

Volunteer Ministry/Guest Services
Breakout Session
UNLEASH 2008
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Volunteer Director

Introduction

- *"God can use messed up people"*
- Grew up in Anderson, accepted Christ at 16 and raised in traditional church
- Worked at a bank, never imagined being in ministry (felt unworthy)
- Joined staff at NewSpring in Nov 01 and God built my character through the different jobs he took me through at NewSpring (secretary, Perry's assistant, volunteer director)
- When people feel unworthy to be in ministry, you can meet people where they are because you've been there.
- NewSpring Vision – Help people discover their potential in Christ.
- Our main goal is to point people to Jesus. To show them Jesus. Don't lose sight of the ultimate goal. Volunteering goes beyond needs, duties, emptying trash, welcoming people, serving food, and parking cars. It's an illustration of Jesus.
- I honestly believe that we can see a huge lifestyle shift in people today through church involvement. We need to go from lifestyle influenced by the world to lifestyle influenced by the church. See people build up their homes the same way they come together to build up the church. It is my passion to see people take their experience of service here and apply it to their everyday life.
- Lifestyle - A way of life or style of living that reflects the attitudes and values of a person or group. Are we a reflection of Jesus?

What does it look like to a 1st time visitor *"Someone decides whether or not to return to a church within the first 15 minutes they are there"*

- Want to blow them away in parking lot: turn on flashers, radio to greeters that you are coming. The greeter meets you at your car and walks you into the building while explaining to you what is going on and what to expect (kids ministry, distraction free auditorium)
- Asked to fill out tear off card on bulletin and drop in offering basket.
- Follow up phone call is made and letter is sent the following week.

How do you serve *"Volunteers are a walking sermon illustration"*

In order to volunteer you have to be a member of NewSpring. We want our volunteers to be 100% sold out for the vision of this church. They are

representing this church. Membership is a commitment to the church, the vision, and to getting involved. It also gives us accountability and knowledge of their walk with Jesus. They are examples of Jesus and we surely want to make sure they know him.

- Volunteer Interest comes through the membership class and Impact, a volunteer class that we just started having.
- New members coming from traditional churches may not know all the different ways to volunteer (ex. Landscaping, usher, etc.). Remember that everyone has different levels of availability. Provide opportunities from 15 minutes to several hours. Once people get their feet wet they typically want to do more.
- During Impact they are shown what serving is all about by seeing the different opportunities in action.
- We explain that God has given you a gift to use in the church for you to discover through your job, talents, hobbies, or past experiences.
- Commented from participants that membership class is focused on joining and Impact helps them focus on serving.
- After class exit into "volunteer fair"- tables explaining individual opportunities.
- Main goal is for you to leave knowing the next step to volunteer (most likely first serve date and time).

Tracking Volunteers *"Numbers are important!"*

- God will provide the people that you need but you have to have the leaders in place to maintain and track them.
- Strongly encouraged to get Fellowship One and set it up correctly from beginning.
- Churches are at different levels but all must keep track of their volunteers. Start now, no matter how small you are, you will need those numbers in the future.
- We do not ask for a commitment, we want them to have joy in what they do.
- NewSpring is organized by a Volunteer Director (Sherry Moorhead) and around 12 volunteer coordinators of different areas indirectly reporting to her.
- It is the volunteer coordinator's responsibility to plug members into their area.
- Volunteer director meets to advise coordinators once a quarter.
- Smaller teams run well on monthly schedules (ex. Resource center 70 vols).
- Larger teams run well with every or every other week volunteers (ex. 350 greeters).

- Coordinators must pull rosters using Fellowship One monthly to check to see which volunteers are and are not showing up. Follow up with those that are absent.
- AM and PM leaders are used as well as service leaders and zone leaders. 1 person can successfully maintain 12-15 volunteers.
- You're not running a healthy volunteer program because of the number of volunteers on your roster but by the number of volunteers showing up to serve.

Volunteer Appreciation *"Because of your ministry, lives are being changed."*

- Empower your volunteers by filtering stories of life change that you hear to them. Numbers give them a visual of what's going on. Continually cast vision.
- Every meeting is a chance to thank them. Include appreciation in every training session.
- Meet with volunteers 45 minutes before service begins to pump them up for the day.
- Once a year, large volunteer appreciation (all staff on deck to serve them).
- Goal is for them to leave saying "Wow, I do make a difference and I am appreciated" as well as being pumped up to serve even better!
- NewSpring used very large budget, gave away door prizes, provided dessert and coffee, gift to take with them, hand written note from staff member, favorite songs played by the band, and special thanks from pastor.

Conclusion *"Volunteers are in the ministry"*

- Leave here encouraged, not discouraged.
- There are things that you can do at all levels. Tweak this information and make it your own.
- Don't focus on the details, focus on the people.
- Learn as you grow! Network with each other.

Question and Answer Session

Breakout #1

Q. When starting a computerized system, what pit falls should I avoid?

A. Shift to Fellowship One ASAP! ACS works for smaller churches but Fellowship One works for growth.

Q. How often do you provide membership classes?

A. Twice a month during prime time and once a month during slower months.

Q. Does Perry teach membership classes?

A. No, Jason Wilson (Executive Pastor) teaches them with some help from Jake Beaty (Pastor of Outreach and Care) and Howard Frist (Greenville Pastor)

Q. Is the membership class just a one time class?

A. Yes, you only attend once.

Q. How long does the Impact class last?

A. One hour

Q. Do you do background checks on all volunteers?

A. We only do background checks on volunteers in the children's ministry, security, youth, and those that deal with money.

Q. We are leaning towards going to 4 services. How do AM and PM leaders work?

A. One leader for both services in the morning or in the evening as a point person for all volunteers on the Greeting team. Holds everything together and meets with them before service starts.

Q. Do you have specific spaces for guests to park?

A. We save spots on a specific row. Parkers direct them once their flashers are on.

Q. What do you get from 1st time visitors?

A. It is announced in every service for visitors to fill out a tear off in the bulletin and drop it into the offering basket.

Q. What is the follow up for 1st time visitors?

A. Send letter and give a phone call the following week saying that we were glad they attended and we hope to see them back next week.

Q. What happens if a 1st timer shows up 2 minutes before a service begins?

A. The auditorium doors remain open 15 minutes after a service begins and then guests are asked to enjoy the service from the atrium.

Q. I cannot get my children's ministry volunteers to show up early enough. How can I bribe them to get there?

A. Constantly encourage, meet together and cast vision. Explain that they are doing ministry and they need to be ready to go. If constantly late then you can talk to them about serving in another ministry. One idea given was

to have a drawing in a fish bowl for all names of volunteers that show up on time for a Starbucks gift card.

Q. We all have different personalities. Do you ever have negative feedback from greeters meeting visitors at their cars?

A. No, we have never had that problem. Greeters would step back if they got a bad vibe.

Q. How do you tell a creepy person that they should not be a greeter?

A. "You are awesome, I have a great opportunity for you. Can you take (blank) and run with it?" If they do not seem to have the gift to greet and don't smile you need to encourage them to smile by modeling it first. If they don't get it then you have that conversation one on one. We want to help them find their sweet spot in ministry. Some people are gifted to be more behind the scenes.

Q. I know that you do not ask for a commitment, but do you have rules like no smoking on campus?

A. We do not have that problem. I guess they could go to their cars. If that ever came up I would ask them not to smoke in public on the church campus. It is not a good example of Jesus.

Q. What are some resources recommended to grow as a leader?

A. Simply Strategic Volunteers by Tony Morgan
Chazown by Craig Groeschel
Simple Church by Thom Rainer

Q. How do you handle screaming babies or outbursts in the services?

A. We do not allow children under 6th grade in the service. We want them to learn on their level and keep distractions at a minimum

Q. Do you have people in the lobby to keep kids out of the service?

A. Yes, we have children's advocates by the auditorium doors as well as staff members to help redirect children. First time guests with kids are prepared for this by the Greeter in the parking lot.

Q. Does every special needs child have a shadow?

A. Yes, parents let our special needs coordinators know that their child is coming and we accommodate them with a volunteer.

Q. Do zone leaders rotate?

A. No, zone leaders lead their particular zone every week.

Q. How do 1st time visitors know to turn on their flashers when they come to NewSpring?

A. We have signs at the entrances telling them to do so.

Q. What is the timeline for a 1st time visitor until they attend a membership class?

A. It is so dramatically different. It could be 1 week to 4 years.

Q. What about Moms who are not ready to check their children in?

A. We have a mother's viewing room for mothers and their children until age 10 weeks.

Q. Is there any other follow up for 1st time visitors after phone call and letter?

A. Not at this time, we are looking into giving them an informational packet.

Q. How do you keep up with when a volunteer is out?

A. Each area of ministry is different. Some have strict schedules and know when a volunteer is absent. Some areas have to pull rosters and see who has not checked into Fellowship One in the past few weeks.

Q. Do you give 1st timers a name badge?

A. No, staff and volunteers only have name badges.

Q. Other than the volunteer appreciation dinner, is there another time where all the volunteers are gotten together at one time?

A. No. Each area of ministry gathers their area together about every quarter for training/appreciation.

Q. Can you look on the website for volunteer opportunities?

A. Yes.

Q. What does Resource center offer?

A. Weekly sermon, sermon series, books, clothing, water bottles and fun stuff with NewSpring on it.

Q. How do you keep people from burnout and serving on several teams?

A. We encourage a volunteer to find one team that they enjoy and give it 100%. Sometimes serving on a weekday and a Sunday team works well. Watch them closely and ask them if they are burned out!

Q. Are your greeters always that energetic?

A. Yes, but we don't always yell at our members/visitors. That's exclusive to Unleash.

Breakout #2

Q. Do you market Impact towards specific people who are who are not serving?

A. We have only had one class. This time we pushed it through membership class and invite cards to remember the date. Next time we will target any member not serving through a roster in Fellowship One and membership class.

Q. When reflecting on the volunteer ministry over the years can you pinpoint tweaks or decisions that took the volunteer ministry to the next level?

A. When we had 600 volunteers we began to structure the leadership appropriately and keep up with people and communication better. We began to not underestimate volunteers to help in the office. Casting vision from the stage is huge. Moving into our new building created excitement.

Q. How do we train current volunteers?

A. One on one hands on attention at the get go of serving as well as training sessions every 3-4 months by area.

Q. What if you want to serve but you do not know what your gift is?

A. I don't feel that Spiritual gift tests are very effective. Impact Class, coordinators talking to them. Volunteers may not know until they try something and get their feet wet. You are not stuck where you start. People come from all different backgrounds, different past experiences, different struggles, different walks of life. Even thou we are all given a gift to build up the church, not everyone understands that, knows what that gift is, or knows how to use that gift in the church. Some have to start somewhere and get their feet wet. Others may come in ready to lead. Meet people where they are.

Q. What do you ask volunteer leaders to do?

A. Different by team. For many Sunday leader's their availability is Sunday not through the week. They have jobs. So we ask them to lead and love the volunteers on Sunday. Weekday volunteers care and follow up with volunteers during the week in the office.

Q. How do you do nametags for volunteers?

A. We used to do badges. We tried printed tags from Fellowship One but they were not excellent and we were not pleased. Right now we are trying to find a cost effective way to return to badges.

Q. What do the children of volunteers do on Sundays?

A. We offer Clubhouse for children of volunteers who are here for more than one service. Clubhouse is full of games, videos, pizza, snacks and lots of fun stuff that they get to hang out in for one service. They are then taken to their class for the second service. This is for kids in kindergarten up.

Q. Do you have a volunteer central?

A. Yes. Volunteer Headquarters is for checking in, grabbing a snack and hanging out.

Q. Other than name tags, do volunteers wear something specific?

A. No. Occasionally we will wear the same t-shirt to go along with the sermon.

Q. With 4 services how much do you require your volunteers to serve?

A. Most guest services volunteers serve 45 minutes before the service begins. Some only serve 10 minutes after a service ends. Some volunteers serve AM or PM shifts. It differs by team.

Q. What is the percentage of volunteers versus attendees?

A. 7500-8000 people per Sunday. 700 serve per Sunday. 4500 members. 2400 total volunteers. Around 50% of members are serving. Looking to change that through Impact.

Q. What size were you when you moved volunteer recruitment to a centralized area of ministry?

A. Early on. 500-600 with one coordinator.

Q. When you went from temporary to permanent facilities, did you plug in the set up and breakdown crews in successfully?

A. Yes. Some took a break but most plugged right back into a similar team like events support.

Q. How many volunteers did it take to pull off Unleash?

A. We had 450 signed up to help out!

Q. From transition from meeting at the college to here, what were the steps to prepare to come here?

A. We started early training them for what was to come. We overstaffed the teams, revamped some teams and added other new teams. We thought through all possible opportunities that there would be to serve in the new building. We are doing that now for the Greenville campus.

Q What are your service times?

A. 9:15, 11:15, 5:00, 6:45

Q. How many people are on staff?

A. Around 95

Q. What is the facility used for through the week that are non staff related events?

A. Trainings for teams, bible studies, classes.

Where there is not vision the people will perish.

People need to know the impact they are making on people and the eternal life change they are a part of. Tell them the stories you hear, read them the e-mails, tell them the number of salvations last week, the number of people baptized, the family that was so touched by the greeter who welcomed them so lovingly on their first visit. This is vision. Don't ever stop reminding them that they are doing ministry, making an impact, and illustrating Christ. They cannot hear it enough.

Vision comes from the top down – Perry does an amazing job with this from the stage every week.

Take what you learn here and make it your own. Leave here encouraged, not overwhelmed. We all have a little bit different vision but we all have the same passion for people to know Jesus. We can all learn from each other. That's what we're here for.