# 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







## 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





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
MITOPOLITAN MINISTRAS HILLSBOROUGH 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 18 YEARS OLD and must be compu Date Posted: 10/24/11 Volunteers Needed: 6 of 8 Still Needed		Distance: 0 Miles Zipcode: 33802



Login

## 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> <li>Labor intensive</li> </ul>
		<ul> <li>Can't reach people</li> </ul>
Cancellations	Take last-minute calls	• Too few show up
	and emails	<ul> <li>Adjust quantities</li> </ul>
		needed on
		spreadsheet
Adjustments	Groups may call or email	<ul> <li>Too many or too</li> </ul>
	(or may not!) as they	few show up
	grow and shrink	

## **New Method**

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



Cancellations	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!
Adjustments	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

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

Cancel Commitment

#### Delher To:

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

813-209-1062

Jessics.becker@metromin.org 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	Decrease Quantity
Reason for canceling	You can not decrease your quantit
	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.

Increase



## 4. Revise

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

## **Traditional Methods**

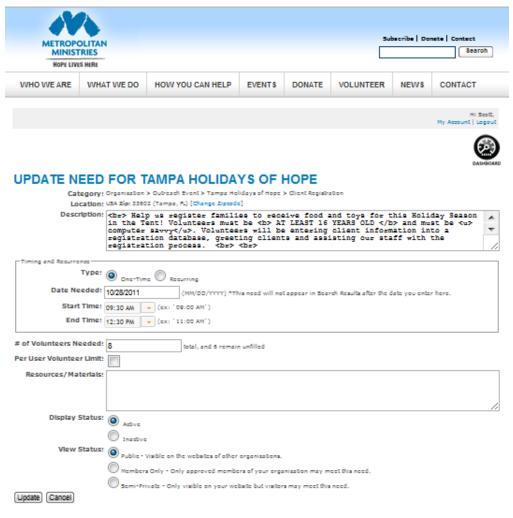
	Method	Result
Make	Paper and pen or	<ul> <li>Static, not instantly</li> </ul>
Revisions	spreadsheets	shared with others
Communicate	Emails and phone calls	<ul> <li>Labor intensive</li> </ul>
to		<ul> <li>Not certain that</li> </ul>
Prospective		contact at
Volunteers		church/company
		will/can easily
		share the updates
Communicate	Emails and phone calls	<ul> <li>Labor intensive</li> </ul>
to Current		<ul> <li>Can't reach some</li> </ul>
Volunteers		so can't be sure all
		received message
		<ul> <li>Some people show</li> </ul>
		up and wrong times
		and/or places

## **New Method**

	Method	Result
Make	On your Meet The Need	<ul><li>Instantly</li></ul>
Revisions	Dashboard	communicated to
		all current and
		prospective
		volunteers



Communicate	Update needs on your	Notification in
to	Dashboard, which	seconds when a
Prospective	instantly adjusts	change is made
Volunteers	quantities shown and	with no extra effort
	details on your site and	
	ALL other sites	
Communicate	Content of reminder	<ul> <li>Volunteers show</li> </ul>
to Current	emails automatically	up at the right
Volunteers	changes. You can also	place and the right
	auto email all volunteers	time
	in each shift that has	
	changed.	





## 5. Record

Measure the impact your ministry had during the holiday season!

## **Traditional Methods**

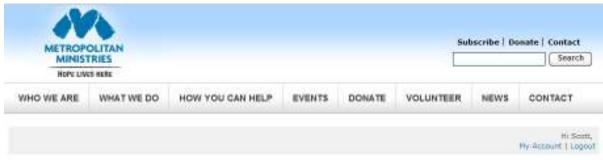
	Method	Result
Track	Add up volunteer	<ul> <li>Inaccuracies</li> </ul>
Outstanding	registrations across	• Difficult to reconcile
Needs	paper forms and	and quickly
	spreadsheets to see	determine totals
	whether you have	
	enough volunteers	
<b>Audit Hours</b>	Do your best to take	Hard to maintain
Volunteered	notes on paper forms	records in the short
	and spreadsheets as	term and to retain
	volunteers come and go	in long term
Calculate	Enter paper notes into	Time consuming
Volunteer	spreadsheets or use	<ul> <li>Inaccuracies</li> </ul>
Hours	calculator	<ul> <li>Difficult to go back</li> </ul>
		and pull historical
		numbers

## **New Method**

	Method	Result
Track	See at any time how	<ul> <li>No need for data</li> </ul>
Outstanding	many volunteers have	entry or
Needs	signed up and how many	calculations
	are still needed for each	
	shift	



<b>Audit Hours</b>	Use your Dashboard to	Convenient one-
Volunteered	record how many came	stop place to record
	and how long they	volunteer
	stayed	attendance
		<ul> <li>Instant updates to</li> </ul>
		volunteer hour and
		count reports
Calculate	Click a button to run and	<ul> <li>Information your</li> </ul>
Volunteer	export reports showing	Board of Directors
Hours	volunteer hours and	needs in seconds
	counts for any time	<ul> <li>Easy access to</li> </ul>
	period and/or any	historical data for
	volunteer activity	years to come

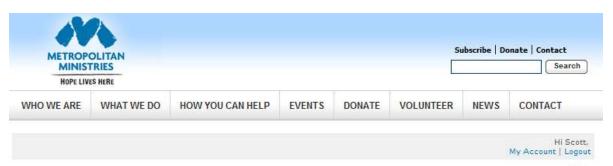




#### EDIT NEED RESPONSE

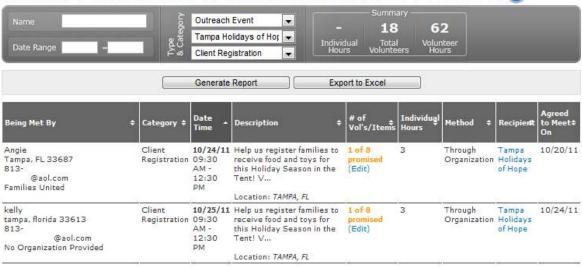








## PENDING COMMITMENTS TO OUR ORGANIZATION - 1 TO 18 OF 18 (1)





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 <a href="mailto:membership@meettheneed.org">membership@meettheneed.org</a>.

Happy Thanksgiving and Merry Christmas!

www.meettheneed.org

