

Preparing for Big Day of Service

Prior to the Big Day:

- ☐ Connect with all of your volunteers (via email or text) to remind them of the Big Day, the location, and the time to arrive
- ☐ Connect with your Assistant Leader and your Care Manager if you have one to ensure understanding of roles and responsibilities on the Big Day; who will do what to ensure your volunteers have a great experience
- ☐ Have a Plan—how you will use each volunteer and what you will ask each of them to do.

Your Leadership Team:

Assistant Leader – someone capable of taking your place on the day of the project (knows what you know and how to do it)

Workflow Expert – a professional in the work you are doing. The workflow expert will be directing people to make sure they are effective and efficient on-site the day of the event. They will also confirm your supply list to make sure you have what is needed to complete the task.

Care Manager – someone who excels with people. In charge of caring for volunteers/residents on the day of the event on-site (first aid kit, water, lunch for labor-intensive projects; pastoral care, prayer, invite/decision cards for residential events). Could be in charge of communication and follow-up if you choose.

Communicate with your volunteers:

When volunteers sign up for your project, you will receive an email notification. Within 24 hours, please respond using the following templates, as appropriate.

E-mail to send after someone has signed up:

Hi [name],

Thank you for signing up to serve at [Project name] on Saturday, August 29 for Big Day of Service! We are excited about the opportunity to serve our community. Here are some details for that day:

What:

When: [start time and end time]

Location: [Address and parking information]

What to bring:

Team Lead: [your name w/ contact #/e-mail]

We are going to have a lot of fun, work hard, and make a difference! Please invite someone you know to serve alongside you*. Thank you for joining the team!

Please confirm that you have received this message.

[your name]

*If you do invite someone to serve, be sure they sign-up at getvictory.net/bigserve so we can be ready for all of our volunteers.

Text to send after someone has signed up:

Hi, It's [your name] from Victory Church. I am leading project #[?] for the Big Day of Service, thanks for signing up! I'll be sending you an e-mail with some specifics for (Date of the project), please let me know if you have any questions.

Final Communication:

Dear [name],

I'm excited to serve with you on Saturday! Just a reminder that we will be meeting at [X:XX AM] at [address, include any parking details]. Don't forget to bring:

- [List of items you've asked them to bring]

I'm looking forward to making an awesome impact on our community together, thanks for being a part of the team!

Please confirm that you have received this message.

[your name]