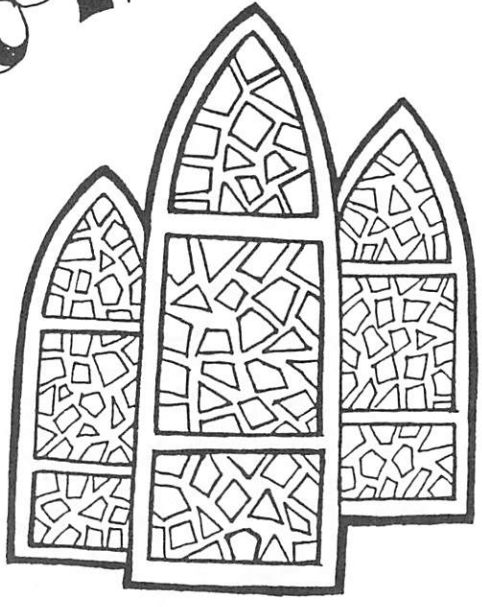
SENIORS
ON THE
GO

Youth
in
Action

INVOLVED
ADULTS

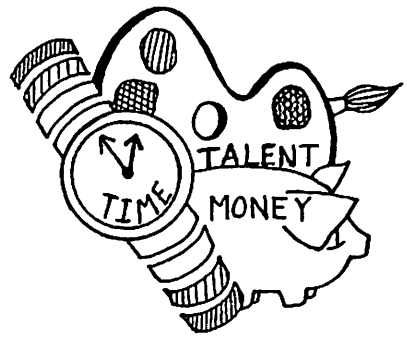


LOOK



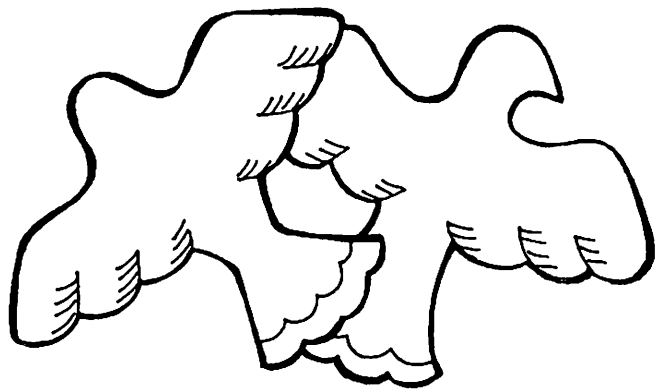


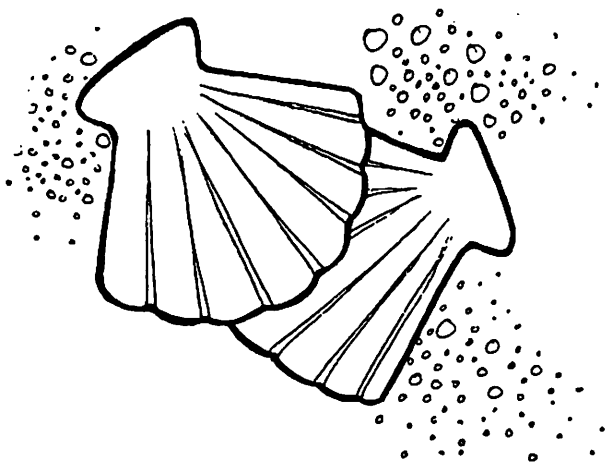

SIGN
UP
NOW


TIME
TALENT
MONEY


We Need
You!


WANTED
VOLUNTEERS






VOLUNTEER
NEWS

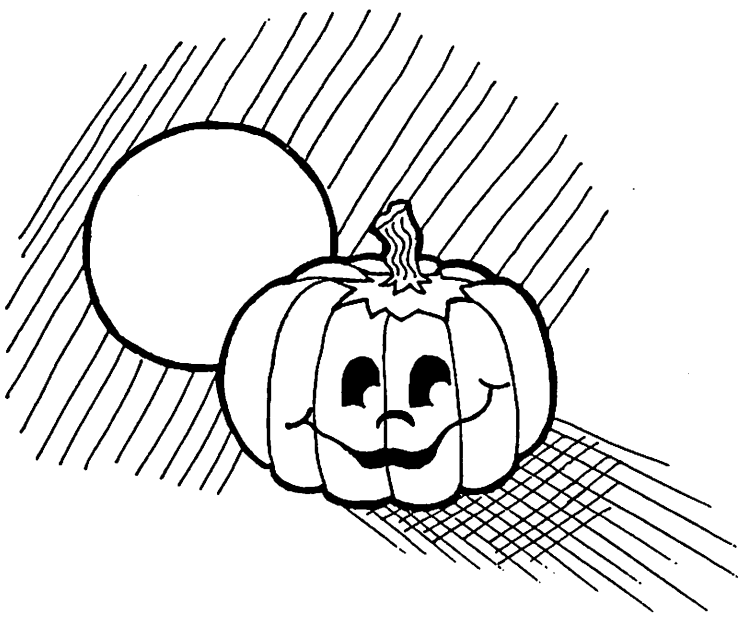
SHARING OUR GIFTS

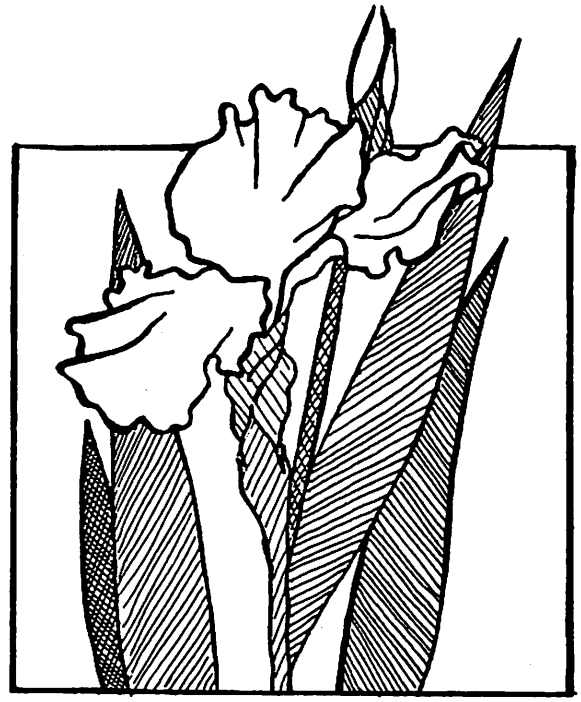
VOLUNTEERS MAKE THINGS HAPPEN!

APPRECIATION TO

VOLUNTEER!

PROJECT NEWS





PLEASE GIVE

COMMITTEE REPORT

Help!

DISCIPLES NEEDED

WE DID IT!



Have We got a job for you

"But be doers of the word, & not hearers only."

James 1:22 RSV

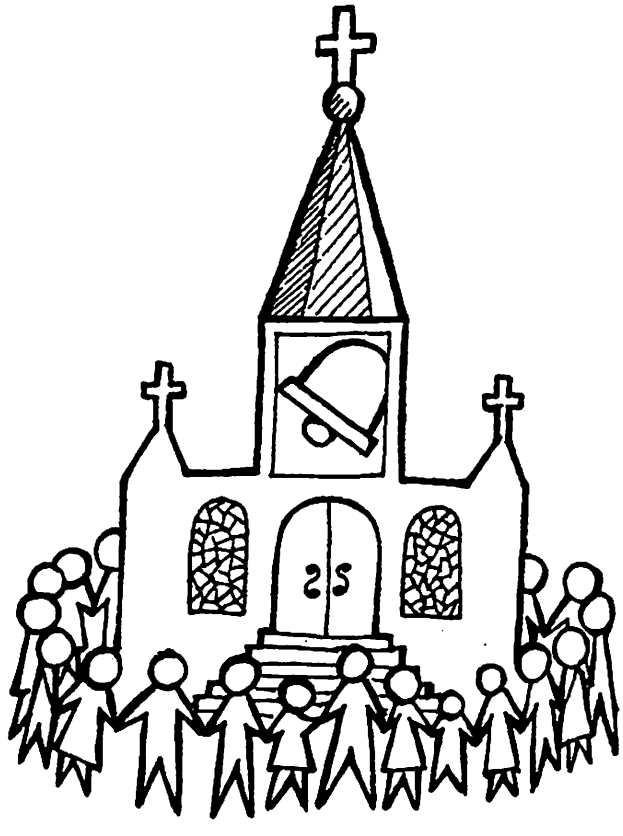
Volunteer today

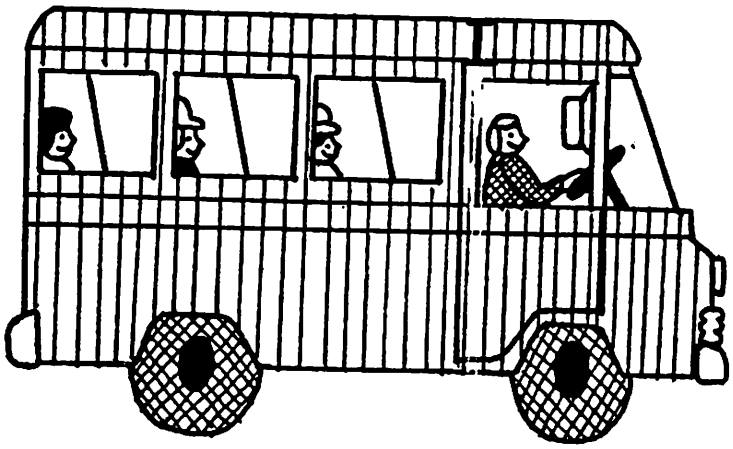
CHILDREN AT WORK



Done anything exciting lately? Volunteer

LOOK



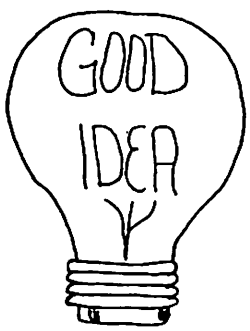


GET ON BOARD
VOLUNTEER

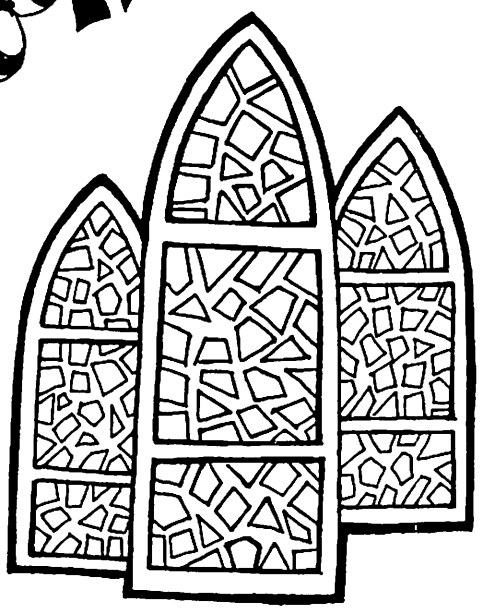
SENIORS
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INVOLVED
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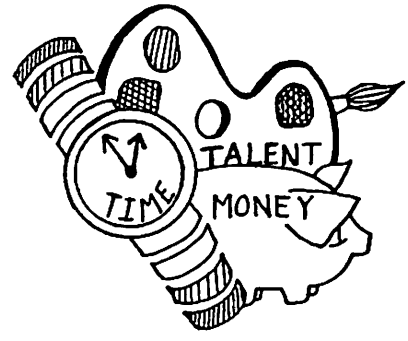


LOOK



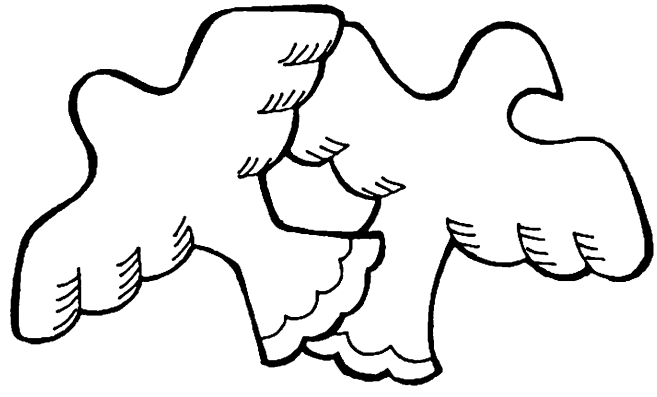


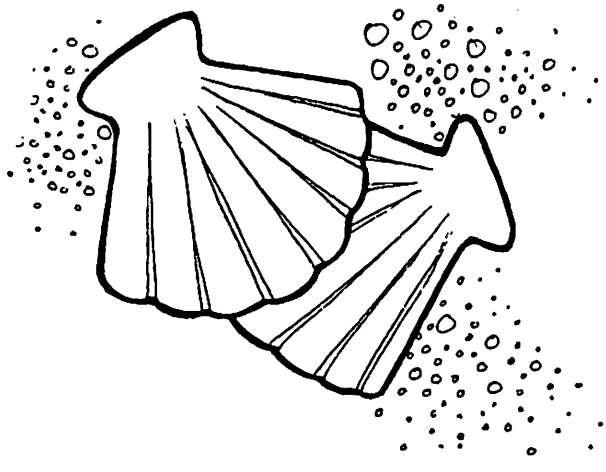

SIGN
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MONEY


We Need
You!


WANTED
VOLUNTEERS






VOLUNTEER
NEWS

Resources: Where to Go for Help

15

- Organizations
- Volunteer Management Materials
- Volunteer Centers
- State Offices of Volunteerism

RESOURCES

WHERE TO GO FOR HELP

Organizations

ASSOCIATION FOR VOLUNTEER ADMINISTRATION (AVA)
PO BOX 4584
Boulder, CO 80306

AVA is the international, multi-discipline membership organization of administrators, educators, researchers, consultants, trainers and students in the fields of volunteerism and volunteer administration.

AVA has as its primary focus the philosophy that competent leadership in volunteer management will provide enhanced human social service delivery systems.

AVA sponsors an annual conference to provide skill level training for novice and experienced volunteer managers.

VOLUNTEER MANAGEMENT PROGRAM
University of Colorado at Boulder
Office of Conference Services
Campus Box 454
Boulder, CO 80309-0454

The University hosts three five-day workshops each year. Usually, the first level is held in July, the second level in February, and the third level in November. Top faculty (including Marlene Wilson) and multiple class choices make the program well worth while for any volunteer manager.

VOLUNTEERS OF AMERICA
National Headquarters
3813 N Causeway Blvd
Metarie, LA 70002

Volunteers of America is an organization dedicated to providing quality human services in a Christian atmosphere. Established in 1896, it serves people of all ages with 400 programs in over 200 communities nationwide. Partnerships with local churches work to benefit the community by allowing more people to become involved in the actual delivery of services, and they increase the number of people who are served.

THE ALBAN INSTITUTE INC
4125 Nebraska Ave, NW
Washington, DC 20016

The Alban institute is an ecumenical membership organization that offers publications, educational programs, and training events as well as facilitators and consultants to assist clergy and lay leaders as they deal with the issues facing them in congregational life. Their journal for members, *Action Information*, includes help for volunteer management within the church. They also offer related publications and a specific educational program entitled " Mobilizing Church Volunteers."

CENTER FOR CREATIVE COMMUNITY
PO Box 2427
Santa Fe, NM 87504-2427

The center is an institute for the study and encouragement of volunteerism. Under the direction of Dr. Ivan H. Scheier, involvement options include membership in the National DOVIA network, Library Linkage Network, Challenge Think Tank Series, and training and consulting services.

THE INDEPENDENT SECTOR
1828 "L" ST NW
Washington DC 20036

INDEPENDENT SECTOR is a Washington, D.C. based national coalition of over 800 nonprofit organizations, foundations, and corporations with giving programs. It works through legislation, research, education, better organizational management and public information to preserve and enhance the nation's nonprofit sector and the giving and volunteering that support it. Churches and other religious institutions can benefit from INDEPENDENT SECTOR's national figures and trends on giving and volunteering as well as its studies on the major role religion plays in providing services to the community, such as its major study, "From Belief To Commitment."

CREATIVE INTERCHANGE CONSULTANTS INTERNATIONAL, INC
Michael F. Murray
1018 Arlena Drive Arlington, TX 76012

Mr. Murray has provided a variety of training and consulting services to local churches, church organizations, and minister groups. He is Parish Associate at First Presbyterian Church and is certified by the Association For Creative Change, LIFO Associates, and Synectics Incorporated.

VOLUNTEER - THE NATIONAL CENTER
1111 N 19th Street
Suite 500
Arlington, VA 22209

VOLUNTEER is the only national organization that exists for the sole purpose of stimulation and supporting more effective volunteering by citizens to help solve local problems. Information is distributed via newsletters, a magazine, and an electronic news service which encourages networking among voluntary organizations.

VOLUNTEER MANAGEMENT MATERIALS

MARLENE WILSON'S VOLUNTEER RESOURCE CATALOG
Volunteer Management Associates
Marlene Wilson, Pres.
320 S Cedar Brook Rd, DEPT VRC1
Boulder, CO 80304

Books, audio tapes, video tapes

THE NATIONAL VOLUNTEER CENTER (VOLUNTEER READERSHIP CATALOG)
1111 N 19th ST
SUITE 500
ARLINGTON, VA 22209

Books, gift items, recognition awards, posters, magazines

RESOURCE CATALOG OF VOLUNTEER ENERGY
Susan J. Ellis
ENERGIZE, INC
5450 Wissahickon Ave
Philadelphia, PA 19144

Books, video tapes, gift items, posters

VOLUNTEER MARKETPLACE CATALOG
Heritage Arts
Sue Vineyard, Pres.
1807 Prairie Ave
Downers Grove, IL 60515

Books, newsletters, resource directories, audio/video tapes

MARGIE MORRIS
RESOURCES FOR VOLUNTEER MINISTRY CATALOG
Newton-Cline Press
929 S Crockett
Sherman, TX 75090

Books, training aids on volunteer management for church leaders

BUILDING BETTER SKILLS
Betty Stallings, Pres.
1717 Courtney Ave
Pleasanton, CA 94588

1991 VOLUNTEER CENTER ASSOCIATE MEMBER DIRECTORY

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ALABAMA

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Administrative Coordinator
United Way Volunteer Center
407 Noble Street, Suite 504
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Anniston, AL 36202
Ph: (205) 236-8229

Trina K. Banks
Volunteer Coordinator
United Way Volunteer Center
3600 8th Avenue South, Suite 504
Birmingham, AL 35222
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FAX: (205) 323-8730

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Executive Director
The Volunteer Center of Morgan County
303 Cain Street NE, Suite D
PO Box 986
Decatur, Al 35602-0986
Ph: (205) 355-8628
Ph: (205) 351-2501

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Executive Director
Volunteer Action of the Eastern Shore
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PO Box 61
Fairhope, AL 36533
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Linda L. Cope
Executive Director
Volunteer Center of Huntsville/Madison Counties
1101 Washington St
Huntsville, Al 35801
Ph: (205) 539-7797

Frances M. (Penny) Dendy
Executive Director
Volunteer Mobile, Inc
2504 Dauphin Street, Suite K
Mobile, AL 36606
Ph: (205) 479-0631

Docia L. Haslam
Executive Director
VAC/Information and Referral, Inc
2125 East South Blvd
PO Box 11044
Montgomery, Al 36111-0044
Ph: (205) 284-0006
FAX: (205) 281-9814

ALASKA

Suzanne Gach
Director of Community Relations
UW of Anchorage/Volunteer Center
341 West Tudor Road, Suite 106
Anchorage, AK 99503-6638
Ph: (907) 562-4483
FAX: (907) 563-0020

Brenda Halden
Director
Voluntary Action Center of UW
PO Box 74396
Fairbanks, AK 99707
Ph: (907) 452-7000
FAX: (907) 452-7270

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Volunteer Center of Maricopa County
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Phoenix, AZ 85014
Ph: (602) 263-9736

Joan Fleming
Executive Director
Volunteer Center of Yavapai County
107 N Cortez, Room 208
Prescott, AZ 86301
Ph: (602) 776-9908

Ellen Hargis
Executive Director
Volunteer Center
877 S Alvernon Way
Tucson, Az 85711
Ph: (602) 327-6207

ARKANSAS

Linda S. Martin
Coordinator
Voluntary Action Center

222 Van Buren
Camden, AR 71701
Ph: (501) 836-8166

Cheryl M. Thornton
Director
Beautification Commission
PO Box 700
Hot Springs, AR 710902
Ph: (501) 321-6870
FAX: (501) 321-6832

Mary Parham
Vice President, Volunteer Services
United Way VAC
PO Box 3257
Little Rock, AR 72203
Ph: (501) 376-4567

CALIFORNIA

Reba Kickliter
Interim Director
Volunteer Center of Kern County
601 Chester Avenue
Bakersfield, CA 93301
Ph: (805) 327-9346

Janet R. Summerville
Executive Director
Community Action Volunteers in Education
W 2nd & Cherry Streets
Chico, CA 95929-0750
Ph: (916) 898- 5817

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Executive Director
Volunteer Center of Contra Costa County
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Concord, CA 94520
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FAX: (415) 246-1064

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Executive Director
The Volunteer Bureau Of Fresno County, Inc
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Ph: (209) 237-3101

Beverly Hayward
Executive Director
VAC of Nevada County
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Grass Valley, Ca 95945
Ph: (916) 272-5041

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Volunteer Center Orange County West
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Huntington Beach, CA 92647
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FAX: (714) 375-7757

Tania Rash
Executive Director
La Mirada Volunteer Center
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La Mirada, CA 90638
Ph: (213) 943-0131

Charles A. Fox
Executive Director
Volunteer Center of Los Angeles
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Los Angeles, CA 90026
Ph: (213) 484-2849
FAX: (213) 484-8011

Margaret Land
Executive Director
Volunteer Center Stanislaus
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Modesto, CA 95355
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Lillias Coombs
Director
Monrovia Volunteer Center
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Monrovia, CA 91016-2888
Ph: (818) 357-3797

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VC of the Monterey Peninsula
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Monterey, CA 93940
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Executive Director
VC of Napa County
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Napa, CA 94559
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FAX: (707) 226-5179

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Executive Director
VC of Alameda County
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Oakland, CA 94612
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FAX: (415) 893-5017

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Panorama City, CA 91402
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FAX: (818) 908-5147

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Pasadena, CA 91107
Ph: (818) 792-6118

Sonya R. Amos
Volunteer Coordinator

Volunteers Involved for Pasadena
234 Colorado Blvd, Suite 508
Pasadena, CA 91101
Ph: (818) 405-4073

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Director
Valley Volunteer Center
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Pleasanton, CA 94566
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FAX: (415) 462-0596

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Pomona, CA 91766
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Riverside, CA 92507
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VC of Sacramento/Yolo Counties
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Sacramento, CA 95826-3221
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FAX: (916) 368-3190

Woodrow McHarg
President/CEO
Volunteer Center of the Inland Empire
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San Bernardino, CA 92405
Ph: (714) 886-6737

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Vice President
VC-United Way of San Diego County
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San Diego, CA 92123
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FAX: (619) 492-2059

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San Francisco, CA 94111
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FAX: (415) 479-9722

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FAX: (408) 423-6267

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Santa Rosa, CA 95404
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Meg Kochendorfer
Executive Director
VAC of South Lake Tahoe
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South Lake Tahoe, CA 95705
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PO Box 1585
Stockton, CA 95201
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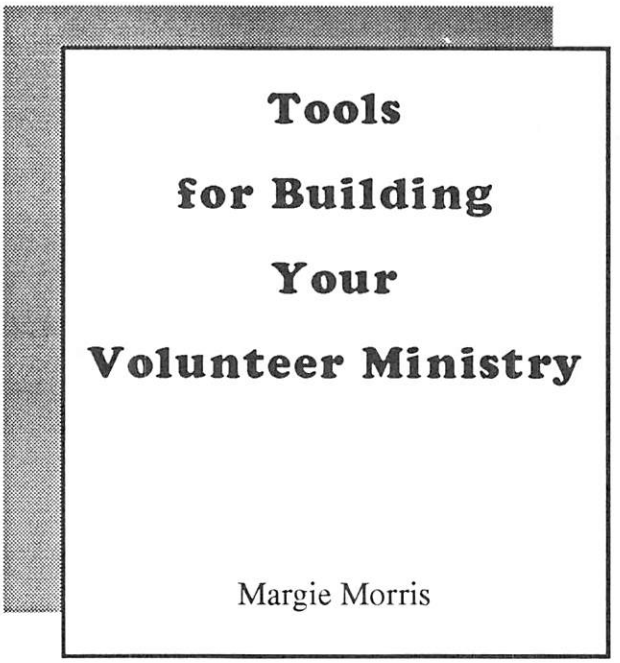
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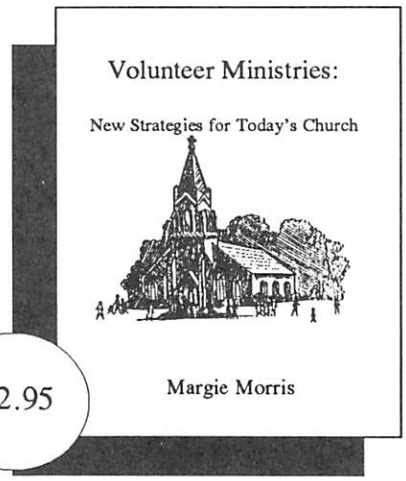
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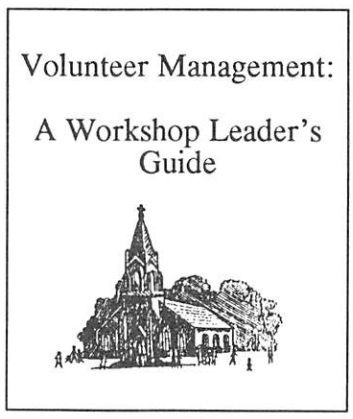
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