

# VOLUNTEER CULTURE PLAYBOOK

This guide is designed to build Traders Point Christian Church's volunteer culture toward unity, best summarized by Paul's words: "...to equip the saints for the work of ministry, for building up the body of Christ." (Ephesians 4:12, ESV)

# WHO?

It's you! You are responsible for embodying the healthy volunteer culture of TPCC. Our priority as a church is that we stay humble and hungry, and here's what that means to us:

## HUMBLE

Humble enough to trust Jesus in all things

- Put others first
- Extend love and grace to everyone
- Do nothing out of selfish ambition
- Accept responsibility for mistakes
- Fill gaps of communication with trust, not suspicion
- Display gratitude

## HUNGRY

Hungry enough to get people to Him

- Pursue constant growth and development
- Seek ways to break down barriers
- Look for ways to make the ministry better
- Be open to honest feedback
- Engage in healthy confrontation

So, are you humble? Are you hungry?

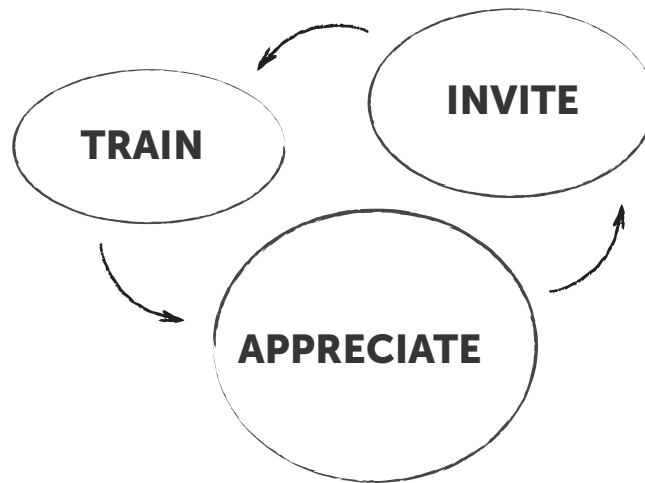
# WHY?

Why is a unified volunteer culture important across all campuses?

Churches grow and thrive *only* when volunteers own the mission and carry it out with Christ's love. TPCC exists to multiply disciples of Jesus. A unified volunteer culture is essential for helping people take meaningful steps forward in their discipleship.

# WHAT?

How do we go about that? What's the plan? Volunteers and staff create healthy culture together, but not without a plan. Here at Traders Point, it looks like this:



These three steps are essential for developing a unified volunteer culture.

## **TRAIN**

Volunteers will be equipped and empowered to do the work of the ministry.

*For this very reason, make every effort to supplement your faith and virtue, and virtue with knowledge, and knowledge with self-control, and self-control with steadfastness, and steadfastness with godliness, and godliness with brotherly affection, and brotherly affection with love. For if these qualities are yours and are increasing, they keep you from being ineffective or unfruitful in the knowledge of our Lord Jesus Christ. (2 Peter 1:5-8, ESV)*

## **APPRECIATE**

Volunteers will be appreciated for who they are, not just what they do.

*Therefore, encourage one another and build one another up, just as you are doing. (1 Thessalonians 5:11, ESV)*

## **INVITE**

Volunteers will own the ministry so much that they invite others to join the mission.

*And let us consider how to stir up one another to love and good works, not neglecting to meet together, as is the habit of some, but encouraging one another, and all the more as you see the Day drawing near. (Hebrews 10:24-25, ESV)*

# HOW?

## TRAIN

Orientation – All new volunteers should be involved with a simple onboarding orientation. Remember, a person's first volunteer experience can determine their attitude toward ministry service for years to come, so keep it positive!

- Set expectations, requirements, time commitment, and explanation of skills necessary to serve.
- This orientation should be offered in-person or through video.
- Onboarding should include hands-on training.
- Document the onboarding process of new volunteers to ensure they are moved through the process quickly and efficiently.
- Follow up 90 days after a volunteer has been serving to evaluate their experience, and help them determine if it makes a good fit.

Huddle up – Huddles are our way of building into the team and creating environments for discipleship to happen. Make this a priority for your ministry – it makes a significant difference in the way volunteers approach their roles.

- Use huddles to share inspirational stories, communicate important information, and pray together.
- Always bring your ministry vision to the forefront.
- Take time to highlight positive volunteer, ministry, or church-wide wins. Our "serving energy" builds when volunteers see transformation happening in the lives of those they serve.
- Encourage teams to pray together in an effort to build community.

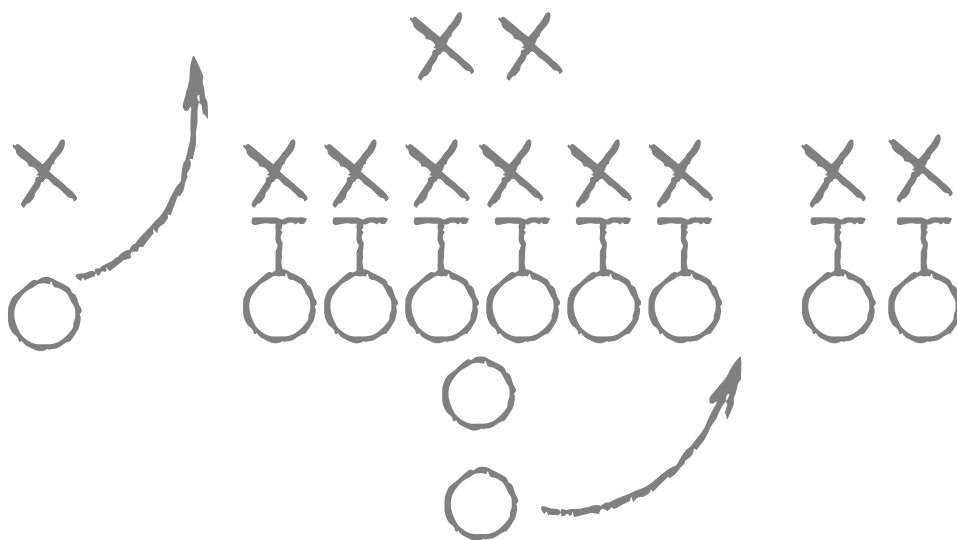
# HOW?

Lead through the pipeline – Take your volunteers through the appropriate ministry pipeline. Raising up leaders is a critical transfer of the baton – It allows others to own the mission.

- Identify people with humble and hungry spirits.
- Communicate clear expectations.
- Provide checkpoints to assess progress.
- Encourage them when progress is made.
- Trust them to do their role.
- Provide and ask for feedback.

Seek feedback – Provide and encourage consistent, honest feedback.

- Send out a yearly survey to open a door for others to give you feedback (see additional instructions). Humbly receive their criticism and look for ways to make improvements.
- Give volunteers ample opportunities to let their voices be heard. Seek out their advice and input. Ask people what it's like to be under your direction.



# HOW?

## APPRECIATE

Affirmation – Provide specific encouragement to volunteers in a variety of ways.

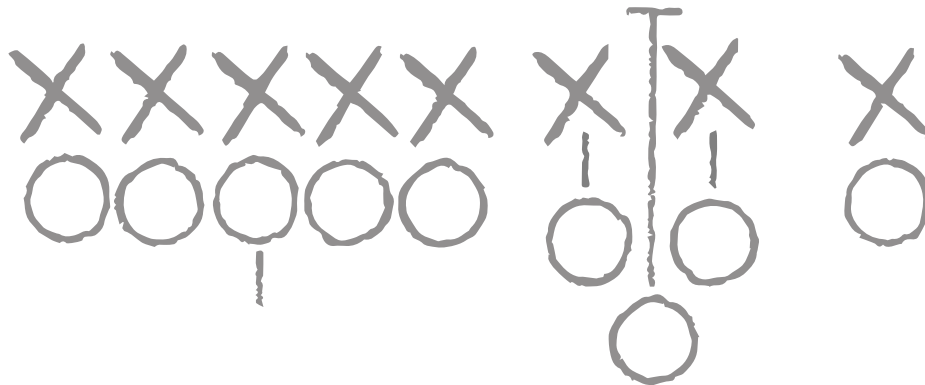
- Send emails, make phone calls, give cards. Remember: volunteers need to be reminded how valuable they are to the mission.
- Utilize social media through your designated ministry point person. Brag about volunteers' service through Facebook, Twitter, and Instagram.

Accommodation – Make sure your volunteers are well equipped and comfortable.

- If possible, provide a hospitality area which includes snacks and drinks for your volunteers to have before or after serving.

Celebrate – Once a year, throw a volunteer appreciation event with the purpose of thanking volunteers, reinforcing the vision, and providing the opportunity to connect with one another.

- This should be separate from a training event.
- This event can be executed as an entire campus or separated by ministry.
- All campus appreciation events should be executed in the summer (June to August).



# HOW?

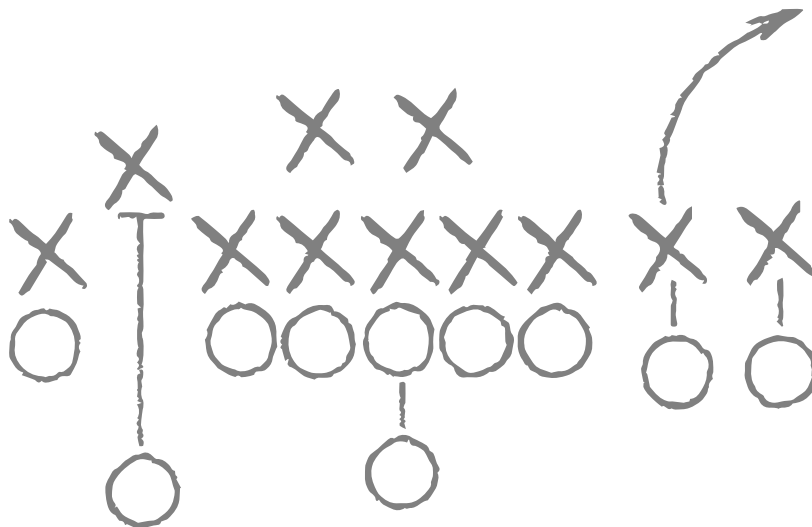
## INVITE

Equip – Give volunteers the skills to invite others to be involved in the mission. When volunteers can clearly convey the ministry vision, are excited about how they serve, and invite others to serve with them, likely to join the ministry.

- Show volunteers how to share stories about how serving has impacted their lives and how God is changing lives of others.
- Teach them to invite in twos: friends, father/daughter, mother/son, etc.
- Encourage volunteers who bring friends to serve alongside them.

Language – Some quick words about language that will make a big difference: Use “invite” instead of “recruit”. People should be inspired by what God is doing, not pressured by what leadership needs. Your words matter.

- Reinforce the value of gifted service and maintain a focus on the need for more to join the mission.
- Don't expect announcements to gather more volunteers. A shout out from stage will show appreciation for current volunteers, but this is not a good primary method of invitation.
- Know that our group leaders are reinforcing expectations for all members to serve.



# HOW?

## TECHNIQUE

Now that you've got the play and know how to run it, but there are tons of ways to become even better leader. Below are a big list of tips and best practices:

- Always start with why you do what you do. Keep the vision on loop.
- Pray. Lean on God regularly to provide the right volunteers for your ministry.
- Set high expectations when inviting volunteers to serve.
- Give new volunteers an opportunity to take a spiritual gifts assessment.
- Always be prepared. Preparation beforehand communicates value and importance.
- As volunteer leaders grow and multiply, celebrate moves to different ministries.
- Never say, "Our volunteers won't \_\_\_\_\_". Instead say, "We have not led them to \_\_\_\_\_."
- Reinforce the importance of volunteers attending service and connecting in a Group.
- Invite volunteer leaders into your home for a times of worship, prayer, and fun.
- Be fully present with the person in front of you.
- Write notes of appreciation to volunteer families.
- Have tough conversations. Establish trust, ask questions, leave with encouragement.
- Identify burned out volunteers and provide an off-ramp.



# HOW?

## MODEL TPCC LANGUAGE

- Not "I don't know," but "Let me find out."
- Not "It's over there," but "Follow me, I'll show you."
- Not "I can't do that," but "Let me find out who is responsible for that."
- Not "They aren't available," but "I'll notify them, and they'll follow up."
- Not "They are a volunteers," but "They are a part of our team."

## RESOURCES FOR LEADING A VOLUNTEER TEAM

- *Leading Not Normal Volunteers* by Sue Miller and Adam Duckworth
- *Stop Recruiting, Start Retaining* by Darren Kizer, Christine Kreisher, and Steph Whitacre
- *The Volunteer Revolution* by Bill Hybels

*\* If you have reason to believe that a volunteer should not be serving (because of moral failure, burnout, etc.), seek the guidance of your TPCC ministry leader.*

