

# Volunteer Management Guide and Checklist

## How to Use This Sample

Volunteers are not a staffing shortcut. They are members of the body of Christ using their gifts for ministry. This guide helps churches recruit, screen, train, encourage, and care for volunteers with clarity and consistency.

## 1. Volunteer Ministry Framework

Question	Church Answer
What ministry role is needed?	
Who supervises this role?	
What are the spiritual and practical qualifications?	
What training is required before serving?	
What policies apply to this role?	
What schedule or term of service is expected?	
How will concerns be reported and addressed?	

## 2. Volunteer Role Description Template

Field	Details
Role Title	
Ministry Area	
Supervisor or Staff Contact	
Purpose of Role	
Primary Responsibilities	
Time Commitment	
Required Training	

Screening Requirements	
Key Policies	
Length of Commitment	
Review Date	

### 3. Volunteer Screening Checklist

Item	Required for This Role	Complete
Membership or regular participation requirement	Yes / No	<input type="checkbox"/>
Application or interest form	Yes / No	<input type="checkbox"/>
Interview or ministry conversation	Yes / No	<input type="checkbox"/>
Reference check	Yes / No	<input type="checkbox"/>
Background check	Yes / No	<input type="checkbox"/>
Child protection training	Yes / No	<input type="checkbox"/>
Safety or emergency training	Yes / No	<input type="checkbox"/>
Policy acknowledgment	Yes / No	<input type="checkbox"/>

### 4. Volunteer Orientation Checklist

- Review the mission of the church and the purpose of the ministry.
- Review the role description and expectations.
- Explain who the volunteer reports to and how to ask questions.
- Review policies related to safety, children, youth, confidentiality, facilities, and communication.
- Explain arrival time, schedule, check in procedures, name tags, and communication methods.
- Introduce the volunteer to other team members.
- Pray with the volunteer before they begin serving.

### 5. Ongoing Care and Accountability

Practice	Frequency	Notes
Thank and encourage volunteers personally.	Monthly	

Provide ministry updates and reminders.	Monthly or as needed	
Offer refresher training.	Annually	
Review background checks where required.	Every 2 to 3 years	
Evaluate volunteer roles and team health.	Annually	
Address concerns quickly and pastorally.	As needed	

## 6. When a Volunteer Needs to Step Away

- Listen carefully and thank them for serving.
- Clarify whether the transition is temporary or permanent.
- Document any safety, conduct, or policy concerns.
- Retrieve keys, badges, equipment, or access credentials if needed.
- Help the volunteer find a better serving fit when appropriate.