Volunteer Onboarding Processes for Ministries

**MarComm –**

Currently no volunteers

**NextGen –**

* Attend NextGen Orientation
* Complete NextGen Application (any red flags are noted and discussed at the interview)
* Background check (any red flags are once again discussed at the interview)
* Interview with a staff member
* Onboarded to Rock group(s)
* Shadow staff and/or lead of room/area

As far as follow up after they are onboarded, you'd have to talk to each area of NextGen and each campus and Director.  I think that each one is similar but may be slightly different. This is something that Sean may have insight into since he oversees Kids Min and Student Min (*which is a big part of NextGen as you know*)

**Safety Team –**

* Safety Team Application
* Interview with 2-3 current safety team members
* Background Check (County Plus MVR)
* They get added to the 2 separate Rock teams and SecurX at this point, but they still have to go through and be signed off as being successful with orientation by the Campus Lead(s).
* They receive a link to the Safety Team policy manual, where they electronically sign that they received and acknowledge the manual.
* Extensive Orientation (they are not considered an "official" safety team member until they go through the extensive orientation process and attend specific required trainings. This includes shadowing current active team members on the weekends.)
* Continued required trainings *after* they are onboarded.
* The safety team has certain yearly certifications, specific trainings (some of which depend on if they are firearms qualified or not) and they have service requirements they MUST do to keep their active status on the team.  *THEY GO THROUGH A LOT TO VOLUNTEER!*

**Photographers –**

We don’t have a significant volunteer team. We have a few photographers who shoot for us on occasion, but they were grandfathered in before I worked here actually. However, Anna has been working on a new system for us with production and worship that would include a form that populates a line item in Monday for us to then proceed with an interview with them. Then, there would be a background check if we think they have the skills needed to join the team.

**Groups –**

After the person has notified us that they would like to start a small group these are the steps I take them through. I will be adding a step before these now where I call the applicant and talk with them about the type of group they want to start, where they will meet and if they have any members lined up yet.  Depending on that conversation I might direct them to Connect first.

1. Send them the application

[Group Leader Application | Flatirons Community Church](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmy.flatironschurch.com%2Fgroup-leader-application%2F&data=05%7C02%7Claura_bauer%40flatironschurch.com%7C2233e9fc179f49b2157408dcfabc9365%7C3dd8444ba76e45adb2db9b4e085ff7e1%7C0%7C0%7C638660935027850343%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=bkDXnejn9KIqx%2FLfLpU%2FH6U8XG5ZyF838sviQ29mxxQ%3D&reserved=0)

1. When they have completed the application, they should email me that it is done and I then have one of our coaches reach out to set up a time to do an interview.  ( When I contact one of the coaches I also send the completed application for the coach to review.
2. When the coach has completed the interview and recommend them to lead a group they let me know and I send them the training videos.

[Group Leader Training & Resources on Vimeo](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvimeo.com%2Fshowcase%2F9203379&data=05%7C02%7Claura_bauer%40flatironschurch.com%7C2233e9fc179f49b2157408dcfabc9365%7C3dd8444ba76e45adb2db9b4e085ff7e1%7C0%7C0%7C638660935027895187%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=batEnZ6jGwAnKs13iGqEh9HcYkQXjr%2FxFZxtRT6togg%3D&reserved=0)

1. When the let me know they have completed the training videos I send them the Group Information Form through Rock. And then they let me know when that is completed.
2. I review their group and then approve it and make it public.

There are some tweaks I'd like to make to the process, I have been talking with Jason about the lack of notifications through Rock when the steps are done so right now I'm dependent upon them letting me know when they are ready to move on to the next step in the process.

**Connect Leader Onboarding –**

For Connect Leader onboarding, it is similar to small group leader onboarding.

1. Send them the application

[Group Leader Application | Flatirons Community Church](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmy.flatironschurch.com%2Fgroup-leader-application%2F&data=05%7C02%7Claura_bauer%40flatironschurch.com%7C423468ef3360416f857e08dcfdeb9d9b%7C3dd8444ba76e45adb2db9b4e085ff7e1%7C0%7C0%7C638664435624057012%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=7kCDTBuUtBT3mlFojkQgCNZequSRRgd899Zl7uH3JGc%3D&reserved=0) (there is an option where they choose if they are applying for a midsize group leader role)

1. When they have completed the application, they should email me that it is done and I set up a 30 minute phone or teams interview with them and myself.
2. Then if they are approved, I send them the recorded [training video](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.dropbox.com%2Fscl%2Ffo%2Fj6p2qj63fnmygawerbtpp%2FAOqtelig0BVxgWab5Z7ogY4%3Fe%3D1%26preview%3DConnect_Leader_Meeting_07_21_24.mp4%26rlkey%3D2f70s0ht67stchkqyitieg9n5%26st%3Des82vf6k%26dl%3D0&data=05%7C02%7Claura_bauer%40flatironschurch.com%7C423468ef3360416f857e08dcfdeb9d9b%7C3dd8444ba76e45adb2db9b4e085ff7e1%7C0%7C0%7C638664435624108455%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=8HfSTT1%2BVYk6TQmD8W40Mefz3xHb6Dj%2F5XsKme%2FfXJg%3D&reserved=0)we did for all our Connect leaders, OR they will be invited to the next one we have if it is between semesters. Training includes best practices, Connect vision casting, and content overview for the semester. All campus Connect training is held in the fall. Each Campus has the option to do their own for the spring semester with the hope that leaders commit to the entire year of Connect (Fall-Spring).
3. Leaders receive a training binder with content and best practices for leading their tables.
4. Leaders receive weekly communication from their Connect Lead(s)

\*\*I would love to have a leader covenant that both small group and midsize group leaders sign.

Process for Onboarding new Contracted Childcare Workers (if this is needed)

1. Interested worker receives a contract & W9 form to fill out and return to be submitted to Finance
2. Interested worker is then asked to create a profile in Rock. Once they do, they need to let me or the childcare coordinator know so that a background check can be initiated.
3. Once their background check clears, they receive training by the childcare coordinator
4. From there workers are scheduled by the childcare coordinator and overseen by the coordinator

**Shift Volunteers –**

**Shift Volunteers (Small Group Leaders/Step Study Group Leaders/Shift 101 Leaders)**

* Nominations for group leaders are submitted (by form) from current Shift small group leaders.
* Recommendations reviewed by Shift leadership.
* Shift leadership confirms all potential leads have completed the 12 Steps of Recovery, especially Step 4.
* If accepted, Shift leadership communicates an invitation to the person regarding their willingness to move in to servant leadership.
* Small group guidelines and covenant are emailed to the nominee for review.
* After the requirement are met and agreed to, a training session is schedule with Shift leadership and the person to review all the guidelines and requirements and answer any questions.
* At the end of training, the person signs all required Shift leadership forms.
* Our training discussions are typically one on one or with two or more potential leaders.
* To gain practical experience new leaders facilitate the small group with the support of an existing group leader present in the group until all members of the small group lead team are comfortable and confident with new team members ability to lead.
* The new addition to the team is added to the leadership rotation schedule, which is managed by the small group lead teams themselves.
* Shift Leadership checks in with each of our small group lead teams to offer support and encouragement on an ongoing, regular basis.

**Shift Facilities Volunteers**

* Each Shift small group is assigned a facilties task each week such as empty trash cans, putting chairs away and cleaning the kitchen.

**Scheduled Volunteers (Grilling, Food Prep, Food servers, Prayer Team, Welcome & Newcomers Tables**)

* Shift leadership selects and invites individual Shift participants to serve in the areas above. scheduled to complete tasks above.
* Volunteers are trained by current volunteer in a specific area.
* Volunteer is overserved while doing task
* Volunteer is added to schedule rotation for volunteering.

**Volunteers for Shift Lead Team – Key Leaders**

* When there’s an opening on the Shift Leader Team (currently a team of 6- 3 staff and 3 volunteers) the current team discusses and selects possible candidates- currently serving in a leadership position - to fill the role.
* The Shift lead team meets monthly to discuss Shift issues as they arise.
* The team is responsible for overseeing Shift weekly setup, group leadership and facilitating special events.

**Shift Group Leaders Retreat**

* Each year, a weekend retreat is offered in May to show appreciation to Shift group leaders at the YMCA in Estes Park.
* Shift Leadership chooses a gift and writes a thank you note to each group Leader

**Missions –**

1. Someone interested in a trip fills out an online trip application. This application is intentionally weighty and takes a good chunk of time and thought.
2. Application requires statement of legal/criminal charges, and two references.
3. All applicants interview with trip leaders, and possibly Outreach staff member.
4. If accepted, participant is emailed they are accepted to team.
5. At first team meeting, participants sign trip participant covenant, medical form, partner forms/waivers.
6. All participants must pass a background check before participation on the team.
7. All trip participants go through a multi-step meeting/prep process:
   1. Launch Meeting
   2. Serve Day
   3. Train Day
   4. Family Gathering
   5. Depart Meeting
   6. Trip itself
   7. Debrief Meeting
   8. Now Go! Meeting
8. Post-trip, trip leaders debrief with Outreach staff; discuss who showed up well on the team, showed leadership, etc.
9. We meet with the potential leader and discuss the possibility of them leading a trip and if they are interested, we have them sign a trip leader agreement. In addition to what a participant does, we ask that they help with trip promotions, disciple the team, help schedule and lead meetings, and communicate with us in a timely manner.
10. First time trip leaders are paired with an experienced trip leader who mentors them throughout the process.
11. All trip leaders attend a mandatory Leader Training Day held in January.
12. Outreach staff meets with trip leaders throughout the trip process to check in, guide, challenge, coaching, etc.
13. Based on feedback and our own experience working with them, we assess whether they are fit to stay in a leadership role or not.

**Guest Services –**

1. Sign Up Via Website (in serving tab)
2. Reached out by a super volunteer (managed/tracked in Rock)
   1. Gather information and availability to serve
3. They are scheduled to shadow someone on the GS team for 1-week.
4. After that they are put on a schedule for every other week until they quit.

That’s the current process. I’m currently working to update this and launch in 2025. I am creating a vision/mission statement for GS and role descriptions for each GS position. With this we would have volunteers sign up to serve for a year and each year we present the role descriptions again and have them re-up.

This will be the same at every campus.

**Worship –**

1. People submit an initial inquiry through the serve page on our website
2. Their inquiry goes to the campus leader (either worship or production) responsible for the applicable team via Rock
3. Worship applicants receive an automated email from Rock with the full application and that’s where they would finish the questions and upload audition videos
4. At that point, worship leaders connect with applicant after they submit an audition to give them either a
   1. *yes, let’s get you shadowing*
   2. *yes, \*but\* we need to get some reps in midweek ministries before serving on weekends*
   3. *no, but we ask them if they want to serve on the production team.* At that point we’ll connect them with the campus production manager to onboard.
5. If someone is a “yes”, we get them shadowing with our team in some capacity and then we get them scheduled for services accordingly.

The problem we’re running into is the first 2-3 seps feel so sterile and complicated from a user experience perspective. What we would \*love\* is when people ask how they can serve:

1. Text WORSHIP or PRODUCTION (or whatever) to 80857
2. They get a form via text with a few questions that go straight to a Monday board
3. Worship/Production leader reviews answers and schedules a 5-10 minute convo during or in between a weekend service to connect with them and then point them to next steps - \*at this point\* they would be manually entered into Rock by whoever had the convo and sent a background check
4. Assuming all comes back fine, worship applicants would be sent an audition, production would be scheduled to shadow.
5. Onboard to serve after that in whichever area is most appropriate