



# Leading a Successful Gospel Justice Center

Friday, April 25th | Christ Church Butterfield - Lombard, IL

# Agenda

## 01 | What Is High Impact Volunteer Management?

Key concepts

## 02 | High Impact Volunteer Process

Recruiting, Selecting, Equipping, Leading, Developing

## 03 | High Impact Volunteerism and Administer Justice

AJ Volunteerism Culture

What does this have to do with me?


# High Impact Volunteer Management

## What is it?

*“Their responsibility is to equip God’s people to do work and build up the church, the body of Christ.”*  
Ephesians 4:12 NLT

- Prayerfully and simply ***entrusting ministry to volunteers***, while attaining the ***highest level of effectiveness*** as possible
- ***Aligning volunteers*** and processes with ***God’s design*** for AJ ministry
- ***Equipping, guiding and coaching volunteers*** in accomplishing the work God has called them to in accordance to their unique gift-sets
- ***Servant leadership***: Modeling the heart, hands, and feet of Jesus our Lord, the ultimate role model of servant leadership

*“For we are God’s masterpiece. He created us anew in Christ Jesus, so we can do the good things he planned for us long ago.”*  
Ephesians 2:10

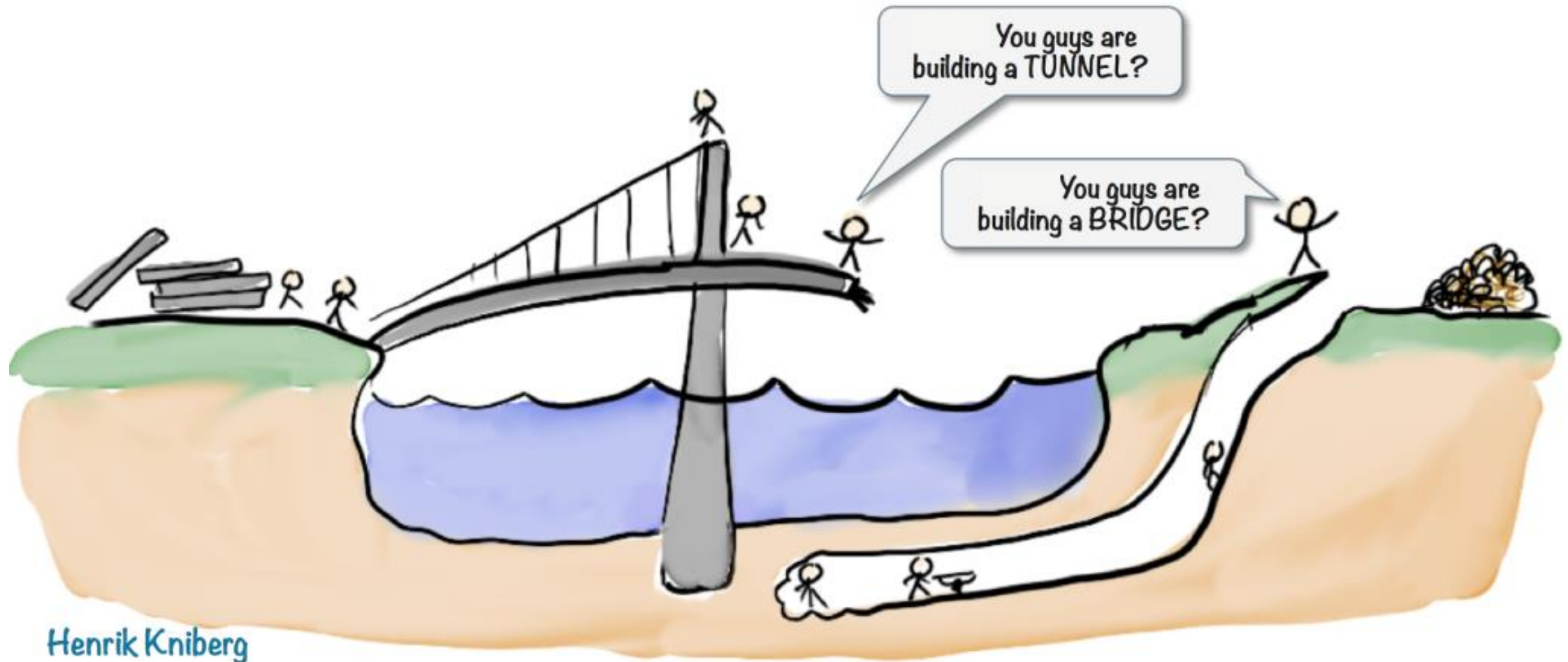
A group of people in a church setting, with a woman in a white lace dress in the foreground. The background is blurred, showing other people and church furniture.

**As servant leaders, we have a big responsibility to make sure AJ volunteer efforts and activities align with God's purpose and design.**





# Misalignment



# High Impact Volunteer Management

## Key Concepts To Remember:

### Translating the Cause = Transformed Value

- Each task has a meaning and impact far beyond the task itself: *Transformed Value*.
- Volunteers must see this impact which empowers them: *Translating the Cause*

### Volunteer equity (#volunteers + effectiveness)

- Understand and communicate the micro and macro positions of volunteer roles
- Encourage spiritual growth
- Increase volunteer commitment
- Improve team member competencies

### Partnership With Volunteers

- Partnership is a mindset and culture revealed in attitude, language, and behaviors
- Respect, Expect, Inspect, Correct

**Volunteers  
can do  
anything paid  
staff can do  
and can often  
do it better!**

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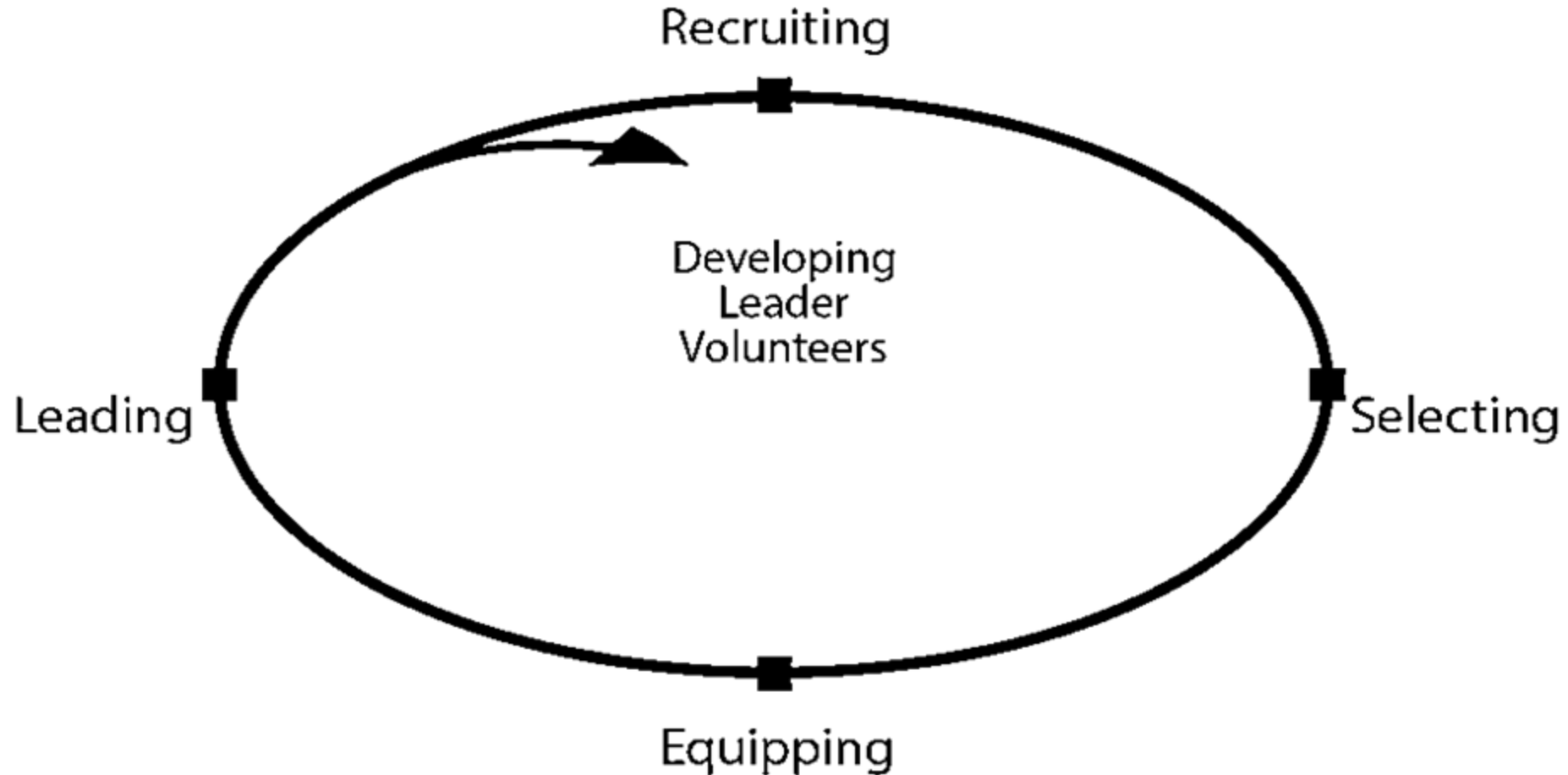
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# High Impact Volunteer Management

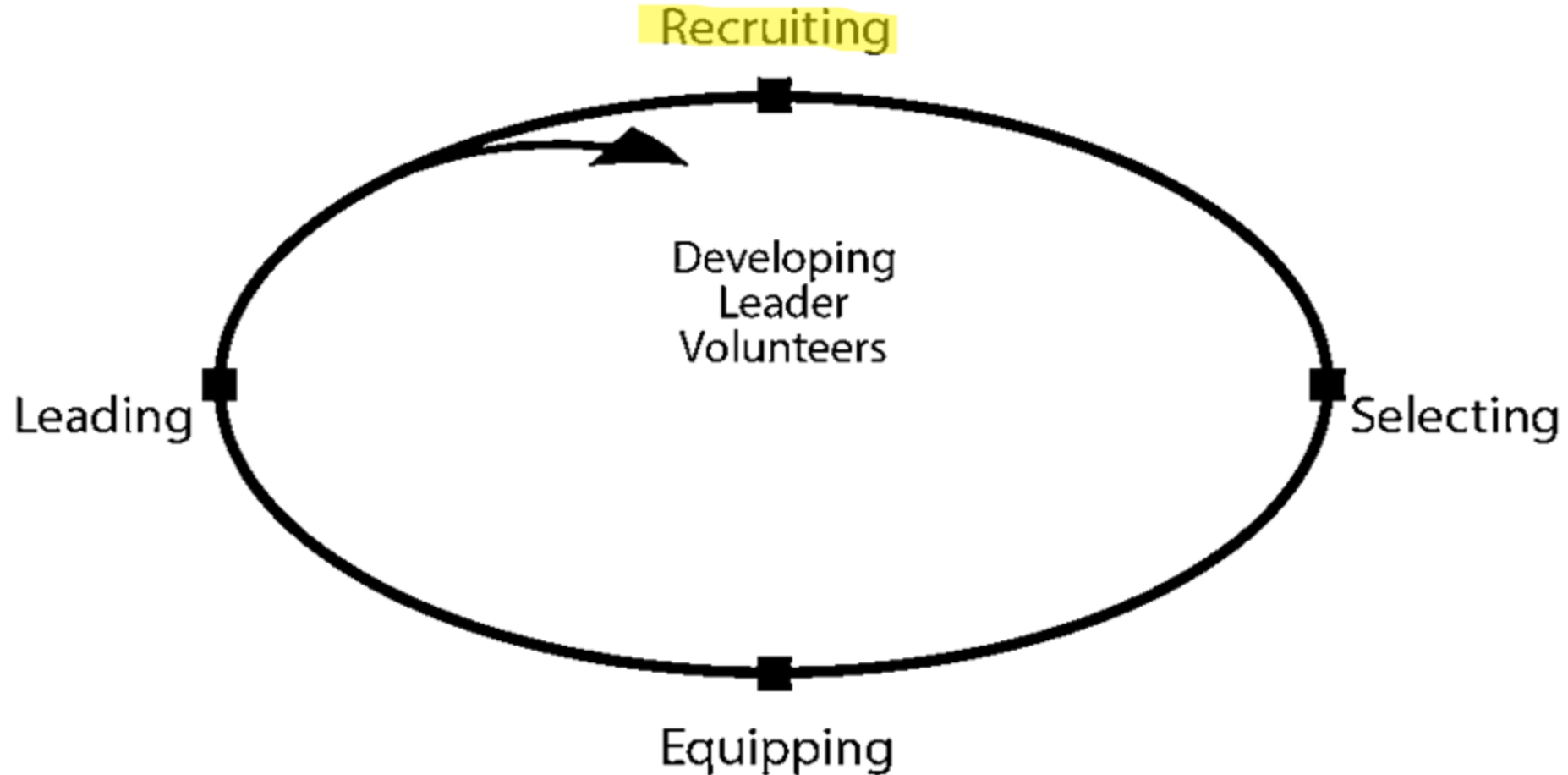
## The Process:





# High Impact Volunteer Management

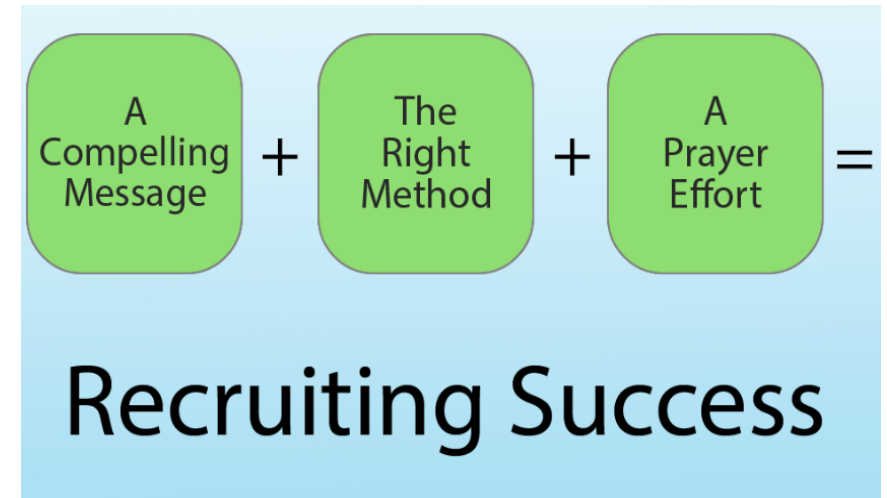
## The Process:



# High Impact Volunteer Management

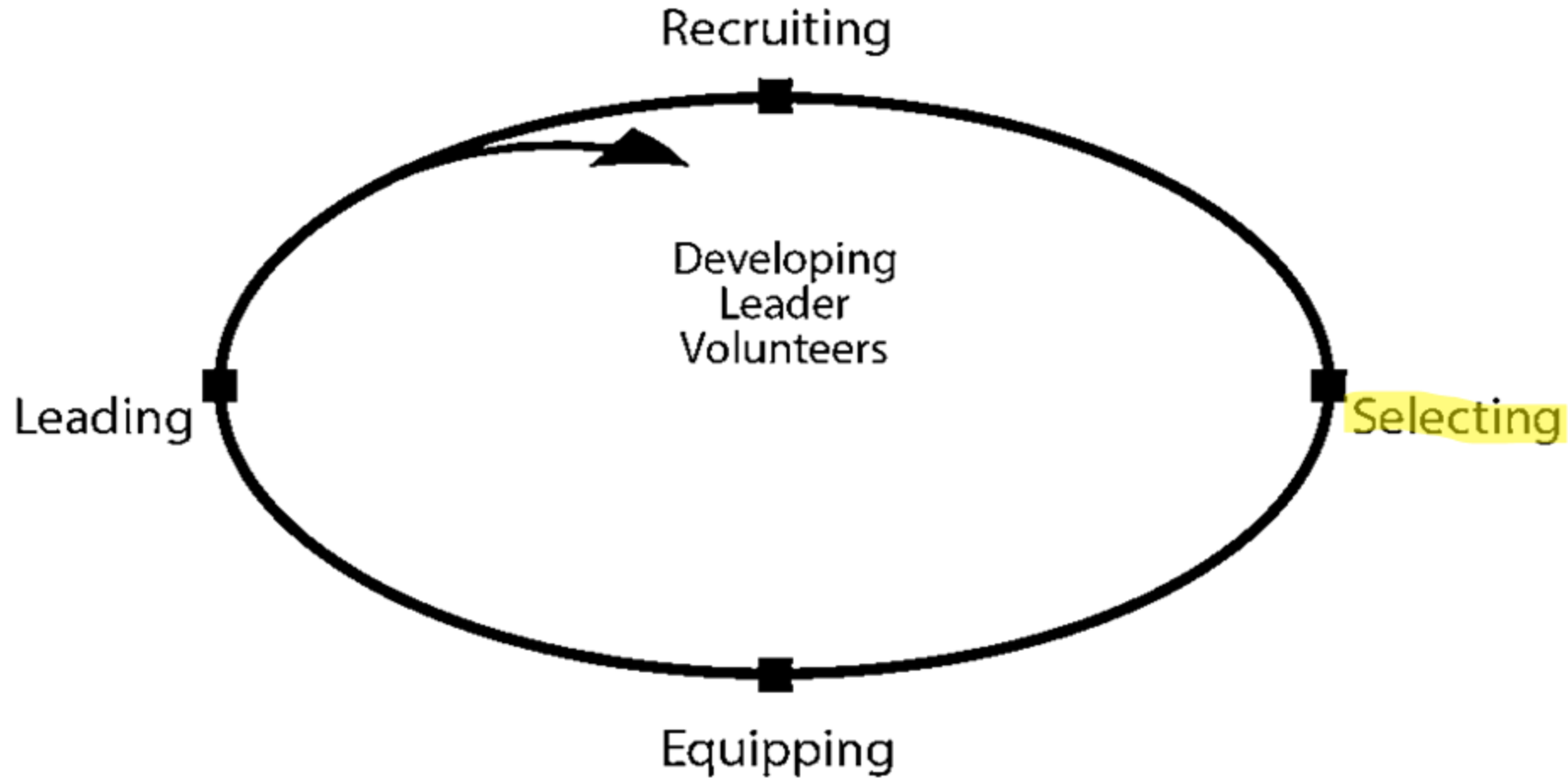
## RECRUITING: The Equation for Better Success

- ***A Compelling Message***: An invitation to explore AJ and the possibility of a fit both ways. Uphold the transformed value of the role.
- ***The Right Method***: Think like a prospect! What would they desire from volunteering in a specific role and from AJ as a whole?
- ***A Prayer Effort***: God is working in the hearts of prospects and in the workings of AJ ministry. Unleash the Holy Spirit through prayer.



# High Impact Volunteer Management

## The Process:



# High Impact Volunteer Management

## SELECTING: Seven C's

- **Calling:** look for God's calling on candidate's life
- **Character:** try to understand their level of intimacy with God
- **Compatibility:** organizational, relational, leadership
- **Competency:** skills & abilities
- **Commitment:** history of retention in previous roles
- **Condition:** Physical, mental, emotional, and spiritual health to carry out specific role
- **Consistency:** Look for patterns throughout entire collection of information

Discovering prospects God has called to partner with our ministry and who will bring the greatest impact.



# High Impact Volunteer Management

## SELECTING: The Process

### Steps to the Selection Process:

1. **Initial Encounter:** five-minute informal conversation to determine first-glance fit
2. **Application Packet:** Includes introductory letter, key organizational statements, volunteer qualifications, application, and specific role(s) description
3. **Interview:** Best predictor of future behavior is past behavior. Ask questions to uncover past behavior.
4. **Reference Checks**
5. **Make a Decision:** Less is more. Select fewer volunteers who are highly qualified.

### Precision in the Process:

Shooting an arrow into a crowd in hopes of finding your target is not as effective as aiming and shooting directly at the target.



LIKE AN ARCHER WHO WOUNDS AT RANDOM  
IS ONE WHO HIRES A FOOL OR ANY PASSER-BY.

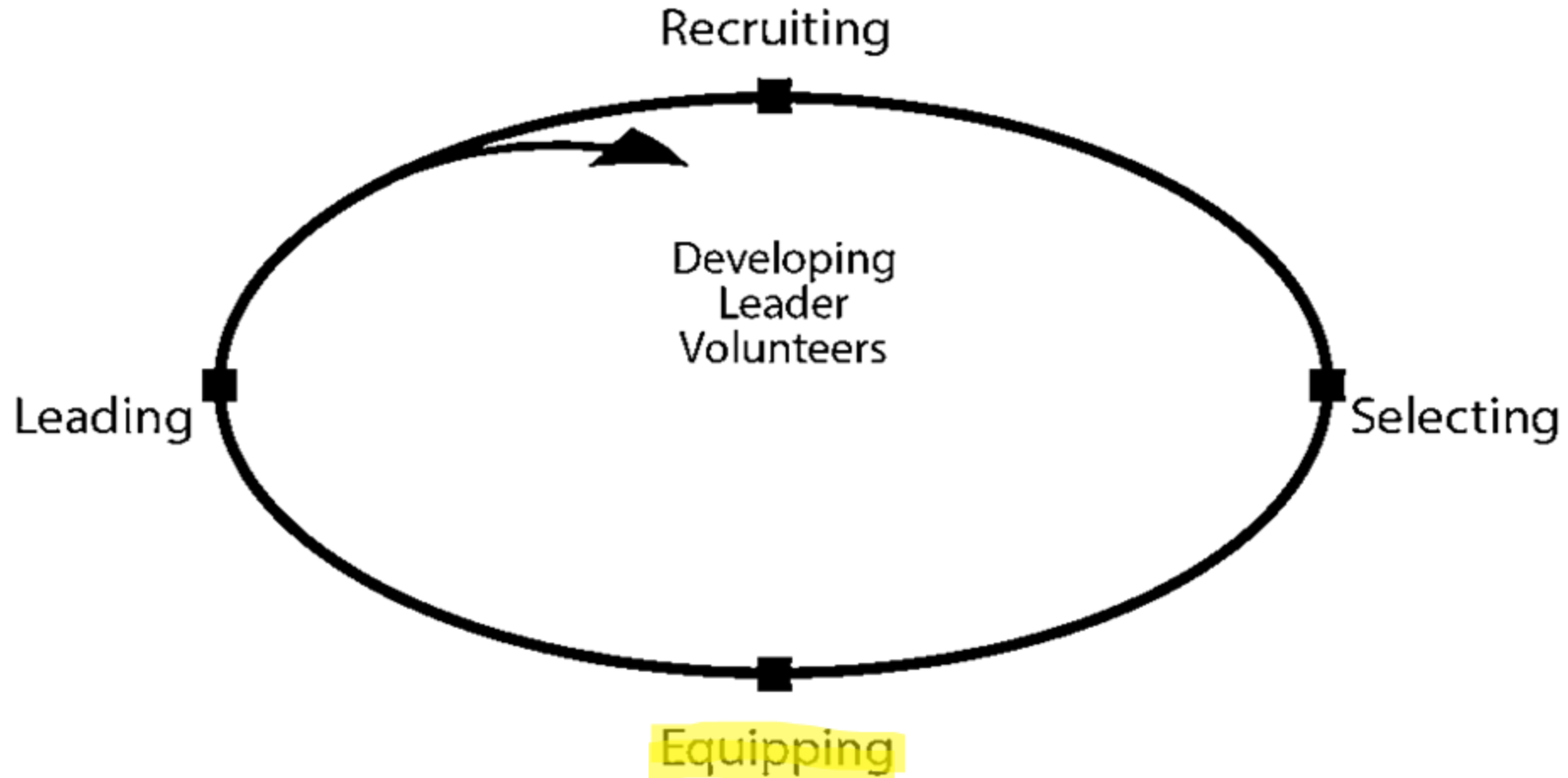
PROVERBS 26:10

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# High Impact Volunteer Management

## The Process:



# High Impact Volunteer Management

## EQUIPPING: What is it?

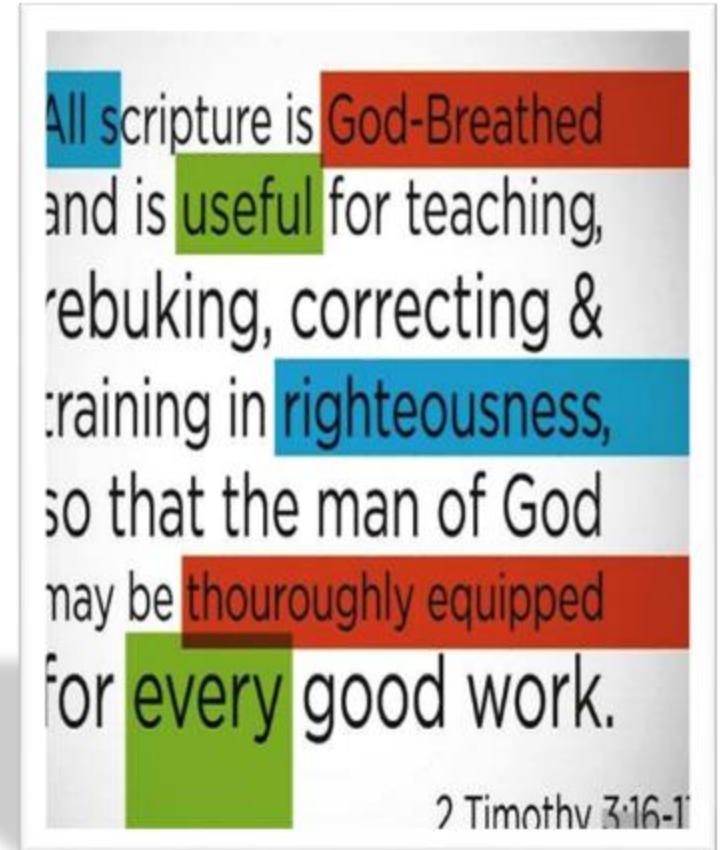
Providing the ***R**esources* and transferring the necessary ***A**ttitudes, **C**ompetencies, and **K**nowledge* for a volunteer to be effective.

**R**esources

**A**ttitudes

**C**ompetencies

**K**nowledge



# High Impact Volunteer Management

## EQUIPPING: R.A.C.K.

### **Resources:**

What resources does a volunteer need to complete their role?

### **Competencies:**

- What skills do ALL volunteers need?
- What skills are required for the specific role?

### **Attitudes:**

- What attitudes are important for ALL volunteers to demonstrate?
- What attitude does the specific role require?

### **Knowledge:**

- What do ALL volunteers need to know?
- What knowledge does the specific role require?

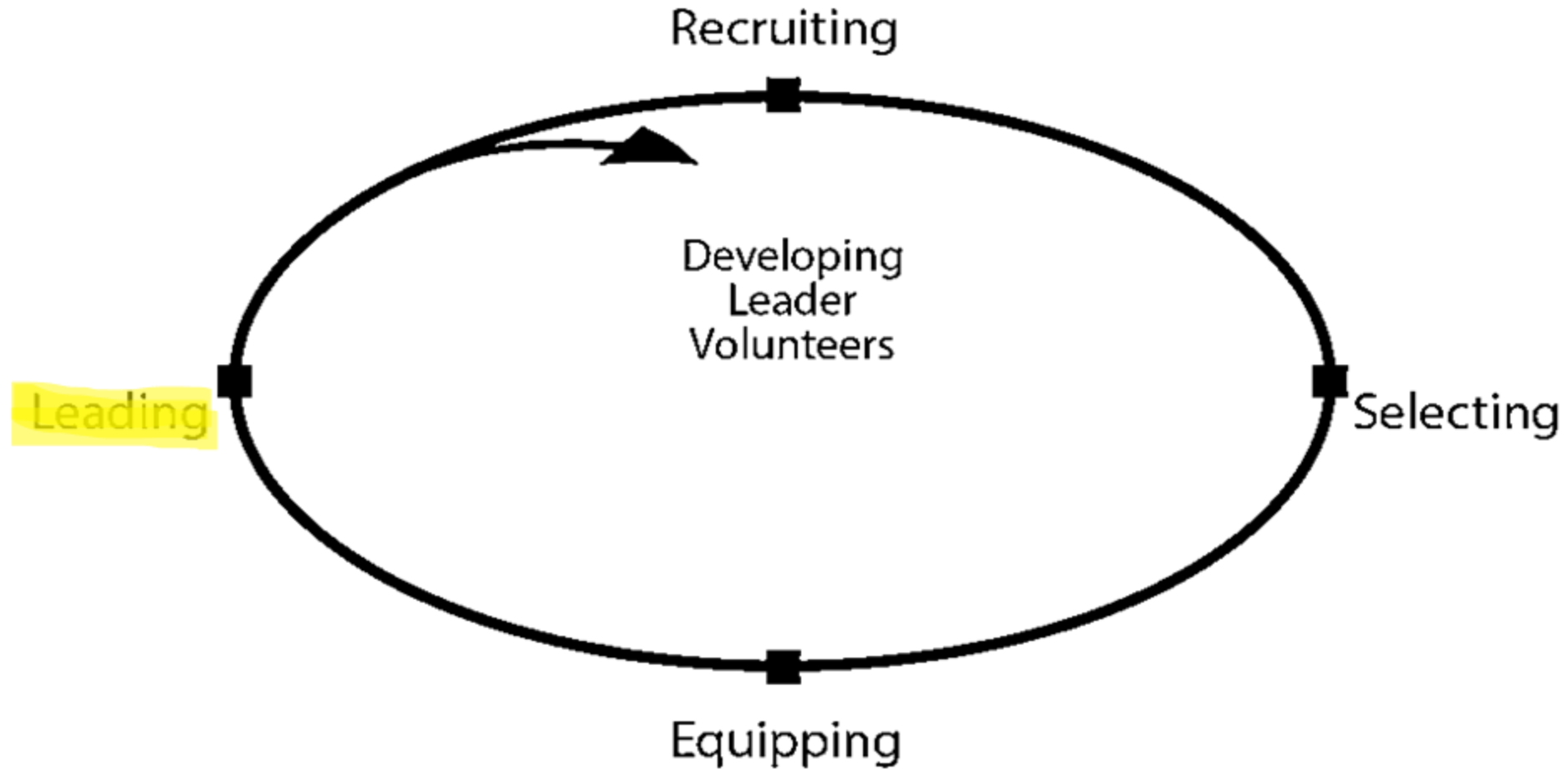
How to transfer a competency, skill, and knowledge?

(1) Tell Them      (2) Show Them      (3) Watch Them

(4) Let Them Demonstrate

# High Impact Volunteer Management

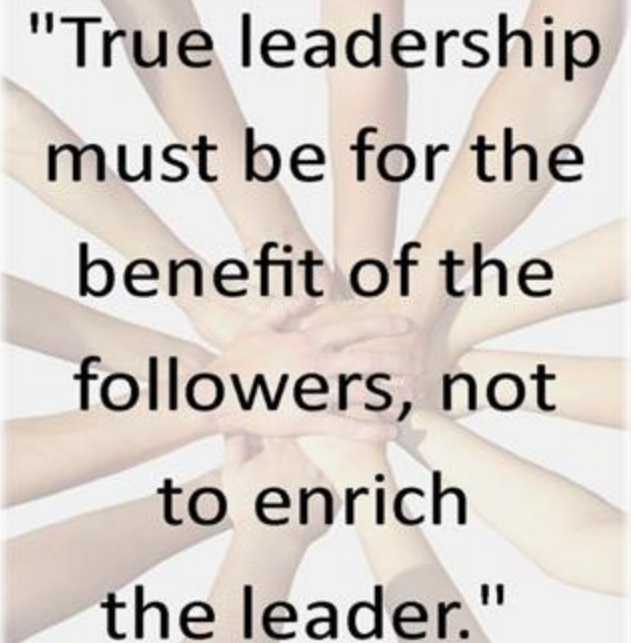
## The Process:



# High Impact Volunteer Management

## **LEADING:** *Servant Leadership*

Leading is coaching team members toward effectiveness and growth, both in their organizational role and spiritually.



"True leadership must be for the benefit of the followers, not to enrich the leader."

-John C. Maxwell



# High Impact Volunteer Management

## High Impact Leadership Summed Up

### Reflection

- Provide spiritual encouragement
- Reflection with God comes before high impact is transformational, and all transformation begins with our relationship with God

### Connection

- Build relationships
- Be concerned first with their spiritual and personal welfare

### Inspection

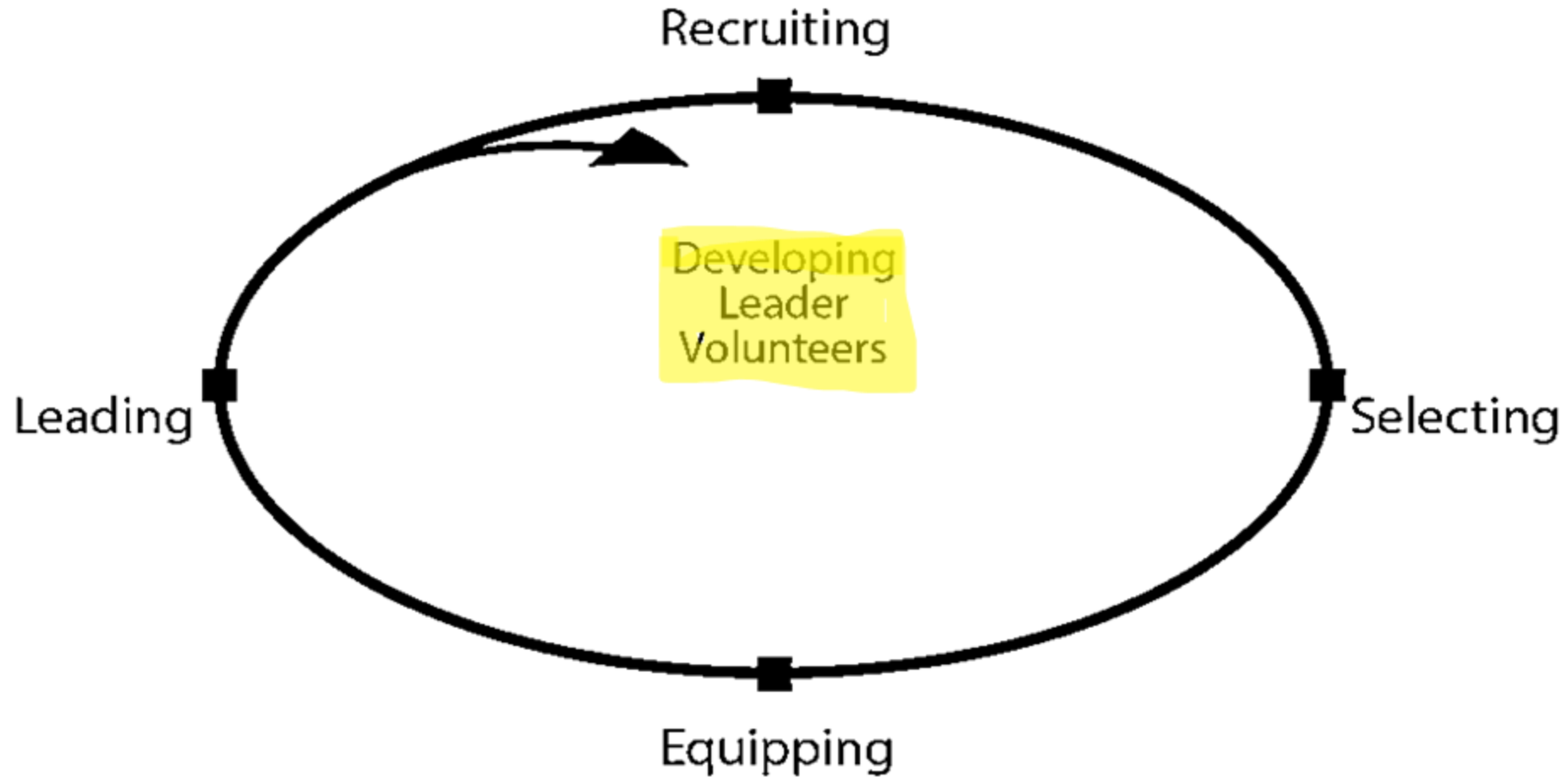
- Walk with them, join in, and observe as they lead
- Communicate why we inspect - ensure their growth and success
- Strong connection should precede Inspection
- Encourage specificity with feedback

### Correction

- Affirmation and Admonition
- Admonition done in love makes relationships strong and longer-lasting
- Develops a culture of accountability

# High Impact Volunteer Management

## The Process:



The background of the slide features a photograph of two women smiling. The woman in the foreground has long braids and is wearing a dark shirt with a red lanyard. The woman behind her has curly hair and is also smiling. A semi-transparent blue overlay covers the entire image, and a large white quotation mark is positioned at the top center.

“

**The servant-leader shares power  
and helps people develop and  
perform as highly as possible.**

Robert Greenleaf

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## What does it mean for us?

Work together on transforming our volunteer culture. Transformation comes with:

- ✓ Being experts at translating the cause.
- ✓ Empowering Volunteers: create value, equip them, help them have ownership
- ✓ Developing a partnership mindset with volunteers. ~~Us vs. Them~~
- ✓ Being a servant leader: help volunteers grow in their spiritual, personal and professional lives
- ✓ Volunteers are what will help AJ Scale. Can we keep our volunteer alignment up with growth.
- ✓ We all need to think differently about volunteers
- ✓ Extend grace to each other as we develop and build. Be patient, thoughtful, and solution-minded. We are building from scratch, and it takes time.

