Volunteer Tactic 2 Final Summary Report

"Identify and Increase First Serve Opportunities"

Our "tactic 2" team felt good about the closure of this tactic because of a future goal we have as a team once all 4 (and a half) tactics are completed. We believe (after two tactics worth of meeting discussions) that the direction that this is all going in is birthing a new ministry team* (before we communicate to the church in tactic 4) that will help connect people to their right volunteer placement. The group believes that this team will be working with Erin (as Director for Connections) and with Ministry Leaders to help those who might not know if a volunteer opportunity is a good match, but they want to try. This new team would talk a new volunteer through potential options and even follow up with them about their experience. The goal here is that it would remove some of the administrative issues that some ministry leaders have with follow up and also give a potentially safer environment for a volunteer to give feedback that that wasn't a good fit without giving up on finding a new fit. This team would be so well versed in the different ministry options that they would help them until they felt connected. This team would probably start off consisting of some of the Volunteer Strategy Team members, especially those who are very administratively inclined. This is a passion of this team right now. I mention this now because part of the "identifying and increasing first serve opportunities" discussion has made us pause and say "this is a first serve opportunity if you already have _____ skill set." But certainly not if you don't. And "this is a first serve opportunity for anyone." It's not necessarily one list of first serve opportunities. This new team (again, timeline goal would be launching right before the launch of tactic 4 to the congregation) would be able to offer different "first serve opportunities" based on listening to the skillsets of the volunteer. This is how we "increase" first serve opportunities- if you have a skill or a background in something already—we can increase this list.

Please note that while we feel that we can wrap up Tactic 2, we're still working on this "tactic 1.5" and trying to help ministry leaders clean up their process for new volunteers before funneling many new volunteers in. The plan is to start up Tactic 3 in January with part of the volunteer strategy team working on this and to keep moving with Tactic "1.5" with the other part of the volunteer strategy team working on this. We know that we cannot move any further without "1.5" being done, but I do not want to lose momentum or, honestly, time by waiting for 1.5 to be done. We will not launch a

new serve class before “tactic 1.5” is done but we will begin working on both picking back up in January.

First Serve List (not fully comprehensive. As we continue to interview ministry leaders for tactic 1.5 we keep adding to this)

- Parking Lot
- Greeters
- Coffee Team
- Chair Team
- Love Works (almost any ministry under this umbrella)
- Kids@Hope Sunday Morning Check In
- Kids@Hope Nursery (would need clearances)
- Kids@Hope Mid Week Prep
- Floor Camera (Production Team)
- Events (example “Live Nativity Walk Thru“, “Parking Lot Party,” “Night to Shine,” “Summer Kids Club”)
    - Set up and clean up for and all prep for above events

*We know that some new volunteers won’t need this team. It won’t be for everyone. For example, if you *know* you want to play drums on the worship team, you probably don’t need this team. But if Erin is trying to help a new Hoper find their fit- this team would step in after they took the new serve class.