

Unleash Volunteer Ministry/Guest Services Morning Breakout Session Notes

Presented by Sherry Moorhead with assistance from Colleen as Guest Services Coordinator and Catherine Powell as Volunteer Director for Greenville Campus

Audience was 318 attendees

Sherry provides overview of her NewSpring work history and quotes Ephesians 3:14 – “When I see the wisdom and scope of God’s plan I fall on my knees.”

Overview on Membership/Volunteers (SM)

- Begins with membership class – to volunteer you must be member of NewSpring Church
- Formerly administered spiritual gifts assessment which is no longer used
- To determine a good volunteer team fit, we ask people the following:
 - What is your schedule availability?
 - What are your hobbies and talents?
 - Do you like working with children or adults?
 - Do you prefer to be upfront or behind the scenes?

The main key is to find out where the volunteer loves to be. We try to avoid using the term “need/” for example, if someone asks, “Where do you need me?” We want the volunteer to be in their sweet spot, not serve somewhere just because there is a vacancy.

A church must determine the vision that their volunteers are to follow. Staff/leaders and volunteers of that ministry should Be vision, Live vision, Know the vision. Our vision at NewSpring is to make the name of Jesus famous one life at a time.”

We don’t have it all figured out so we just daily seek God’s direction.

Be contagious!!

Catherine’s Greenville Volunteer Experience (CP)

- Catherine is only staff member in Greenville over volunteers

- She had 4 months to recruit the Greenville volunteers
- They started with 200 volunteers and are now at 600 volunteers
- Volunteers have been great about recruiting other volunteers. They are contagious!
- They have volunteer leaders
- They have held 8 or 9 membership classes

SM states, "Never underestimate ability of a volunteer."

SM used to feel bad about asking a volunteer for a Saturday. However, she has realized that some volunteers count it a joy to be doing a ministry and volunteering is doing the ministry and are often willing to help out on a Saturday. Example given is Zip, a parking volunteer. Zip had gallbladder surgery last Thursday and was directing parking at the following Sunday services and today for Unleash. He loves to do a robot dance for the kids in cars when he directs parking. Sherry makes connection of "Each and everyone of you will find your place in ministry to dance."

We want people to know Jesus and be Jesus for people. We want an "attitude of servitude." The volunteers are the ones doing the ministry and the staff is there to equip, lead, and train the volunteers in the particular ministry.

Q & A – SM opened up to receive and answer questions from attendees

Q1: With 600 people, how do you handle communications?

A1: We have a total of 3,022 volunteers across all campuses; it is a trickle down effect. The volunteer coordinator on staff and some that are just volunteers help new volunteers to make first contact and do first serve with follow up to see if they liked the team they served on. If all went well, the new volunteer will be assigned to that team. Once they are on a team, communication will flow from the team leader to team members. If the volunteer did not like what they did, they will try to find something that will work better for that particular person. Roster reports are printed from Fellowship One on a monthly basis to determine who has missed 3 to 4 weeks in a row and coordinator follows up with that person to determine if they are okay or if they want a different ministry in which to volunteer.

We use Fellowship One system and a lot of communication is by email.

Q2: What kind of training do you do for volunteers?

A2: Depends on team ministry. At membership class they get a brief idea of all ministry areas. The main goal is to meet people where they are. We have volunteer class called IMPACT about once a month where we give out booklet of available volunteer opportunities. They will fill something out as to where they want to serve and the volunteer coordinator will put them with the leader then assigned for training.

Depending on the ministry determines the length of training. For example, with children's ministry we do a background check, there is training, hands on work. Youth ministry is a month long training. You sort of learn as you go if you are a greeter.

We do not want our volunteers to think of what they do as a duty, but a calling. We are to pattern our lives after Christ as he served others above and beyond. We are to show people Jesus in Very part of our lives, not just as we volunteer on Sunday. We encourage a team training and encouragement time once a month.

Q3: To set high expectations, do you have a covenant?

A3: They do it at membership class which includes a signing a commitment to tithe, involvement in church by volunteering; vision and expectations are taught at membership class.

Q4: How did you organize your volunteer base from the beginning of NewSpring? How did you keep momentum of volunteers going as church grew?

A4: We started keeping track of volunteers on an Excel spreadsheet. When we went from 400 volunteers to 900 to 1500, we just tried to hang on for dear life. We were desperate for God's direction. We used ACS. Now we use Fellowship One. The momentum came from just seeing leadership potential in volunteers that were already involved and then putting them in charge of other volunteers. There was a lot of encouragement from leadership to not be scared to ask volunteers to step in and to delegate to them. It started with main teams of greeters and parkers.

The key is to know your focus as a church and KEEP your focus. Our focus is Sundays – every ministry that we have revolved around Sundays. Say “No” to those things that are not in vision of your church, example given was not starting a clothes ministry since it was not part of the vision. Getting people in leadership positions is important.

Q5a: Who maintains all data in Fellowship One?

A5a: We have a part time staff person who keeps it up and generates reports. Other staff members are trained to use Fellowship One.

Catherine comments that some volunteer team leaders have access. They have password and can go into system.

Q5b: How are volunteers scheduled?

A5b: Catherine responds that most serve weekly or biweekly basis depending on the ministry. Security serves every other week because they are there for a longer serving time of multiple services. Awake serves every two weeks because of a longer serving time.

Q6: With Fellowship One, did you get guru to system from the start?

A6: We had someone who did know something.

Q7a: How do you handle bereavement?

A7a: We have several people who are part of it. We use volunteers that may be people who used to be Pastors and have been screened well to determine if they are able to handle these types of situations. We have a Care Pastor and we suggest the person goes to Care Ministry.

Q7b: What about food for families?

A7b: We have a hospital food team and have a team of volunteers. This is usually delegated from a Care team staff member to a volunteer.

Q8: What are other creative ways to reward or encourage volunteers?

A8: Greeters and ushers meet and pray. We share life change (your story about how your serving has made a difference) and it is the best form of encouragement. Thank you notes are sent out. Team leader, Dan White, will send out encouraging email to his volunteers. We have volunteer appreciation day that includes our own service with Perry giving a short message, Lee and the band play some of the volunteers' favorite songs, food, prizes, and games. We run around and be cheerleaders.

Q9a: Who made decision to drop spiritual gifts test?

A9a: SM went to supervisor and we made the decision to stop doing it.

Q9b: How long is membership class?

A9b: 1 hour and 30 minutes

Q9c: Who teaches it?

A9c: It was Jason Wilson and now it is Jake Beaty. We have a membership book for class.

Q10: What do you do with community outreach ministry?

A10: We hear of things needed in the community. We hear about needs from Anderson Interfaith ministries. We have a handyman team and food drives. We have filled up several food banks in the community through food donated by church members and attendees. One Sunday so much food was donated that we filled every pantry in Anderson and had leftovers to disburse to people in the community that we heard were struggling.

Q11: Do you have Sunday school or just corporate worship?

A11: For adults it is all corporate worship. KidSpring is for 5th grade and below to learn about Jesus at their level. It removes distraction from adults so they can receive Perry's message during Sunday service.

Q12: What is difference between hospitality and Awake coffee?

A12: Awake sells coffee and hospitality serves the volunteers upstairs at VHQ (Volunteer Head Quarters).

Unleash Volunteer Ministry/Guest Services Afternoon Breakout Session Notes

Presented by Sherry Moorhead with assistance from Colleen as Guest Services Coordinator and Catherine Powell as Volunteer Director for Greenville Campus – attendance 486 people

Sherry starts with Ephesians 3:14 – “The wisdom and scope of God’s plan brings me to my knees.”

We encourage our volunteers at NewSpring to find their “sweet spot.” Sometimes this can be a process. The first place a person volunteers may not be their sweet spot...they just try the next thing until they find the volunteer opportunity that they love and look forward to.

If I’m nervous about something that is probably where God wants me to be.

In order to volunteer at NewSpring you must be a member of the church. NewSpring has membership classes one or two times a month that lasts about one and a half hours where attendees receive a booklet, vision of church and it’s a place where we, as a church, can meet people where they are.

IMPACT classes are classes that we offer people interested in volunteering at NewSpring. At this class, we encourage people to find their spot in ministry, that this is truly a calling in their lives, that we all need to pattern out lives after Christ (the best example of servanthood), and we remind our volunteers we want them to have JOY in serving.

We no longer use spiritual gift test because we found it is not beneficial. We simply ask our potential volunteers the following questions: What is your availability? Do you want to serve with children or adults? What are your hobbies/ talents? Do you want to work behind the scenes or up front?

Keep volunteer opportunities simple. LIFE CHANGE is the main goal. We, at NewSpring, make sure that our volunteer opportunities revolve around Sundays, the focus of our church.

A phrase that we like to use with our volunteers is “Try it out” If you love it, keep doing it, if not keep trying the next volunteer option.

Catherine Powell, volunteer director @ NewSpring Greenville Campus spoke and reminded attendees to ask big things of their volunteers. If they are in their sweet spot, they’ll do it BECAUSE they love it. Catherine is the only volunteer staff member @ the Greenville Campus; the way she can be the sole volunteer staff member is because she has asked volunteers to do BIG things and since they love it, they do it and do it with EXCELLENCE!!

God is sovereign...he has given people talents and gifts to be empowered by staff to do ministry. Remember to encourage volunteers that they are in ministry.

Q & A – SM opened up to receive and answer questions from attendees

Q1: Does Perry do a sermon on volunteering?

A1: Yes!!!! Perry does an amazing job at casting vision to our church and the importance of being involved almost every sermon. But he does actual volunteer sermons once or twice a year.

Q2: What training opportunities are available for your volunteers?

A2: Training opportunities depend on the area of ministry they are volunteering in. For example, greeters have more hands on training where as volunteers in our student ministry go through a month-long training. Volunteer coordinators also have training sessions where they encourage and train volunteers in their area of ministry. IMPACT classes are offered once a month for initial training for every volunteer. Each team meets with their volunteers to pray and encourage each other about 45 minutes before each service starts.

Q3: Is there a certain time commitment that you require of your volunteers?

A3: No, sometimes people can get too caught up in process that God is taken out of the factor...so don't force someone to serve if that is not where they are supposed to be serving.

Q4: What benefits have you found that becoming a member first is important then becoming a volunteer?

A4: We feel that you should be a member first because number one in order to be a member, you have to be a believer. Secondly, our volunteers are on the front lines, so we want them to be sold out to the vision of NewSpring. At membership class you sign a covenant to commit to tithing and serving, representing the church...so we feel this acts as a kind of accountability.

Q5: Do you find that the first time people visit your church, they join the next Sunday?

A5: This varies, we have people come for the first time and know they want to join ASAP, where we have also had people attend for 4 years then join.

Q6: What is the best and most creative thing that you have done to fill the hardest volunteer position to fill?

A6: We have amazing lead volunteers that cast vision into the lives of other volunteers. Letting volunteers know of specific examples of how their serving made a difference in someone's life. For example, with parkers, we remind them that the service starts in the parking lot...so they need to break down any walls that people may have coming in. Parkers are a hard position to fill because of the weather element, but if they feel they are HUGELY important and know that they are making a difference, that fuels them to withstand whatever weather may come their way.

Q7: How can first-timers distinguish who the volunteers are?

A7: Our volunteers wear name tags and greet everyone with open arms. We distinguish who the first-timers are by asking them to turn their flashers on in the parking lot. When a greeter sees the flashers they go up to that car and greet them as soon as they get out of the car.

Q8: How do you discern if a person is struggling getting out of their comfort zone or if they are just plain not right for the volunteer position that they are holding?

A8: If the joy of participating in the area of ministry is not there, they are not a good fit. Those that have potential and enjoy what they are doing but think they may not be good at something because it is not in their comfort zone... just encourage them in the gifts that God has given them.

Q9: How do you handle confrontations that occur because you do not allow children to go into the service?

A9: We let them know that we want a distraction free service not just for the people around them, but so the PARENT can get the most out of the service. We also let them know that we care so much about their child that we want them to have the most age-appropriate learning about Christ. First-time greeters are very intentional about if they see a family with a child to go ahead and be talking up the children's service and how much fun they are going to have. This also lets the parents know that they will not be with them in the service. We have children bouncers that are especially trained for the confrontational conversations. If these bouncers are volunteers or parents themselves, they can give a personal testimony of how much their children love the service. And you just have to

know that sometimes people leave. The ultimate thing to remember is that God is sovereign.

Q10: What do you mean when you say you have full-time volunteers?

A10: We literally have people in our church that have quit their jobs to be full-time volunteers @ NewSpring. For example, Chip @ the Greenville Campus.

Q11: Have you ever had to release a volunteer from a position because they just weren't doing a good job?

A11: Yes, there is just a gentle conversation one on one with that volunteer. For example, one time someone wanted to be a greeter. They were looking down the whole time and not looking very happy in what they were doing. Someone had a conversation with this person and said I have a great job that you can do and it was actually picking up the grounds. We knew this person had an attitude of servitude, but knew that greeting wasn't their place, so we found something else for them to do that we knew they would be good at.

Q12: Do you have advice for recruiting weekday volunteers?

A12: Prayer. God always sends weekday volunteers at the perfect time! But, you must remember not to be scared to ask!! We send out emails to see if there is anyone available for certain things. Again, you should encourage your staff and volunteers to be contagious.

Q13: In NewSpring's ten year existence, when did the volunteer base explode into so many people?

A13: Some things we just don't understand. It was a God thing! We did have volunteer expos, Perry's sermons that cast vision from the top down, staff setting the example that service is a lifestyle rather than duty, membership class push, letters, mass emails, and just sharing life change stories!!

Q14: Should we get volunteers then decide what ministries to start or start ministries then get volunteers?

A14: You should always know what your church's vision is first and have that nailed down first, then know your vision and sticking with it and plugging volunteers into that vision.

Q15: What program do you use to keep up with your volunteers?

A15: Fellowship One is used. Rosters are printed on a monthly basis that indicate the "last served date" and then we follow-up with volunteers that haven't served in a while to see if they enjoyed what they did or if we should find another area of ministry that they can volunteer in.