



# CRU International

## Volunteer Services Manual

### How to Establish Your Own Volunteer Program

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## INTRODUCTION

Using volunteers maximizes our manpower and resources, promotes good community relations, provides stewardship of resources, and engages talent that might not otherwise be available.



Volunteers are a welcome and integral part of any nonprofit organization. To make sure these wonderful people are successfully integrated into our mission at Cru, staff members are encouraged to follow the procedures in this manual.

A volunteer manager helps build the volunteer component of the ministry by equipping ministry managers with the tools for successful program development. We trust this manual will help you do this.

## ESTABLISHING A VOLUNTEER PROGRAM: THE BASICS

This manual will give you an overview of how to establish and maintain a successful volunteer services ministry, from preparing staff to assessing needs, recruiting, training, retaining, and recognizing volunteer staff. We realize that some of you have a limited amount of time to dedicate to this part of your ministry. However, when structuring your volunteer program, keep in mind that volunteers choose to give their time where it is valued.

Come up with  
a plan...



**The first part of this manual covers the basic requirements for using volunteers in a Cru ministry.**

**How do I get a volunteer and what do I do with them? What do I say?**

### IF IT'S FOR YOU:

Think of your job or wish list. What pieces of your job can you break down into projects? What tasks do not take a lot of training? What can be done a little at a time, and what needs to be done on an ongoing basis? Make a list that includes a description of the required skills, training time, and the minimum time a volunteer must commit. Is it four hours a month? Once a week? Three times a week or full time? Remember most volunteers do not want to work five days a

week, eight hours a day. A highly skilled volunteer may be able to complete valuable work quickly, freeing up paid or supported staff.

Once you have completed your list, think of people who might want to serve or know someone who would. Then tell people such as your church secretary or members of your Bible study group about the opportunities to serve here so they can volunteer or pray for Cru Volunteer Services. When you talk to potential volunteers, give specific ministry opportunities, including the unique vision of each, and the way in which they can impact the ministry. Make the initial contact with the individual or individuals by email or by the phone. Then bring in potential volunteers for an interview during which you will expand their vision of your ministry and let them see the surroundings in which they will be working. If the person seems to be a good fit, ask them to fill out the application form. Then set a time that is convenient for both of you for the volunteer to get started.

Set aside enough time, especially at first, to make sure the volunteer knows what to do and where to turn if they need help. Give them a place to work, have materials ready, and be prepared to give instruction when they get there. At the same time, be flexible. After all, you are starting something new, which can develop in the direction you want it to go. Always let the volunteer know how much you appreciate his/her gift of time and talent. A smile and a thank you go a long way.

#### IF IT'S FOR YOUR MINISTRY:

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##### PREPARE STAFF TO WORK WITH VOLUNTEERS/DETERMINE STAFF NEEDS

To increase the likelihood of establishing a successful Volunteer Services Ministry, get the support of staff starting at the top. First, discuss the idea of bringing in volunteers with the Cru Executive Director or Human Resources Director. Then, assess staff needs and educate leadership about how volunteers can increase ministry resources. Next, make one-hour appointments with each ministry director and manager to determine which ministries could benefit from the use of volunteers.

During the meetings with individual ministry leaders, cast the vision of how volunteers might assist overworked staff by expanding community outreach, communicating new ideas, bringing in additional energy and enthusiasm, and extending ministry resources (demonstrating good stewardship). The information you gather will provide the information needed to create a recruiting flyer.

Also, during these interviews, describe past successes and added value volunteers have contributed, providing examples of some of the tasks/functions volunteers perform, the ministries that request volunteers, and who supervises them.

#### RECRUITING

Staff members make the best recruiters. During a meeting or devotional time, request a few minutes to talk about how volunteers impact the ministry, and ask for prayer and support in recruiting them. Create volunteer job descriptions for staff to take to their churches and Bible studies and to give to friends, family, and home school groups.

Word of mouth is still the best way to recruit. The Internet and ministry donors are other resources; still others are listed in the Volunteer Recruitment section of this manual.

#### TRAINING

Ministry needs determine the way in which training takes place; whether it is individual, ongoing, or during a group orientation. The Volunteer Coordinator or the staff member supervising the volunteer is responsible for equipping the volunteer to do the job correctly.

#### MAINTAINING/SUPERVISING

Volunteers return when they feel their time is valued (job and materials ready to go when they arrive for the job); they make a difference (cast the vision of the importance of the job); they are able to succeed; and, they are cared for (a smile and a thank you go a long way). The Volunteer Coordinator initially spends more time overseeing the requesting staff and the volunteer to make sure they are well-suited; this builds confidence and ensures the ongoing use of volunteers.

## RETAINING/RECOGNIZING

When the right procedures are in place, volunteers significantly extend ministry resources. Also, casting vision to the volunteers may increase their financial support of Cru. In some cases, volunteers become other types of staff: Affiliate, Associate, Supported, and Paid.

In addition to the “smile, hello, and thank you”, providing a space specifically for volunteers, sending special occasion cards, publishing a volunteer newsletter, hosting a yearly recognition luncheon (especially when it’s attended by ministry leadership), and including them in ministry-wide events show both the volunteers and regular staff that volunteers are valued staff members.

## DEVELOPING VOLUNTEER POSITIONS

### ROLE OF VOLUNTEERS AT CRU



#### Volunteers at Cru...

There are two types of volunteers at Cru: (1) the field volunteer working primarily on college campuses and overseas; and, (2) the office volunteer who comes into the work place bringing their

expertise and experience to extend ministry resources.

Office volunteers provide administrative and technical support, and because they expect to be included in meaningful work, staff members are encouraged to include them in program efforts whenever possible.

### PROJECT DEVELOPMENT PROCESS

In order to fulfill meaningful volunteer projects or jobs, the Volunteer Coordinator will seek the input of some or all of the following individuals:

- staff requesting volunteer assistance
- supervisor of requesting department
- experienced volunteer

### JOB DESCRIPTIONS

Positions specifically for volunteers require special job descriptions.

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#### PURPOSE OF VOLUNTEER JOB DESCRIPTIONS

Ownership gives the volunteer something to be in charge of and hence to be proud of.

Volunteer job descriptions are the basis for:

- Determining the criteria for selecting and placing volunteers.
- Preparing the necessary content and deciding on the type of training.
- Establishing performance standards for supervising and evaluating volunteers, and setting boundaries.
- Identifying the scope of work considered in recognizing and rewarding volunteer effort.

Volunteer job descriptions promote clear communication between staff and volunteers regarding the qualifications, responsibilities, and limits of the position; set forth the policy for dealing with disputes; and, provide the basis for evaluating volunteer performance. Job descriptions also offer legal protection by establishing responsibility for the actions of both volunteer and staff. Finally, a job description helps staff assess the suitability and flexibility of the position (for example, regarding access for disabled volunteers) as well as determine the need for a background check (for individuals working with children or for a group such as Internet Technology).

## COMMUNITY SERVICE OPPORTUNITY

Sometimes we use  
juvenile offenders as  
volunteers...



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Orange County  
(Orange County  
Teen Court,  
Juvenile Justice  
Center) and the  
Ninth Judicial  
Circuit of Florida  
require students  
who commit a  
felony or

misdemeanor to do hours of volunteer work equal to the crime. They are judged by their peers in teen court and sentenced. They are then given a list of community organizations that are willing to work with them and give them volunteer hours.

This is an opportunity to witness and make a difference in a young person's life. We have had numerous salvations from this program at headquarters in Orlando.

### HEADQUARTERS COMMUNITY SERVICE GUIDELINES

Make sure you understand Cru's guidelines and keep a copy by the phone to refer to when someone calls.

1. During the initial phone screening ask:
  - The number of hours the student must perform. **Anything over 50 hours is more risk than we can take.**
  - The nature of the offense. Pay attention to what the person is saying so that you can determine whether childish irresponsibility or willful disobedience motivated the offense. If you feel this person might pose a threat to staff, simply decline.

- Whether the student has transportation and what hours they are available after school. Have they been suspended?

Also:

- Inform them of the dress code and tell them they need to bring a lunch.
  - Get the home, work, and cell numbers for both parents in case of an emergency or the student doesn't show up.
2. Make sure the experience is good for both of you. **When in doubt, decline.** We are not babysitters. However, we may accept some students for evangelistic purposes. Use wisdom and discernment to determine what the Lord wants to accomplish.
  3. Make sure to sign the work sheets that the court gives them.
  4. Make sure the parents sign all necessary forms. This includes the liability form for minors.
  5. Make sure to connect the individual/student with Student Venture at their high school; ask them to continue to follow up and with discipleship.

#### STUDENTS AND CHILDREN OF STAFF VOLUNTEERING

During school breaks and summer vacation, students perform community volunteer hours to earn credit with their high school or home school. Staff children may also want to make a difference by helping at Cru. Record their hours so that you can prepare a report for them before they return to high school or go to college.

The General Counsel's Office at Cru has recommended that children must be at least 14 years old to volunteer. Cru must also abide by child labor laws. Anyone supervising a minor must undergo a background check. The only exception is if the minor is supervised by one of his/her parents.

## VOLUNTEER RECRUITMENT

### PREPARATION

Think first and get volunteers later. They'll appreciate your consideration.



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### THE OFFICE VOLUNTEER AUDIT

Cast the vision of what volunteers can do, how they can benefit your ministry, and how they can extend your staff and ministry resources.

How do you get that vision?

Interviewing managers and directors helps to determine the needs of their departments. Some volunteers will perform small segments of a job while others will take responsibility for a project or even design one. Volunteers can do much of the same work as ministry staff.

Create an opportunities list, flyer, or brochure to help cast the vision for a good job fit. Let staff members know the mission of the volunteer ministry and what they can do to join you in fulfilling its mission.

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### RECRUITMENT MESSAGE

An effective volunteer recruitment message provides motivation and anticipates possible questions.

Avoid “red flag” language such as “needed desperately” or cliché expressions like “make a difference.”

An effective message includes an appeal to a volunteer’s desire to help, the basic facts of who, what, where, when, why, and the reassuring promise of training.

#### DISTRIBUTION OF RECRUITMENT MESSAGE

Recruitment media should be distributed to:

- Volunteers, ministry staff, and their families and friends
- Churches, Bible study groups, youth groups, home school groups
- High schools – Community service programs, Bible classes
- Colleges and universities, especially their internship and field study programs
- Senior centers, retirement residences, retirement communities (if closed-circuit TV is available, it can be used to recruit)
- Volunteer centers
- Mid-career and early retiree conferences
- Websites: Your ministry’s website, Volunteer Match, and other national volunteer websites; social media
- Local Christian resources
- Newspapers
- Radio
- PSI (Public Service Information – free time given for non-profit announcements on radio and cable TV)

Word-of-mouth recommendations by volunteers are the best way to promote the program. Personal referral is far more effective than paid advertisement.

To increase exposure, each recruitment message should be targeted and distributed separately.

Each distribution channel has different requirements and/or submission forms. Be sure to check the requirements before sending them.

Churches will sometimes put an insert into their bulletin, keep a stack of flyers in the foyer or office, or place a business-card-sized ad in the church newsletter or other publication. Ask staff members and volunteers to check with their churches regarding the availability of advertisement space.

Most radio and television stations run public service announcements for non-profit organizations. For example, informational meetings provide potential volunteers with useful information. For these types of meetings, be sure to send a community calendar announcement to the local newspaper and/or radio and television stations.

#### VOLUNTEER APPLICATION PROCESS

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##### THE VOLUNTEER'S ENTRY INTO THE ORGANIZATION

The procedure for responding to initial inquiries from potential volunteers.

1. Make sure each prospective volunteer receives written information, a return phone call, or e-mail within one or two working days in response to their initial inquiries. Prompt replies increase motivation; delays dampen enthusiasm.
2. Upon receipt of a completed application, the Volunteer Coordinator will schedule a meeting/interview and vision casting tour. Sometimes it is possible to schedule all of these for the same time. If this is case, the volunteer might begin working the same day, streamlining the entry process.
3. At Cru Headquarters in Orlando, Florida, volunteers are subject to a probationary period during which reference and background checks are conducted and the volunteer becomes acquainted with our culture

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## INITIAL REQUESTS

Following is the established procedure for responding to initial requests made by prospective volunteers either by phone, e-mail, or in person:

- **Phone or email** – If the Volunteer Coordinator is in direct communication with the prospective volunteer, he/she will answer questions and, if appropriate, immediately schedule an interview. If the prospective volunteer leaves a message on the voice mail, the Volunteer Coordinator will either call the prospective volunteer if there is a phone number or respond to an email to set up an appointment time.
- **In person** – The receptionist will call the Volunteer Coordinator. In the event the Volunteer Coordinator is unavailable or out of the office, the receptionist will take the prospective volunteer's name, address, phone number, e-mail address, and any other pertinent contact information for the Volunteer Coordinator. If the Volunteer Coordinator is available, he/she will visit with the prospective volunteer, answer questions. Individual ministries may determine procedures for walk-ins and visitors.

All volunteers must complete a volunteer application, and be pre-screened and skill tested for ready assignments. A Liability Agreement, which is part of the application packet, must also be signed.

## VOLUNTEER APPLICATIONS

The Cru volunteer application is an important tool for screening prospective volunteers. It should not include any demographic information not permitted on an application for paid employment, such as gender, age, marital status, race, etc.

It is our desire to avoid the potential of real or perceived discrimination or bias in regard to the acceptance of and further relationship with volunteers. The application may contain a request for information about disability, but to determine how the position might be made accessible to the disabled volunteer. It is unlawful to deny a volunteer position to a disabled applicant on the basis of the existence of a disability alone.

The volunteer application has been designed to gather information about volunteer experience, qualifications, and interest.

Each ministry packet can be individualized and may include brochures and other vision-casting materials or handbooks.

To become a volunteer, Cru has the following minimum requirements:

- Completed application with name, address, phone
- Emergency contact information
- Code of conduct
- Testimony: personal relationship with Jesus Christ
- Statement of Faith (signed)
- Volunteer Service Agreement (VSA)

## SCREENING VOLUNTEERS

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### CONDUCTING THE INTERVIEW

A phone or email screen is the preferred first contact. Discover whether the volunteer is qualified and appropriate for a position then promptly respond. The sooner you get in touch with a potential volunteer, the more likely they will be to join your ministry.

Schedule the interview for the first available day and time. Conduct the interview in person and in private. Give a tour of your ministry if possible. This is a great way to cast the vision. Then give a brief orientation, and become better acquainted with potential volunteer.

If you do not have a specific position in mind, tailor the interview to reveal the volunteer's interests, skills, time availability, etc. Conduct the interview in a relaxed and welcoming manner; this is the beginning of a relationship. This time could also be used to orient the volunteer to Cru and your ministry.

Do not ask questions which would require the volunteer to reveal his/her gender, race, ethnicity, marital status or age, or any other sensitive information. Phrase any questions about disability in terms of what accommodations would make the position accessible if any disabling conditions exist.

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## REFERENCES CHECKS

Cru ministries require references for all volunteers. Be sure to get two references for a volunteer who will be working on an on-going basis, and for a highly responsible position. Be careful when calling or corresponding with references. Make sure you only ask questions about the relevant duties and whether the reference has any reservations about the volunteer being able to perform these duties. Respect the confidentiality of both the volunteer and the reference.

If the volunteer will be working with children, you must obtain *fingerprint and state reference checks*. Use a secure fax line or the Human Resources secure fax line to send and receive these reports. ***Do not allow a volunteer to start working with children until you have received all cleared reports.***

### **To be determined by the Volunteer Coordinator:**

Do not place the volunteer in any responsible position until references are completed satisfactorily. If there will be a delay, get the volunteer into a training program or place him/her in a less vulnerable volunteer project.

Reference checks are not necessary for a one-time supervised project, including group and youth projects. Have the group leader fill out a basic form with contact information.

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## NON-ACCEPTANCE

Not every applicant who applies for a volunteer position will be accepted. Reasons for turning down for a volunteer may include the lack of qualifications or unsuitability for a particular position. **Caution:** Volunteers may not be turned down for being a member of a protected class.

If an individual is unsuitable for a specific position because this person does not have the required qualifications, the Volunteer Coordinator may offer him/her another position within Cru if one is available or consider offering the individual some on-the-job training or even propose some other way to obtain the necessary qualifications.

**Examples:**

## Tutorials

- Training
- Software
- Typing
- Phones
- Office machines

If a volunteer is unsuitable for any position at Cru, document all reasons in writing. Advise the Director of Human Resources of this decision, stating the reasons in writing. Then the volunteer will be contacted and informed of the decision in a sensitive manner.

## TRAINING VOLUNTEERS

Every volunteer must receive instruction or training, including one-time special event volunteers. Providing volunteers with suitable training for their tasks, whether formal or on-the-job, ensures good performance and a feeling of confidence on their part. It also gives clear documentation that the volunteer has been given what he/she needs to act competently and responsibly.



Trained volunteers equal success...

## DEVELOPING CONTENT

For each volunteer position, determine the skills and/or knowledge required to perform the work competently. Review what qualifications potential volunteers already have based on the screening requirements. An orientation, formal training, or on-the-job training will be designed to provide the volunteer with any knowledge or skills that he/she will need in order to accomplish the task, work, or project. It is helpful to let the volunteer know how the task will further the work of the ministry. Example: removing labels from videos enables the videos to enter a “closed” country. The volunteer can be encouraged to pray over each video as they are removing the labels that God will be preparing the hearts of those who will receive them.

## FOLLOW UP

All volunteer training will be evaluated to ensure it has sufficiently prepared the volunteers for their work. On-going training will be conducted to further enhance volunteer skills and knowledge.

## LEVELS OF SUPERVISION

Different volunteers need different levels of supervision, based on their readiness and willingness to work. How much time will be spent supervising each volunteer will be based on the following:

- The application and screening process
- Training
- Regular observation by the volunteer's supervisor and the Volunteer Coordinator

No one supervision style will be effective with all volunteers. Nevertheless, all volunteers must receive some type of supervision.

#### VOLUNTEER TIME MANAGEMENT

Be prepared when the volunteer arrives. Make sure the staff person assigned to supervise will be there and that **materials are ready. Wasting a volunteer's time is a sure way to lose them and the people with whom they share their unsuccessful experience.**

#### EVALUATION

The Volunteer Coordinator and the volunteer's supervisor will provide the volunteer who serves in an on-going position with feedback at least twice a year. Evaluations are necessary in order to:

- Assess any training or tools the volunteer needs.
- Clarify standards or requirements needed.
- Determine whether or not any changes in assignment are needed.

All feedback will be given in an objective and concrete manner, and should be ongoing and informal.

All volunteers at Cru will be encouraged to evaluate our organization and the volunteer program once a year or upon exit.

## CORRECTING AND DISMISSING VOLUNTEERS

### DEALING WITH PROBLEMS INVOLVING VOLUNTEERS

The best way to deal with problems with volunteers is not to allow them to develop. Good screening and training, open communication, and consistent and appropriate supervision will aid in the reduction of problems with volunteers.

Often a “difficult” volunteer is simply in the wrong job. The volunteer performance evaluation and good notes/documentation will help identify these cases. In these cases, the Volunteer Coordinator will discuss any problems with the appropriate volunteer(s), in private, and offer alternate placement within Cru.

Problem areas include when the volunteer’s performance or behavior:

- Interferes with achieving Cru’s goals or disrupts the working environment.
- Has a negative impact on staff or the public.
- Puts Cru or any individuals at personal or legal risk.

Confront the volunteer in private, about the problem. Depending on the circumstances, this may be all that is needed to rectify the situation. Date and document what has taken place and keep in their file. At the same time, encourage them and maintain good will by letting them know we appreciate their good intentions, regardless of the outcome.

The Volunteer Coordinator will:

- Meet in person and in private with the volunteer.
- Present the volunteer with the documented concerns regarding performance or behavior.
- Remind the volunteer of the agreed upon expectations for performance/behavior.
- Allow the volunteer to respond either verbally or in writing.

- Allow the volunteer to have a probationary period with concrete objectives and a finite period in which to achieve them, if appropriate.
- Write up the agreement and give the volunteer a copy to review and sign.
- Obtain **written permission** from the supervisor for any volunteer working beyond **our regular work** hours. Volunteers generally work **during regular office** hours.

These practices must be applied consistently with all volunteers.

**Note:** Be open to uncovering a different situation than you might have believed existed; the volunteer may, in fact, be acting appropriately, but their behavior may have been misunderstood.

#### DOCUMENTATION OF PROBLEMS

The standards for documenting problems will be the same for all staff; both supported and paid, as well as volunteers. Only factual, objective, and concrete information is used. Each entry in the documentation needs to be carefully dated. The documentation must include the signed guidelines given to the volunteer when they joined Cru.

#### DISMISSING A VOLUNTEER

Before dismissing a volunteer, make sure to take the following steps:

- Regularly evaluate the volunteer
- Consistently document according to guidelines
- If possible, establish a probationary period, possibly including a deadline, during which a volunteer is given the opportunity to correct specific behaviors or competencies.
- Provide a consistent grievance procedure and review process for every volunteer

A volunteer may be dismissed only after taking the above steps and when there is no other reasonable course of action.

The volunteer will be dismissed in person and in private with a member of Human Resources and the Volunteer Coordinator present.

**The dismissal will be documented in the volunteer's file and flagged so that the volunteer is not unwittingly re-engaged without review of the file.**

## VOLUNTEER RECOGNITION AND AWARDS

### PURPOSE



Recognition may take the form of a simple thank you, formal and public events such as banquets and luncheons, and/or gifts. However, the most effective recognition is provided on a regular basis and is appropriate to the

individual. Large scale or generic recognition may appear insincere.

Recognition starts when volunteers are offered meaningful work that is clearly in support of Cru's mission; it continues as they see how well they are prepared for and supported in their volunteer efforts.

### APPROPRIATE AND ON-GOING RECOGNITION

Volunteers measure success in individual ways, among them praise, accomplishment, affiliation, appreciation, impact, and leadership recognition.

Following are other suggestions for recognizing volunteers:

- Give volunteers regular feedback
- Make their work environment pleasant by giving them their own well-lit and comfortable workspace, having food or drinks available, providing ample supplies, etc.
- Treat them as part of the overall team
- Introduce them at ministry-wide events
- Find ways to show them and others that you notice their accomplishments

- Listen and act on their ideas and suggestions
- Involve them in group devotions and focus time (Headquarters)
- Send or give Birthday, Christmas, and Anniversary cards. Ask for a month and day of birth **without the year** for the purpose of sending birthday greetings. This also applies for wedding anniversaries for couples.
- Encourage staff, from the top down, to acknowledge volunteers when they see them at work, in the halls and lunchrooms, or in the elevator and to express appreciation for their service.

The one thing any volunteer program must give a volunteer is a chance to succeed at helping solve the problem or contribute to the community. Encourage each volunteer's success. This leads them to recruit others and share their positive experiences. Remember, volunteers are giving their time so the ministry can extend its resources.

#### SPECIAL EVENTS

In addition to the official recognition program, Cru suggests having two recognition events per year - one in December and one in April during National Volunteer Week. You may give certificates of appreciation during the events. The key is to know your volunteers.

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#### EXAMPLES OF VOLUNTEER RECOGNITION:

- Payday candy bars make good days great
- Rewards/Recognition/Christmas lunch or brunch – Headquarters
- A \$25 gift or certificate may be given by the department or by the supervisor when volunteers meet one of two criteria:
  - They have given 200 hours or
  - Served for three years or more

- This kind of recognition is usually reserved for those committing substantial time to the department.
- Newsletters published three times a year contain:
  - Information, volunteer spotlights, hours, and anniversaries.
  - Changes in volunteer job status.
  - An expanded version of the newsletter produced during Volunteer Appreciation Week, showcasing the volunteer program. This is shared with office staff as well as the volunteers to include them in increasing the vision for volunteering.
- Inclusion in:
  - The office Christmas party
  - Office-wide ministry day offsite
  - Office-wide devotions
  - Special lunchtime speakers, and other ministry training (evangelistic or office skills).
- Christmas card that includes what their individual hours have meant.
- New Year's letter, wrapping up the years progress and casting the vision for the coming year (sent under the director's signature).
- Birthday, anniversary, and get-well cards.
- Thank-you letter when they leave the program. They are still our ambassadors in the community when they leave – if they have a positive impression.
- Letting them know that what they do helps fulfill the Great Commission with each job and thanking them for their assistance.

- Providing coffee, tea, etc.
- Volunteer Appreciation Luncheon with the directors, managers, and staff who supervise volunteers. Gift bags are given.
- Scriptures that support the importance of their contribution.
- Taking photographs of them and putting them on the bulletin board and in Volunteer Photo Album, also prepared by a volunteer.
- Certificates in folder for special long-term efforts.

These options are not a substitute for individual recognition but provide opportunities for team building for volunteers and staff.

## RISK MANAGEMENT

### SAFETY

Staff members and volunteers are expected to carry out their responsibilities in a manner which exhibits due care and concern for the safety of themselves and the safety of those around them. Any unsafe or hazardous conditions must be reported immediately to their supervisor or someone responsible for that particular mission area.

In case of an accident involving a personal injury, regardless of how serious, the volunteer should notify his/her supervisor and/or Volunteer Coordinator. Failure to report accidents may result in a violation of legal requirements and can lead to difficulties in processing insurance and benefits claims.

### SECURITY

The security and safety of all our staff, staff property, and ministry property is of vital importance to Cru. All staff members share the responsibility for ensuring that security is maintained. Volunteers should report any unauthorized persons in the office areas or any other breach of security to Security (Loss Prevention). The Volunteer Coordinator needs to provide a safe place for the volunteer's belongings or make it clear that you cannot ensure the safety of their belongings.

Volunteers generally work **during regular office** hours. Any volunteer working beyond **regular work** hours **must have written** permission from their supervisor.

Nametags are provided to the volunteers and should be worn at all times while in the office, both for security purposes as well as for recognition by staff and other volunteers.

### INVOLVEMENT IN POLITICAL ACTIVITIES

Any direct or indirect involvement in the political process—including endorsement of candidates or specific legislation—by a staff member or volunteer shall not be done as a representative of Cru, and should not take place during working hours. Staff members and volunteers may not make statements

endorsing or opposing candidates or legislation in prayer letters, e-mail or on Cru stationery.

**Organizations like ours are prohibited by IRS regulations, etc. from engaging in political activities.**

## RECORD KEEPING

Record keeping can be as basic a sign-in/out sheet to record the volunteer hours that are totaled and submitted to leadership on a monthly basis. Multiplying the hours by the Points of Light Foundation's (<http://www.pointsoflight.org>) current hourly value for volunteer hours is one way to show how much the volunteer staff has increased the ministry's resources (see page 42). Then total all the months at the end of the year.

Keep good  
records... It  
matters!



This serves two purposes: it acknowledges their gifts of time and talent, and it tracks the exact time volunteers worked in your ministry for liability purposes. PeopleSoft and Volunteer Works are software programs that track volunteer information, jobs, hours, and recognition.

## ESSENTIAL FORMS

**In order to become a regular volunteer, Cru has the following minimum requirements:**

- **Completed application with name, address, phone, and misdemeanor/felony questions (social security and driver's license number are optional).**
- **Emergency contact information**
  - **Volunteer Service Agreement** (signed and updated yearly)
  - **Testimony: personal relationship with Jesus Christ**
  - **Statement of Faith** (signed)
  - **Liability Release Agreement** (signed)

#### ADDITIONAL FORMS

- **Scheduling form**
- **Sign-in sheet to track hours**
- **Volunteer Service Request form**
- **Volunteer Request Tracking form**



Statement of Faith...

Here at Cru, we all volunteers and staff are required to sign and adhere to the Statement of Faith.

The sole basis of our beliefs is the Bible, God's infallible written Word, the 66 books of the Old and New Testaments.

We believe that it was uniquely, verbally and fully inspired by the Holy Spirit and that it was written without error (inerrant) in the original manuscripts. It is the supreme and final authority in all matters on which it speaks.

We accept those areas of doctrinal teaching on which, historically, there has been general agreement among all true Christians. Because of the specialized calling of our movement, we desire to allow for freedom of conviction on other doctrinal matters, provided that the interpretation is based on the Bible alone, and that no interpretation shall become an issue that hinders the ministry.

We explicitly affirm our belief in basic Bible teachings, as follows:

1. There is one true God, eternally existing in three persons - Father, Son, and Holy Spirit - each of whom possesses equally all the attributes of Deity and the characteristics of personality.
2. Jesus Christ is God, the living Word, who became flesh through His miraculous conception by the Holy Spirit and His virgin birth. Hence, He is perfect Deity and true humanity united in one person forever.
3. He lived a sinless life and voluntarily atoned for the sins of men by dying on the cross as their substitute, thus satisfying divine justice and accomplishing salvation for all who trust in Him alone.
4. He rose from the dead in the same body, though glorified, in which He lived and died.

5. He ascended bodily into heaven and sat down at the right hand of God the Father, where He, the only mediator between God and man, continually makes intercession for His own.
6. Man was originally created in the image of God. He sinned by disobeying God; thus, he was alienated from his Creator. That historic fall brought all mankind under divine condemnation.
7. Man's nature is corrupted, and he is thus totally unable to please God. Every man is in need of regeneration and renewal by the Holy Spirit.
8. The salvation of man is wholly a work of God's free grace and is not the work, in whole or in part, of human works or goodness or religious ceremony. God imputes His righteousness to those who put their faith in Christ alone for their salvation, and thereby justified them in His sight.
9. It is the privilege of all who are born again of the Spirit to be assured of their salvation from the very moment in which they trust Christ as their Savior. This assurance is not based upon any kind of human merit, but is produced by the witness of the Holy Spirit, who confirms in the believer the testimony of God in His written word.
10. The Holy Spirit has come into the world to reveal and glorify Christ and to apply the saving work of Christ to men. He convicts and draws sinners to Christ, imparts new life to them, continually indwells them from the moment of spiritual birth and seals them until the day of redemption. His fullness, power, and control are appropriated in the believer's life by faith.
11. Every believer is called to live so in the power of the indwelling Spirit that he will not fulfill the lust of the flesh but will bear fruit to the glory of God.
12. Jesus Christ is the Head of the Church, His Body, which is composed of all men, living and dead, who have been joined to Him through saving faith.
13. God admonishes His people to assemble together regularly for worship, for participation in ordinances, for edification through the Scriptures and for mutual encouragement.
14. At physical death, the believer enters immediately into eternal, conscious fellowship with the Lord and awaits the resurrection of his body to everlasting glory and blessing.

15. At physical death, the unbeliever enters immediately into eternal, conscious separation from the Lord and awaits the resurrection of his body to everlasting judgment and condemnation.
16. Jesus Christ will come again to the earth - personally, visibly and bodily - to consummate history and the eternal plan of God.
17. The Lord Jesus Christ commanded all believers to proclaim the Gospel throughout the world and to disciple men of every nation. The fulfillment of that Great Commission requires that all worldly and personal ambitions be subordinated to a total commitment to "Him who loved us and gave Himself for us."

Without mental reservation, I hereby subscribe to the above statements and pledge myself to help fulfill the Great Commission in our generation, depending upon the Holy Spirit to guide and empower me.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_