Holiday Volunteer Management for Churches

The holiday season should be a time of joy – a time to be thankful for God's blessings and to share those blessings with others. Yet for many of those in ministry, the holidays are a hectic time of year. There is so much need and we are so busy trying to rally people and resources to meet those needs, that we can find it difficult to slow down enough to enjoy the season.

A significant joy and time "sapper" for churches and ministries during the holidays is the challenge of recruiting and managing volunteers. Traditional methods of communicating needs, taking sign-ups, handling cancellations, and determining who-did-what are far too labor intensive. But there is now a way to do all of those with much less effort, while also getting much better results.

Let's examine the traditional methods for the 5 Steps of Volunteer Recruiting and Management and compare to the brand new methods that are now (finally!) available for each of those 5 Steps through Meet The Need:



1. Recruit

Determine what opportunities to focus members on this holiday season and get the word out to your members about those volunteer needs!

Traditional Methods

All churches want to mobilize members to serve during the holidays. Yet few have the staff and time plan large events. So we see most churches planning one or two holiday serve activities, like feeding some families at Thanksgiving, taking up a collection to give to a local charity, participating in a drive to collect toys, food, etc., or pulling together a group of volunteers to work at a local ministry.

Churches typically communicate holiday needs to their members via:

- Pulpit
- Bulletin
- Fmails
- Word of mouth (e.g. Small Groups)

But those methods are not an efficient way to convey the vast array of needs for volunteers that your church and your ministry partners experience over the holidays.

New Method

Frankly, it's the church staff (who are incredibly busy anyway during the holidays!) who is the "bottleneck" in the process of sharing volunteers needs with members. Conventional methods for getting the word out can never efficiently filter



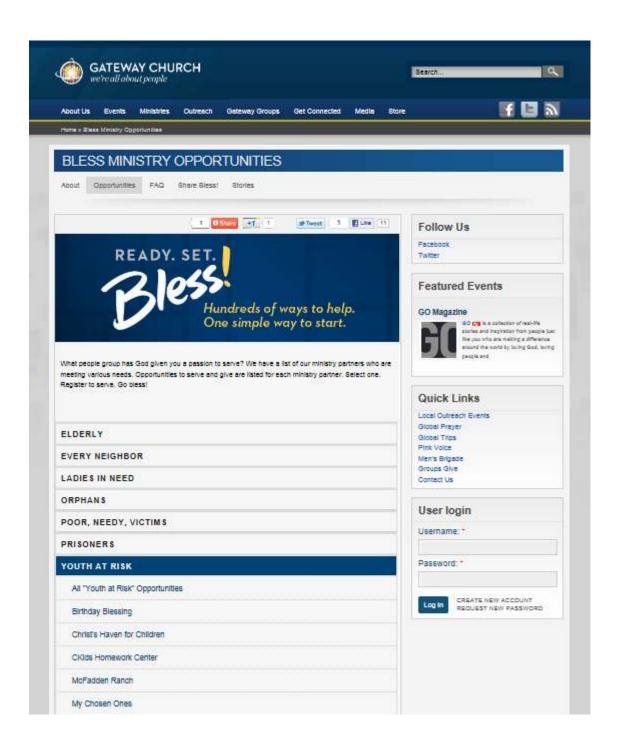
down all the opportunities to those who could have helped. That's why Meet The Need began working 10 years ago – to figure out how to take much of that pressure and work off of the church staff.

Instead imagine:

- Members "shopping" on your church's web site for opportunities to serve that fit their skills and interests
- All of that looking to your members exactly like your web site
- Your members and Small Groups "opting in" to receive emails from ministries inside or outside the church whenever they post new needs
- Empowering your holiday outreach leaders to take responsibility for posting their volunteer needs
- Your local ministry partners posting their volunteer (and resource) needs for your members to see
- You completely controlling what needs show up your web site, even though it wasn't you that posted them

By passing accountability "out" (to partners) and "down" (to team leaders) for posting and managing volunteer needs, the church has a greater impact in the community by putting many more chances to serve in front of your members and Small Groups.







2. Register

Take signups for each shift and see all contact details and commitments for every volunteer!

Traditional Methods

Members and Small Groups register for holiday service events and activities using paper and pen on a sign-up sheet or via an online form, which still needs to be entered and tracked, requiring far too much manual effort.

- · Sign up sheets
- Online forms

New Method

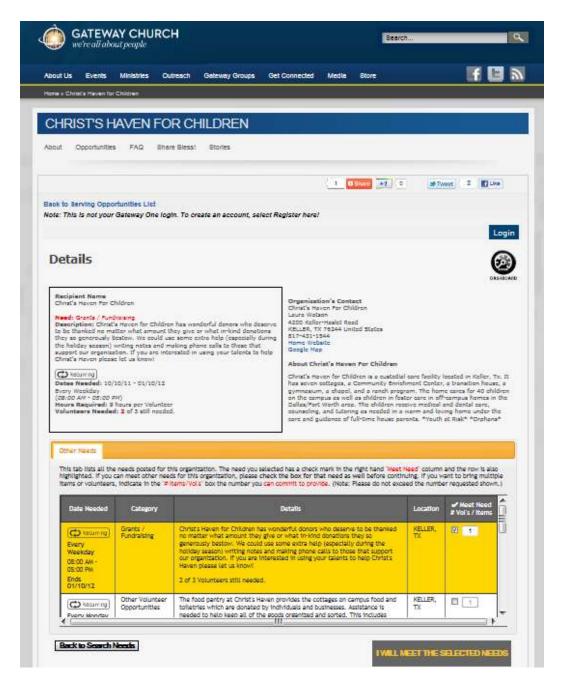
Let members sign up for opportunities at local ministries or inside the church directly on your web site.

- Replace your sign up sheets and online forms with an "amazon.com"-type interface on your church's web site for members to search and sort any time of day or night
- Your members can even go directly to a local ministry's site to sign up and you'll still see where they volunteered and what they did (including testimonials!)
- Easily accept registrations for one-time or recurring needs during the holiday season
- Get contact information on your Dashboard for all those who signed up for each need to share with the coordinator
- Volunteer shifts (for ministries inside or outside the church) that are filled instantly disappear from your web site



"Not only does Meet The Need release the bottle neck at the church staff level on getting serve opportunities to your congregants, but it empowers individuals to put their faith into action. The load has finally been lifted from outreach church staff, who feels the heavy burden of trying to connect gifted servants to needs in the community. Now, at a touch of a button people can match their own personal gifts and promptings directly to a person, ministry or even a non-profit."

- Van Dyke Church, Kim Crosby, Missions & Outreach





3. Remind

Feel confident that the number of volunteers you expected (and who your ministry partners are expecting) is the number you (and they) actually get!

Traditional Methods

	Method	Frequent Result
Reminders	Phone calls and emails	 Labor intensive
		Can't reach people
Cancellations	Take last-minute calls	• Too few show up
	and emails	 Adjust quantities
		needed on
		spreadsheet
Adjustments	Groups may call or email	Too many or too
	(or may not!) as they	few show up
	grow and shrink	

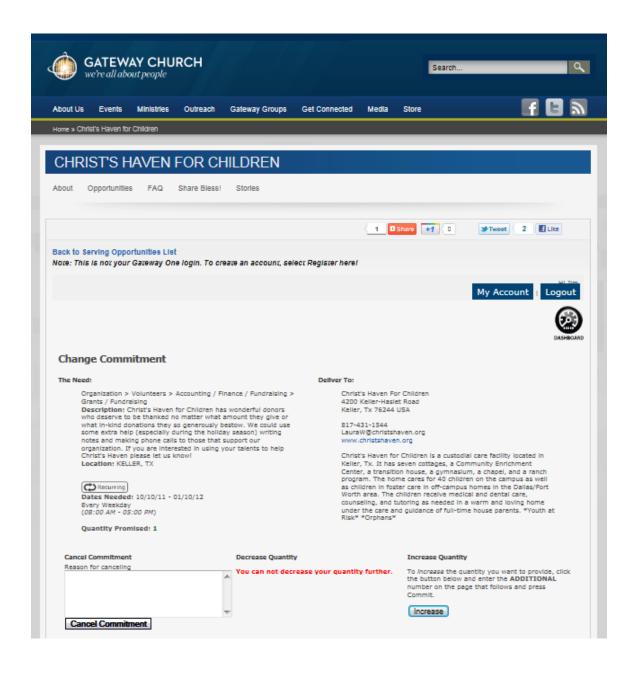
New Method

	Method	Result
Reminders	Automatic emails 21	Decrease no-show
	days, 7 days and 1 day	rates and save time
	before their volunteer	emailing all
	date(s)	volunteers



	1	T
Cancellations	Your volunteers cancel through your church's web site	When someone cancels a need that was previously filled, that need instantly reappears on your web site and every other site showing a need for 1 more person!
Adjustments	Your groups of volunteers can increase or decrease the number of people in their group through your church web site	Actually get the number of volunteers that you expected!







4. Revise

Share changes to the number of volunteers needed and logistical details with prospective and current volunteers!

Traditional Methods

	Method	Result				
Make	Paper and pen or	 Static, not instantly 				
Revisions	spreadsheets	shared with others				
Communicate	Emails and phone calls	 Labor intensive 				
to		 Not certain that 				
Prospective		key individuals				
Volunteers		will/can easily				
		share the updates				
Communicate	Emails and phone calls	 Labor intensive 				
to Current		 Can't reach some 				
Volunteers		so can't be sure all				
		received message				
		 Some people show 				
		up and wrong				
		times and/or				
		places				

New Method

	Method	Result
Make	On Meet The Need	 Instantly
Revisions	Dashboard	communicated to
		all current and
		prospective
		volunteers



Communicate	Updates on Dashboard	Notification in			
to	instantly adjust	seconds when a			
Prospective	quantities shown and	change is made			
Volunteers	details on your site	with no extra effort			
Communicate	Content of reminder	 Volunteers show 			
to Current	emails automatically	up at the right			
Volunteers	changes. You can also	place and the right			
	auto email all volunteers	time			
	in each shift that has				
	changed.				

Update Need for Christ's Haven For Children Category: Organization > Volunteers > Accounting / Finance / Fundraising > Grants / Fundraising Location: USA Zip: 76244 (Keller, TX) [Change Zipcode] Description: Christ's Haven for Children has wonderful donors who deserve to be thanked no matter what amount they give or what in-kind donations they so generously bestow. We could use some extra help (especially during the holiday season) writing notes and making phone calls to those that support our organization. If you are interested in using your talents to help Christ's Haven please let us know! # of Volunteers Needed: 3 total, and 1 remain unfilled Per User Volunteer Limit: Resources/Materials: We've determined that you are using the simple recurrence feature. Unfortunately, this need has legacy data associated with it and is not eligable for upgrade. If you wish to use the new recurring feature please create a new need. Start Date: 10/10/2011 (MM/DD/YYYY) Interval: Every Weekday Examples: "Every Saturday", "Every second Tuesday of the month". End Date: 01/10/2012 (MM/DD/YYYY) *This need will not appear in Search Results after the date you enter here. Time: 08:00 AM - to 05:00 PM -Display Status: Active View Status: Public - Visible on the websites of other organizations. Members Only - Only approved members of your organization may meet this need. Semi-Private - Only visible on your website but visitors may meet this need. Update Cancel



5. Record

Measure the impact your church had during the holiday season!

How many times does a church miss stories about how a member went out to help a local family or how a Small Group served at a local ministry? With Meet The Need, you will see all needs met by all members inside or outside the church or your church's private, access-controlled Dashboard. Even if that member or Small Group signed up through a local ministry's web site (instead of through your web site), you will still know everything those members did to serve at that ministry – including testimonials about their experience that day.

Traditional Methods

	Method	Result		
Track	Add up volunteer	 Inaccuracies 		
Outstanding	registrations across	• Difficult to reconcile		
Needs	paper forms and	and quickly		
	spreadsheets to see	determine totals		
	whether you have			
	enough volunteers			
Audit Hours	Do your best to take	 Hard to maintain 		
Volunteered	notes on paper forms	records in the short		
	and spreadsheets as	term and to retain		
	volunteers come and go	in long term		



Calculate	Enter paper notes into	Time consuming		
Volunteer	spreadsheets or use	 Inaccuracies 		
Hours	calculator	 Difficult to go back 		
		and pull historical		
		numbers		

New Method

	Method Result					
Track Outstanding Needs	See at any time how many volunteers have signed up and how many are still needed for each shift	No need for data entry or calculations				
Audit Hours Volunteered	Use your Dashboard to record how many came and how long they stayed	 Convenient one- stop place to record volunteer attendance Instant updates to volunteer hour and count reports 				
Calculate Volunteer Hours	Click a button to run and export reports showing volunteer hours and counts for any time period and/or any volunteer activity	 Information your staff needs in seconds Easy access to historical data for years to come View testimonials to share with your congregation! 				



Edit Need Response



User		# of Volunteers/Items	Showed Up?	Status	Action		
Jim	@yahoo.com	1 + -	Showed Up Hours: 9		Remove From Pending Cancel Donation		
Cassie I	@yahoo.com	1 + -	Showed Up	Pending	Remove From Pending Cancel Donation		

Pending Commitments to Our Organization – 1 to 5 of 5 1





Being Met By \$	Category \$	Date Time	Description \$			Individuąl Hours	Method \$	Recipie##	Agreed to Meet¢ On
Jim @yahoo.com Sample Church1	Grants / Fundraising	01/10/12 08:00 AM - 05:00 PM	Christ's Haven for Children has wonderful donors who deserve to be thanked no matter what Location: KELLER, TX	-	of 3 promised (Edit)	9	Through Organization	Christ's Haven For Children	11/25/11
Cassie Fort Worth, TX 76244 903- @yahoo.com Gateway Church	Grants / Fundraising	01/10/12 08:00 AM - 05:00 PM	Christ's Haven for Children has wonderful donors who deserve to be thanked no matter what Location: KELLER, TX		1 of 3 promised (Edit)	9	Through Organization	Christ's Haven For Children	10/18/11
Melanie Southlake, TX 76092 817- Gateway Church	Ministry Administration / Clerical	12/16/11 01:00 PM - 05:00 PM	We are in need of Christmas Interns! Beginning mid-November to mid- December, we will need Location: KELLER, TX		1 of 1 promised (Edit)	4	Through Organization	Christ's Haven For Children	10/17/11
Lisa Fort Worth, Texas 76244 817- @verizon.net Gateway Church	Ministry Administration / Clerical	12/22/11 11:30 AM - 01:00 PM	We are in need of volunteers to help in the Community Enrichment Center by answering phone Location: KELLER, TX		1 of 1 promised (Edit)	2	Through Organization	Christ's Haven For Children	09/27/11
Bibi Northlake, Texas 76262 718- @att.net Gateway Church	Other Volunteer Opportunities	12/31/12 01:00 PM - 05:00 PM	The food pantry at Christ's Haven provides the cottages on campus food and toiletries whic Location: KELLER, TX		1 of 4 promised (Edit)	4	Through Organization	Christ's Haven For Children	10/16/11



To find out more about how to spend more time enjoying the holidays while expanding the impact of your church has in the community this holiday season (and throughout the rest of the year), contact Meet The Need at 813/527-0222 or membership@meettheneed.org.

Happy Thanksgiving and Merry Christmas!

www.meettheneed.org

