

# Holiday Volunteer Management for Ministries

The holiday season should be a time of joy – a time to be thankful for God’s blessings and to share those blessings with others. Yet for many of those in ministry, the holidays are a hectic time of year. There is so much need and we are so busy trying to rally people and resources to meet those needs, that we can find it difficult to slow down enough to enjoy the season.

A significant joy and time “sapper” for ministries during the holidays is the challenge of recruiting and managing volunteers. Traditional methods of communicating needs, taking sign-ups, handling cancellations, and determining who-did-what are far too labor intensive. But there is now a way to do all of those with much less effort, while also getting much better results.

Let’s examine the traditional methods for the 5 Steps of Volunteer Recruiting and Management and compare to the brand new methods that are now (finally!) available for each of those 5 Steps through Meet The Need:



# 1. Recruit

Get the word out to volunteers, churches, businesses and others about your volunteer needs!

## **Traditional Methods**

Ministries typically communicate holiday needs to their volunteer database, churches, businesses and others via:

- Emails
- Phone calls
- Newsletters

But few ministries have enough staff to reach out to 200+ local churches and 500+ local businesses. Even if the right staff person at the church or company hears about your volunteer needs, how are they going to communicate it to their members or employees. The church can't do that effectively from the pulpit or in the bulletin!

## **New Method**

Why isn't there a way for you to communicate directly with the church members and company employees? You know that many have a heart for your ministry – if they were only aware of the opportunities to help, they would get involved! But as long as the church and company staff (who are incredibly busy as well during the holidays!) is the bottleneck, the word will never filter down to those who can help!

That's why Meet The Need exists – to unite and mobilize the Body of Christ to serve those in need. So Meet The Need shows your volunteer needs instantly on:

- Your web site
- Your partner church web site
- Other local church web sites
- Some local business web sites
- Other hub/service organization web sites

Meet The Need puts your ministry's your needs INSIDE the 4-walls of local churches and businesses. Members "shop" on your web site and their church's or company's site for opportunities to serve at your ministry that fits their skills and interests. As a result of Meet The Need, you:

- Get more people and more churches and companies involved in your ministry
- Make more people aware of your ministry as they read about your mission as they're online "shopping"
- Connect directly with those who opt-in to receive automatic emails when you post needs (e.g. 3,000+ people get auto email updates when Habitat for Humanity in Hillsborough, FL posts new needs)
- Watch your needs get filled and see the quantity needed automatically adjust down on your ministry's site and every other site that's showing your needs




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I Want to Help a:

Organization

Country: United States

By Providing:

Outreach Event

Zip Code: 33759

Distance: 25 Mi

Category:

Tampa Holidays of Hope

Keywords: ANY WORD

Sub-Category:

PLEASE SELECT (All)

Date Range: 10/28/2011

View: Public

You are searching: Organization > Outreach Event > Tampa Holidays of Hope

Results: 13 Needs within 25 Miles of 33759

SELECT DOWN TO THE SUB-CATEGORY LEVEL TO NARROW YOUR SEARCH RESULTS

Click anywhere on one of the needs below to see details about that need:

	Date(s) Needed	Description of Need	Recipient Information	Distance from 33759
 Tampa Holidays of Hope	10/28/11 09:30 AM - 12:30 PM	Need: Client Registration Description: Help us register families to receive food and toys for this Holiday Season in the Tent! Volunteers must be AT LEAST 16 YEARS OLD and must be compu... Date Posted: 10/24/11 Volunteers Needed: 6 of 8 Still Needed	Tampa Holidays of Hope Bio: Families in need can register to receive help for food, toys, and other needs while the body of Christ through Metropolitan Ministries will provide those needs through holiday tents. With dignity, in...	Distance: 16 Miles Zipcode: 33602

## 2. Register

Take signups for each shift and see all contact details and commitments for every volunteer!

### Traditional Methods

- Phone calls, emails
- Sign up sheets
- Spreadsheets

### New Method

- Online through your web site AND local church sites
- Get contact information on your Dashboard for all those who signed up for each shift
- See what organization (church or business) they came from, regardless of whether they came through your site or another site
- Easily accept registrations for one-time or recurring needs (e.g. Salvation Army bell-ringers) during the holiday season

*“Over 2,900 individuals signed up through Meet The Need for 3-hour blocks of time at our Tampa location alone. This provided a savings in manpower of roughly \$176,000...we saved over 290 hours of time spent on the telephone signing up volunteers...”*

*Metropolitan Ministries, Tim Marks, President*

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I Want to Help a:
Organization
Country:
United States

By Providing:
Outreach Event
Zip Code:
33602
Distance:
50 Mile

Category:
Tampa Holidays of Hope
Keywords:
Metropolitan Ministries'
EXACT PHRA

Sub-Category:
PLEASE SELECT (All)
Date Range:
10/28/2011
View:
Public

SUBMIT

You are searching: Organization > Outreach Event > Tampa Holidays of Hope

**Results: 13 Needs within 50 Miles of 33602**  
 SELECT DOWN TO THE SUB-CATEGORY LEVEL TO NARROW YOUR SEARCH RESULTS

Click anywhere on one of the needs below to see details about that need:

	Date(s) Needed	Description of Need	Recipient Information	Distance from 33602
	10/28/11  09:30 AM - 12:30 PM	<b>Need:</b> Client Registration <b>Description:</b> Help us register families to receive food and toys for this Holiday Season in the Tent! Volunteers must be AT LEAST 16 YEARS OLD and must be compu... <b>Date Posted:</b> 10/24/11 <b>Volunteers Needed:</b> 6 of 8 Still Needed	<b>Tampa Holidays of Hope Bio:</b> Families in need can register to receive help for food, toys, and other needs while the body of Christ through Metropolitan Ministries will provide those needs through holiday tents. With dignity, in...	Distance: <b>0 Miles</b> Zipcode: 33602

### 3. Remind

Feel confident that the number of volunteers you expected is the number you actually get!

#### Traditional Methods

	Method	Frequent Result
Reminders	Phone calls and emails	<ul style="list-style-type: none"><li>• Labor intensive</li><li>• Can't reach people</li></ul>
Cancellations	Take last-minute calls and emails	<ul style="list-style-type: none"><li>• Too few show up</li><li>• Adjust quantities needed on spreadsheet</li></ul>
Adjustments	Groups may call or email (or may not!) as they grow and shrink	<ul style="list-style-type: none"><li>• Too many or too few show up</li></ul>

#### New Method

	Method	Result
Reminders	Automatic emails 21 days, 7 days and 1 day before their volunteer date(s)	Decrease no-show rates and save time emailing all volunteers

<b>Cancellations</b>	Your volunteers cancel through your web site or their church's/company's web site.	When someone cancels a need that was previously filled, that need instantly reappears on your web site and every other site showing a need for 1 more person!
<b>Adjustments</b>	Your groups of volunteers can increase or decrease the number of people in their group through your web site or their church's / company's web site.	Actually get the number of volunteers that you expected!





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## CHANGE COMMITMENT

### The Need:

Organization > Outreach Event > Tampa Holidays of Hope > Client Registration

#### Description:

Help us register families to receive food and toys for this Holiday Season in the Tent! Volunteers must be **AT LEAST 16 YEARS OLD** and must be computer savvy. Volunteers will be entering client information into a registration database, greeting clients and assisting our staff with the registration process.

Volunteers must dress modestly and be sure to wear closed-toe shoes and a shirt with sleeves (no tank tops). Please report to 2001 N. Florida Ave at the time of your shift to sign in and receive a volunteer name sticker.

**Come Catch the Holiday Spirit!!**

Metropolitan Ministries' mission is to care for the homeless...

**Location:** TAMPA, FL

**Date Needed:** 10/28/11 (09:30 AM - 12:30 PM)

**Quantity Promised:** 1

### Deliver To:

Tampa Holidays of Hope  
2001 N. Florida Ave  
Tampa, FL 33602 USA

813-209-1062

[jessica.becker@metromin.org](mailto:jessica.becker@metromin.org)

[www.metromin.org](http://www.metromin.org)

Families in need can register to receive help for food, toys, and other needs while the body of Christ through Metropolitan Ministries will provide those needs through holiday tents. With dignity, integrity and hope, Hope for the Holidays will foster opportunities for all to witness and join in the giving and receiving that exemplifies community and allows miracles to happen. Metropolitan Ministries'

### Cancel Commitment

Reason for canceling

### Decrease Quantity

**You can not decrease your quantity further.**

### Increase Quantity

To increase the quantity you want to provide, click the button below and enter the **ADDITIONAL** number on the page that follows and press Commit.

## 4. Revise

Share changes to the number of volunteers needed and logistical details with prospective and current volunteers!


### Traditional Methods

	Method	Result
<b>Make Revisions</b>	Paper and pen or spreadsheets	<ul style="list-style-type: none"><li>• Static, not instantly shared with others</li></ul>
<b>Communicate to Prospective Volunteers</b>	Emails and phone calls	<ul style="list-style-type: none"><li>• Labor intensive</li><li>• Not certain that contact at church/company will/can easily share the updates</li></ul>
<b>Communicate to Current Volunteers</b>	Emails and phone calls	<ul style="list-style-type: none"><li>• Labor intensive</li><li>• Can't reach some so can't be sure all received message</li><li>• Some people show up and wrong times and/or places</li></ul>

### New Method


	Method	Result
<b>Make Revisions</b>	On your Meet The Need Dashboard	<ul style="list-style-type: none"><li>• Instantly communicated to all current and prospective volunteers</li></ul>

<b>Communicate to Prospective Volunteers</b>	Update needs on your Dashboard, which instantly adjusts quantities shown and details on your site and ALL other sites	<ul style="list-style-type: none"> <li>Notification in seconds when a change is made with no extra effort</li> </ul>
<b>Communicate to Current Volunteers</b>	Content of reminder emails automatically changes. You can also auto email all volunteers in each shift that has changed.	<ul style="list-style-type: none"> <li>Volunteers show up at the right place and the right time</li> </ul>


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DASHBOARD

### UPDATE NEED FOR TAMPA HOLIDAYS OF HOPE

Category: [Organization](#) > [Outreach Event](#) > [Tampa Holidays of Hope](#) > [Client Registration](#)

Location: USA Zip: 33602 (Tampa, FL) [[Change Zipcode](#)]

Description:   
Help us register families to receive food and toys for this Holiday Season in the Tent! Volunteers must be AT LEAST 16 YEARS OLD and must be computer savvy. Volunteers will be entering client information into a registration database, greeting clients and assisting our staff with the registration process.

Timing and Recurrence

Type: ☒ One-Time ☐ Recurring

Date Needed: 10/28/2011 (MM/DD/YYYY) \*This need will not appear in Search Results after the date you enter here.

Start Time: 09:30 AM (ex: '09:00 AM')

End Time: 12:30 PM (ex: '11:00 AM')

# of Volunteers Needed: 8 total, and 8 remain unfilled

Per User Volunteer Limit: ☐

Resources/Materials:

Display Status: ☒ Active ☐ Inactive

View Status: ☒ Public - Visible on the websites of other organizations. ☐ Members Only - Only approved members of your organization may meet this need. ☐ Semi-Private - Only visible on your website but visitors may meet this need.

## 5. Record

Measure the impact your ministry had during the holiday season!


### Traditional Methods

	Method	Result
<b>Track Outstanding Needs</b>	Add up volunteer registrations across paper forms and spreadsheets to see whether you have enough volunteers	<ul style="list-style-type: none"><li>• Inaccuracies</li><li>• Difficult to reconcile and quickly determine totals</li></ul>
<b>Audit Hours Volunteered</b>	Do your best to take notes on paper forms and spreadsheets as volunteers come and go	<ul style="list-style-type: none"><li>• Hard to maintain records in the short term and to retain in long term</li></ul>
<b>Calculate Volunteer Hours</b>	Enter paper notes into spreadsheets or use calculator	<ul style="list-style-type: none"><li>• Time consuming</li><li>• Inaccuracies</li><li>• Difficult to go back and pull historical numbers</li></ul>

### New Method


	Method	Result
<b>Track Outstanding Needs</b>	See at any time how many volunteers have signed up and how many are still needed for each shift	<ul style="list-style-type: none"><li>• No need for data entry or calculations</li></ul>

<b>Audit Hours Volunteered</b>	Use your Dashboard to record how many came and how long they stayed	<ul style="list-style-type: none"> <li>• Convenient one-stop place to record volunteer attendance</li> <li>• Instant updates to volunteer hour and count reports</li> </ul>
<b>Calculate Volunteer Hours</b>	Click a button to run and export reports showing volunteer hours and counts for any time period and/or any volunteer activity	<ul style="list-style-type: none"> <li>• Information your Board of Directors needs in seconds</li> <li>• Easy access to historical data for years to come</li> </ul>


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**DASHBOARD**

### EDIT NEED RESPONSE

User	# of Volunteers/Items	Shown Up?	Status	Action
Jim	0 <input type="button" value="+"/> <input type="button" value="-"/>	<input checked="" type="checkbox"/> Shown Up Hours: <input type="text" value="3"/>	Cancelled	<input type="button" value="Reset to Pending"/>
Regan	1 <input type="button" value="+"/> <input type="button" value="-"/>	<input checked="" type="checkbox"/> Shown Up Hours: <input type="text" value="3"/>	Pending	<input type="button" value="Remove From Pending"/> <input type="button" value="Cancel Donation"/>
Allison	1 <input type="button" value="+"/> <input type="button" value="-"/>	<input checked="" type="checkbox"/> Shown Up Hours: <input type="text" value="3"/>	Pending	<input type="button" value="Remove From Pending"/> <input type="button" value="Cancel Donation"/>

## PENDING COMMITMENTS TO OUR ORGANIZATION – 1 TO 18 OF 18

Name

Date Range

Type & Category

Outreach Event

Tampa Holidays of Hope

Client Registration

-

18

62

Individual Hours

Total Volunteers

Volunteer Hours

Generate Report

Export to Excel

Being Met By	Category	Date Time	Description	# of Vol's/Items	Individual Hours	Method	Recipient	Agreed to Meet On
Angie Tampa, FL 33687 813- @aol.com Families United	Client Registration	10/24/11 09:30 AM - 12:30 PM	Help us register families to receive food and toys for this Holiday Season in the Tent! V...  Location: TAMPA, FL	1 of 8 promised (Edit)	3	Through Organization	Tampa Holidays of Hope	10/20/11
kelly tampa, florida 33613 813- @aol.com No Organization Provided	Client Registration	10/25/11 09:30 AM - 12:30 PM	Help us register families to receive food and toys for this Holiday Season in the Tent! V...  Location: TAMPA, FL	1 of 8 promised (Edit)	3	Through Organization	Tampa Holidays of Hope	10/24/11

To find out more about how to spend more time enjoying the holidays while expanding the impact of your ministry this holiday season, and throughout the rest of the year, contact Meet The Need at 813/527-0222 or [membership@meettheneed.org](mailto:membership@meettheneed.org).

Happy Thanksgiving and Merry Christmas!

[www.meettheneed.org](http://www.meettheneed.org)