

# The Magic Formula for Getting People to Volunteer

SHERRY MOORHEAD

Session started with Sherry's usual enthusiasm and cheers letting all the "tent dwellers" know that it was New Spring's honor for us to serve them and that we were there to help in anyway.

The session was opened in prayer which I know God honored because of the flow and response from the guests.

Sherry was candid about her leadership journey at New Spring from cleaning toilets, receptionist, financial secretary, to Pastor's assistant all in her 8 ½ years with New Spring. She then led into the way God had opened her present position as Volunteer Coordinator, as being what she had a passion for and was gifted to do, which was to serve people. The thread that the Lord kept weaving into the entire session was "Contagious Encouragement" being the "Magic Formula" for getting people to volunteer. Her scripture foundation was Exodus 34:10 emphasizing that the power of the Lord is displayed through you. If you have the heart and passion for the church vision than its contagious and that starts from the stage down to the volunteers. She opened up for questions which also included items she was going to cover anyway.

Listed below are questions and answers that were discussed:

1. How do you get (600) volunteers to do Unleash or even Sunday services? I don't know! Again be passionate to meet people where they are and desire to see them grow and walk with the Lord. Hug and love on them. When my husband and I started at New Spring we didn't feel worthy to serve, so we need to love and believe in people to encourage them to come in and serve. Ask them are you ready to be in ministry? New Spring would not be here without volunteers. Again be desperate for God to be in control of you and that will be contagious. Always be on the same page as the vision of your church. What is your church's DNA? Remember one person at a time. From the stage down to volunteers BE REAL. We have volunteer leaders that meet 45 minutes before the services with their teams to pray, have a short devotion and/or scripture reading, and share upcoming announcements to prepare them before each service. We remind our servers why they are called to serve. We challenge volunteers to share stories of how they have seen God move in their ministry areas with others by email, to the staff, or other members to keep it contagious. Also to go the extra mile, smile, go above and beyond to show Jesus because it makes a difference. (Story of little boy and "towel man" the parking volunteer.) What an awesome impact he made on this boys life. You need to take back things you hear at Unleash today to your church and fit it into the vision and DNA you know God has given you.
2. This was the first audience question: Comment that their church had gone from 80 to 600 in one year but the same people were doing the volunteering and how do you keep them committed? Do you have same volunteer teams every week or do a rotation? Again we have a Membership class once or twice a month, at which time we share the vision we have at New Spring for service. We tell them we don't want something from them, but serving will bring something for them. We identify their spiritual gift and emphasize we are ALL part of the body. They need to share the vision and we encourage a healthy relationship. Make it a simple process for them to plug in and go ahead and jump so they will get involved somewhere. We ask them these questions: a.) Are you a people person or not? This helps determine if

they are more comfortable out front or behind the scenes serving. b.) Do you have a heart for children, teens or adults? c.) What is your schedule? Would it be better to serve through the weekdays or at the Sunday services? d.) What are your personal hobbies, talents, and education you would like to use for the Lord? Make opportunities simple to plug into by meeting people on their different spiritual levels with the Lord. They will catch what you have if you are passionate about serving and encourage even small amounts of time to serve if that is all they have to start with. We have volunteers come assist at the church through the week, while some stay home moms serve from their homes. There is a place for everyone.

3. If you are a leader, or volunteer do you furnish childcare for these people? Yes children's check in is 50 minutes before each service.
4. How do you get volunteers to come to pre-meetings on time? E-mail reminders and getting our team leaders to encourage, while emphasizing, the importance of coming together before the service for prayer and announcements. We are e-mailing team leaders the same scripture and announcements each week to keep all teams on the same page with the service. If volunteers continue to not show or stay committed, we try to follow up to find out the reason why to see if there is a need we may can help with or if they would like to try another ministry. People want and need to be held accountable .
5. Do you have a recruitment process? How do you help them decide where they should volunteer? It all goes back to the Membership Class. God has not called us to be obese so we need to loose the fat and develop muscle is taught. We emphasize at that class to tithe and serve. After they begin serving in some area we have reports that follow up as to how active they are. At this time, as long as they are either serving or tithing they are considered active members. You have to be a member of New Spring to serve as a volunteer. At the membership class we have an accountability conversation with each person to discuss their personal salvation and to know where they stand with Jesus. We want every member to be saved first, plus be sold out in love with Jesus! When you ask the class how many came to New Spring by word of mouth almost the entire group raises their hands so we encourage them that as they plug in to a ministry and know someone that is a member that is not serving then to personally encourage and invite them to come experience life by serving. It is about the body ministering to the body.
6. How do you provide the teams with their supplies or material needs? Do they have their own budgets? Each area does have its own budget but it comes from the overall church budget and we believe in doing everything with excellence.
7. Do you have a lengthy process that is required for volunteers to have to go through before they serve? It depends on the area they are going to be serving in. For instance, yes for the children and youth ministries. They have to complete a background check and Volunteer Coordinator interview while another area such as parking or greeting would not. Anyone in a teaching leadership such as children or youth, are reviewed by a monthly observation to make sure they are displaying Jesus.
8. Amy Hawkins was called to the stage and spoke about the orientation tours held on Sundays at 10:50 located at the Volunteer Headquarters. Here the new volunteers are told why the scripture teaches they need to volunteer. They are then taken to the ministry they have chosen and introduced to the team leader. They can shadow or observe what is involved in that team's ministry to see if that is where they feel

comfortable. Their names are put in the computer, which prints them a name tag. If they do not feel comfortable after observing that ministry then we try to find another area of service. One good way to locate their passion is to ask if when they pass an area of service and their heart begins to race then that is probably where they are best suited!

9. How do you honor or celebrate your volunteers? Starts from Perry on stage down. He thanks and recognizes volunteers quite often. We offer training functions to better equip them. Some ministries do special things on a smaller scale together to get to know one another and as an appreciation. (This was not mentioned, but also the Volunteer Celebrations that are usually once a year have been a blessing to me personally.)
10. In Sherry's general talk she briefly mentioned a special needs ministry. What is the special needs ministry like? Visit our KidSpring area during your break out time and you can view the room we have for special needs children. There is a volunteer to work initially with them on their level. Our volunteers work in the school district and are trained in that area.
11. What happens if someone wants to serve but does not want to miss the service? If you have more than one service a lot of our volunteers attend one service and serve the next. If you can not do that tell them they will only miss a couple of the songs which hopefully they would have access to hear from where they are serving.
12. How many are staff and how many members are volunteers? Each campus varies but we try to have a staff coordinator for every 300 - 400 people but that would not necessarily be their only job. Don't ever underestimate your volunteers though. Ask them to jump in.
13. If you have children and you serve one service and attend another is their child care for them that is different than their normal class service? We have a base camp room where volunteers or staff member's children ages 5 years and up can hang out and play for one service and then they attend their age appropriate service only once. If they are under 5 they attend their class twice, but the leaders usually try to mix things up a little for them to keep them from being bored. KidSpring volunteers are in place 50 minutes before every service.
14. Is there a council flow structure? Yes. Coordinator, assistant, team leader and volunteer. Satellite has Campus Pastor, Group Coordinator and team.

In closing the heart for you today is to go back and realize the scope of God's plan for your church then pour that into your people. Ephesians 3:14 was read and the question was asked, What has God spoken to you to make you get out of your comfort zone? I don't know the best place for you to be, but my prayer is that everyone will have wisdom to scope out God's plan and realize it is huge. He believes in you and chose you. Just be obedient and genuine.

Again they were encouraged to call if we could help in anyway and announcements were read before breaking for lunch.