

A PROCESS TOWARD SERVING

The following is a process to be administered by the Volunteers Coordinator that is intended to help move people from merely attending to passionately serving at Vintage21 Church.

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ENLIST // Find prospective volunteers and engage in a serve-conversation.

There are at least three ways through which a serve-conversation can begin.

1. CONNECT CARDS

Each Sunday morning, attendees are encouraged to fill out one of the Connect Cards that is attached to the bottom of every program. Ideally, these cards will provide a person's name and contact information. These contacts can be obtained from the Director of Connections.

2. RELATIONSHIPS

Intimate relationships are most often formed in community; so if a person is in community, his/her community group leader should be able to comment on whether or not he/she is serving. Ask community group leaders if any serve-conversations have occurred in their groups. Also, the team leaders for various V21 ministries (Production, Hospitality, Kids, etc.) may already have prospects in mind, people who have expressed an interest in serving but have yet to be approached. Follow-up with team leaders regularly to assess a ministry's progress and needs.

3. REQUESTS

Some visitors are eager to serve much sooner than one would anticipate, in which case requests may be made prior to a formal and committed connection to community. So it is important for ministry leaders to encourage building relationships through serving.

ESTABLISH // Get prospective volunteers in-place to serve.

People are unlikely to participate in something that is vague and unfamiliar to them. It should therefore be among our top priorities to help prospects understand what is required in a particular serving role.

1. PRESENTATION

After engaging in a serve-conversation in which a prospect's interest is affirmed, the next step is to arrange for a meeting between the Volunteers Coordinator, the prospective volunteer, and the appropriate ministry team leader. In such meetings, the team leader should introduce his/her ministry's practice, purpose, and service needs. This presentation should include the church's vision for people to KNOW the gospel, LIVE the gospel, and BUILD the Kingdom of God. Be prepared to explain how serving fits into this vision.

2. TRIAL

After the introduction, the team leader should seek to set a date for the prospect to shadow and assist a current team member in action. This first-hand experience will allow for an accurate evaluation of the prospect's potential in a certain ministry.

EVALUATE // Assess prospective volunteers after serving in a test-run.

People are unlikely to continue serving in a role that they dislike, especially if they feel incapable of adequately performing their duties. We should seek to align a person's passions and strengths with the specific needs of a ministry.

1. FOLLOW-UP

Discuss the volunteer's shadowing experience with the ministry team leader. Did the volunteer seem interested or disinterested? Did the volunteer work well with others? Did the volunteer conduct his/herself in a way that is honoring to Jesus?

2. FEEDBACK

Approach the volunteer to get an idea of how he/she felt about serving. Did the volunteer find the other team members helpful? Find out if the volunteer would like to continue to serve in the proposed ministry.

EMPLOY // Make sure volunteers are properly connected and actively serving.

People can easily become apathetic and discouraged and fall through the cracks if they are not reassured and held accountable. Remember that we are all different parts of the same body, dependent upon one another to function most effectively.

1. SCHEDULE

Encourage the volunteer to routinely participate in the efforts of the chosen ministry, and confirm that he/she is on a consistent rotation with the ministry's other team members.

2. COACH

Ministry team leaders and members should patiently walk the volunteer through his/her duties until an appropriate level of competency is reached. Even then, every team member, and especially a team's leader, should regularly contribute gospel motivation to the team. Volunteers need to be reminded not only of how to serve but why.