

Volunteer Reference Manual

Vision and Description of Duties for Volunteer Service



2010-2011

Step By Step ~ Volunteer Reference Manual



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CHILDREN'S MINISTRY

“To nurture a knowledge and love for Jesus Christ that the children will carry with them for the rest of their lives.”

FUNCTION: The Children’s Ministry provides child care and Bible based teaching for the children of mothers attending the Step By Step program. Meetings are from 6:45pm to 9pm and are held on the 2nd & 4th Thursdays of the month during the school year. Participating children range in age from newborn to 13 years. Curriculum is provided for preschoolers and older.

CHILDREN’S MINISTRY VOLUNTEER OPPORTUNITIES:

CHILDREN’S MINISTRY COORDINATOR: Must have a love for Jesus, and a love for children, with the ability to give between 8 to 12 hrs per month. This position can be shared with a co-leader.

COORDINATOR DUTIES:

1. Keep room leaders aware of curriculum for upcoming meetings.
2. Be sure supplies are ready for each meeting... crafts, games, etc.
3. Plug volunteers into child care rooms as they arrive, coordinating for need, as well as volunteer interest. (Some prefer to work with a particular age group. This should be honored unless we are experiencing a deficit in a particular room.)
4. Each volunteer should be given a copy of child care policies sheet.
5. Set up sign-in books for mothers to sign their children in.
6. Inform room leaders of the meeting schedule at beginning of the evening so that they are aware of when to have children available for meal, playground, lesson time, etc.
7. Oversee clean-up of child care areas at end of evening.
8. Make Director aware of any problems or concerns.
9. Follow appropriate discipline procedures as outlined in Step By Step training materials.
10. Assist Room Leaders in handling difficult discipline problems.

CHILDREN’S MINISTRY VOLUNTEER OPPORTUNITIES, CONT...

CHILDREN'S ROOM HOST: Must have a love for Jesus, and a love for children.

Vision: Create a warm and inviting atmosphere outside children's classroom

CHILDREN'S ROOM HOST DUTIES:

- 1. You will be assigned to one room/ age group for the semester.**
- 2. Pray for the children in your room.**
- 3. Make new Moms and kids welcome (6:25-7:10)**
- 4. Help sign in and place name tags on**
- 5. Coordinate with kitchen team - # of kids to need meals (7:10-7:15)**
- 6. Time-keeper of Agenda**
- 7. Oversee security during child pick-up**
- 8. Goodbye to Moms and kids. Send home: things to do at home**
- 9. Consistent attendance is important to build trust.**
- 10. Report problems to Children's Coordinator.**

CHILDREN'S SMALL GROUP LEADER: Must have a love for Jesus, and a love for children.

Vision: To help children process and apply God's truth to their lives.

Spiritually prepare at home- Pray, read lessons, seek God, share testimony of this scripture in your life.

CHILDREN'S SMALL GROUP LEADER:

- 1. You will be assigned to one room/ age group for the semester.**
- 2. Sit with children during storytelling.**
- 3. Lead children in games, activities and discussion that help pour God's truth into their lives.**
- 4. Consistent attendance is important as it builds trust with the children.**

CHILDREN'S MINISTRY VOLUNTEER OPPORTUNITIES, CONT...

CREATIVE EXPRESSIONS LEADER: (Crafts/Drama/Worship/Storytelling/etc.)

Must have a love for Jesus, and a love for children.

Vision: Bringing Gods truth in creative, age-appropriate ways.

CREATIVE EXPRESSIONS LEADER DUTIES:

- 1. You will be assigned to one room/ age group for the semester.**
- 2. Spiritually prepare allowing the Holy Spirit to work. Read lesson and find creative ways to present it to the children.**
- 3. Add worship or drama to illustrate the core message. (10 minutes)**
- 4. Communicate with other members of your room's team prior to meeting to coordinate your plans and agendas.**

MATERIALS ORGANIZER:

Must have a love for Jesus, and a love for children.

Vision: Mentoring and nurturing relationships are best formed while adults are playing with the children inviting the Holy Spirit to participate.

ROOM MATERIAL ORGANIZER DUTIES:

- 1. You will be assigned to one room/ age group for the semester.**
- 2. Set up material for each small group**
- 3. Set up games & articles for play (may be something related to lesson)**
- 4. Play with children first 45 minutes, while small group leaders pray and prepare**
- 5. Put away all material and articles**
- 6. Plan and prepare materials for next meeting**
- 7. Keep toy/craft bins orderly and organized.**

SUPPORT GROUP LEADERS

“To care for the hearts and spirits of the young women sent to our care, through the foundational truths of scripture, godly wisdom, and loving friendships.”

FUNCTION: Christian women leading and guiding discussions in a small group setting. Groups cover various topics that assist in the emotional and spiritual growth of young mothers.

SUPPORT GROUP LEADERS: Must have a non-judgmental approach, and agree to teach only in agreement with our Statement of Faith. Time required consists of reviewing group materials, prayer, and attendance at our twice monthly meetings. Requires 8 to 10 hrs per month.

SUPPORT GROUP LEADER DUTIES:

- 1. Attend training for Support Group Leaders.**
- 2. Commit to pray for girls in your group.**
- 3. Review materials prior to meeting (materials will be provided).**
- 4. Communicate issues, problems, and client progress with Director.**
- 5. Be sure each member signs in for group.**
- 6. Communication with group members outside of regular meetings is encouraged, but not required.**
- 7. Consistent attendance is necessary to facilitate trust and vulnerability.**

REFRESHMENTS COMMITTEE

“To provide a warm welcome, and a warm meal to the physically and spiritually hungry.”

FUNCTION: To set-up and serve meal provided for young mothers and children during our 2x’s per month meetings. Also assisting with light clean-up duties.

REFRESHMENT COORDINATOR: Requires 8 to 12 hrs per month.

REFRESHMENT COORDINATOR DUTIES:

1. Assist Director as needed in securing meal donations.
2. Coordinate drop-off of food items with meal donors.
(Most items can be left in advance if labeled for SBS)
3. Coordinate kitchen volunteers at meetings to serve meals.
4. Work in conjunction with child care to serve children’s meals.
5. Communicate concerns or problems with Director.

REFRESHMENT HELPER: Requires up to 8 hrs per month.

REFRESHMENT HELPER DUTIES:

1. Assist Refreshment Coordinator in meal service.
2. Assist with food set-up and clean up.
3. Help to serve food to children in child care.

REFRESHMENT PROVIDER:

REFRESHMENT PROVIDER DUTIES:

1. Provide food for mothers and or children for one or more meetings per year. (Guidelines and quantity needs provided)
2. Bring food items to meeting location on evening of the meeting.

WORKSHOP SPEAKERS

“To provide opportunities for young single mothers to learn, from a Christ centered perspective, the skills they need to be successful mothers who are equipped to offer their children a promising future.”

FUNCTION: This is about equipping and inspiring young mothers, helping them to look beyond their current circumstance and find hope. This is where they receive valuable life skills that help them achieve their God given potential in life.

WORKSHOP TEACHERS: Must have a non-judgmental approach, and agree to teach only in agreement with our Statement of Faith. Workshop leaders typically speak one time in the calendar year on a subject that they are passionate about and proficient in. It is beneficial if you have understanding and compassion for the challenges teen mothers face and an ability to interact in an engaging way with youth.

WORKSHOP SPEAKER DUTIES:

1. Prepare and present 25 minute lesson to large group.
2. Work in conjunction with Director to choose topic of workshop.
3. Be non-judgmental in your approach to your topic.
4. Interactive presentations are the most effective.
5. Refrain from using “church language”.
6. Our large group meetings are focused on being a safe and accepting environment to all people, regardless of background.
7. Understand profile of typical Step By Step client:
 - 14 to 24 yrs of age
 - Dysfunctional family history
 - Racially diverse
 - Unmarried with at least one child
 - Seventh grade education
 - Low income
 - Unchurched

ACTIVITIES COMMITTEE

“To provide an atmosphere of fun, that fosters relationships and belonging, giving young moms something positive to look forward to.”

FUNCTION: The Activities Committee helps with planning for 2x's per month client activities. Time requirement varies in relation to activity detail.

ACTIVITIES COMMITTEE: Provides fun games, crafts, and or projects for young mothers attending large group activities on 2nd and 4th Thursdays of the month.

ACTIVITIES COORDINATOR DUTIES:

1. **Work in conjunction with Director to choose game or craft ideas.**
Games should be short, and allow for full group participation.
2. **Contact Director if special room set-up is necessary.**
3. **Utilize Step By Step activities budget to purchase and prepare supplies for each activity/craft.**
4. **Coordinate and assign roles to other activity volunteers.**
5. **Our large group meetings are focused on being a safe and accepting environment to all people, regardless of background.**
6. **Understand profile of typical Step By Step client:**
 - 14 to 24 yrs of age
 - Dysfunctional family history
 - Racially diverse
 - Unmarried with at least one child
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PRAYER COMMITTEE

“To wage war with the right weapons in place to provide a spiritual covering of protection over the ministry, young mothers, and leadership.”

FUNCTION: To intercede regularly on behalf of Step By Step. This ministry reaches into dark places. A strong spiritual covering is necessary! Everything we do depends on the power of God being very present in all that happens here.

PRAYER TEAM COORDINATOR: Facilitate team of intercessors.

PRAYER COORDINATOR DUTIES:

- 1. Communicate with Director 1x per week to be made aware of current areas of need and praise among the ministry, young mothers and leadership.**
- 2. Communicate with other prayer committee members via phone calls or email to let them know that week’s needs.**
- 3. Facilitate, in conjunction with Director, two prayer gatherings during the year. (We would recommend one meeting prior to the Christmas Dinner event where the Gospel is shared, and again in early April before the annual client retreat.)**

PRAYER TEAM MEMBER: To be a member of a group committed to intercede on behalf of Step By Step.

PRAYER TEAM MEMBER DUTIES:

- 1. Receive communication from prayer coordinator via phone call or email with that week’s requests, and praise reports.**
- 2. Commit to pray regularly and fervently for the young mothers and leadership of Step By Step.**
- 3. Attend two Step By Step prayer gatherings per year.**

VOLUNTEER COORDINATOR

“To foster clear communication, effective placement, and a sense of community among volunteers.”

FUNCTION: Assist Staff with volunteer follow-up, placement, and communication. Requires approx 2 hrs per week at SBS office, or your home, as well as SBS meeting attendance.

VOLUNTEER COORDINATOR:

VOLUNTEER COORDINATOR DUTIES:

1. Be available at the beginning of SBS meetings to greet, and encourage arriving volunteers. Assist new volunteers in locating their area of service
2. One time per week- Communicate with Director regarding current volunteer communication needs.
3. Place phone call to new volunteers following their first meeting.
4. Provide new volunteers with the contact information of their volunteer area’s Coordinator.

VOLUNTEER APPRECIATION

“To support the soldiers as they persevere so that they remain encouraged and inspired to carry on in battle.”

FUNCTION: To assist staff in appreciating volunteers in various ways throughout the year, and to assist in planning the annual volunteer appreciation dinner.

VOLUNTEER APPRECIATION COORDINATOR DUTIES:

1. Send occasional notes of encouragement to volunteers.
2. Send thank you notes to refreshment providers.
3. Send Birthday cards to regular volunteers. (We will provide cards, dates, addresses and postage)
4. Meet with staff to organize ideas for appreciating and encouraging volunteers.

WELCOME COMMITTEE

“To be the first face they see, because we don’t get a second chance to make a first impression.”

FUNCTION: To greet, and check-in new clients and volunteers as they arrive. If clients and volunteers have a good initial experience, they are more likely to return.

VOLUNTEER WELCOME DUTIES:

- 1. Be available at vol. check-in table as they arrive at meetings.**
- 2. Smile and welcome them and give each of them a name tag.**
- 3. Have each volunteer sign-in.**
- 4. Check sign-in sheet to see if they have filled out an application/Police Report. If not, have them do so immediately and turn in to you for staff review.**
- 5. Answer any questions that they may have.**
- 6. Show them where to report based on the area they intend to serve.**
- 7. Report any concerns or suggestions to Director.**

CLIENT WELCOME DUTIES:

- 1. Be available at client check-in table as they arrive at meetings.**
- 2. Smile and welcome them and give each of them a name tag.**
- 3. Have each young mom sign-in.**
- 4. Identify new clients. Give them a “New Member” card and “release form” to fill out and turn in prior to end of meeting.**
- 5. Make sure each mom knows where to take her child/children.**
- 6. Assign an available volunteer to walk them to child care area if they are unsure where to go.**

TRANSPORTATION TEAM

*“To be stretcher bearers, bringing the wounded to where they can meet
The Great Physician.”*

FUNCTION: To provide transportation for mothers and children 2x’s per month, in a specified area of town, utilizing either your own vehicle or a church provided van. (Some vans require CDL License.) This requires approx. 1 ½ hours before and after each meeting.

TRANSPORTATION COORDINATOR:

TRANSPORTATION COORDINATOR DUTIES:

- 1. Communicate with staff on Wednesdays prior to meetings to obtain client pick-up locations, and # of riders per pick-up location.**
- 2. Coordinate driving routes for drivers picking up clients for meetings. (Include localized map print-out if possible)**
- 3. Organize routes to be as efficient and convenient as possible based on client pick-up locations.**
- 4. Email routes to staff and individual drivers on day of meeting.**
- 5. Report any problems or concerns to Director.**

TRANSPORTATION PROVIDERS:

TRANSPORTATION PROVIDER DUTIES:

- 1. Provide safe transportation for Step By Step participants.**
- 2. Communicate with coordinator prior to meetings to obtain your pick-up route.**
- 3. Get keys to van, if applicable, from Director prior to route.**
- 4. Understand and be patient with the typical Step By Step client.
(Not always responsible, not always reliable, not always on time,
not always even there when you go to pick them up).**

VARIOUS MINISTRY OPPORTUNITIES

CLIENT CARE TEAM:

“Every one welcomed, everyone acknowledged, everyone remembered.”

FUNCTION: To be available during the first hour of our twice monthly meetings to interact with and encourage the young mothers of Step By Step. It is our hope that even as the group is growing no one will have to sit alone, or leave feeling unnoticed.

ONE-ON-ONE DISCIPLESHP:

“To make disciples of the young mothers who have committed to following Christ, so that they are equipped to live their lives reflecting the message of hope found in the Gospel.”

FUNCTION: To work one-on-one through a five-week study, and provide spiritual guidance in accordance with scripture. You will need to organize location and schedule for these meetings. (You are welcome to use the SBS office location for these meetings.)

FUND-RAISING TEAM:

“Following the Lord of the harvest to keep the storehouse full, so that the work of the ministry can continue.”

FUNCTION: To serve on a committee which plans and implements activities to raise funds to support the programs of Step By Step. Examples include: Annual banquet/silent auction event, golf shoot-out, triathlon, monthly donor program, grant writing, etc. Your time commitment will vary based on level of involvement, and season.

CHURCH LIAISON:

“To assist the mission by being a bridge between your church leaders and the ministry of Step By Step.”

FUNCTION: To be a liaison for Step By Step to your home church. This could be introducing us to your pastor or church mission’s board, or arranging for Step By Step staff to present volunteer opportunities at your church or church group.

DRAMA TEAM:

FUNCTION: To use skits to drive home a biblical message in a fun and memorable way.

INFORMATION TECHNOLOGY:

FUNCTION: To assist staff with utilizing all forms of technology, as well as web design, site maintenance, computer help, etc.

CLEAN-UP CREW:

FUNCTION: To assist staff with clean-up at the end of the large group meetings. (Clearing tables and vacuuming.)

BOARD OF DIRECTORS:

FUNCTION: To serve as a governing officer for the ministry of Step By Step, and to assist in maintaining positive community relations. Board members also help the ministry to maintain financial stability through planning and assisting with fund raising events. Board Members must pass through secondary application process.

RESOURCE COMMITTEE:

FUNCTION: To assist staff in procuring donations to meet various needs, such as refreshments, silent auction items, office equipment, client needs, etc.

OFFICE HELP:

FUNCTION: To aid staff with daily load of office work such as copying, filing, phone calls, and mailings. This could be something you can only commit to one time per year, or as often as once a week.