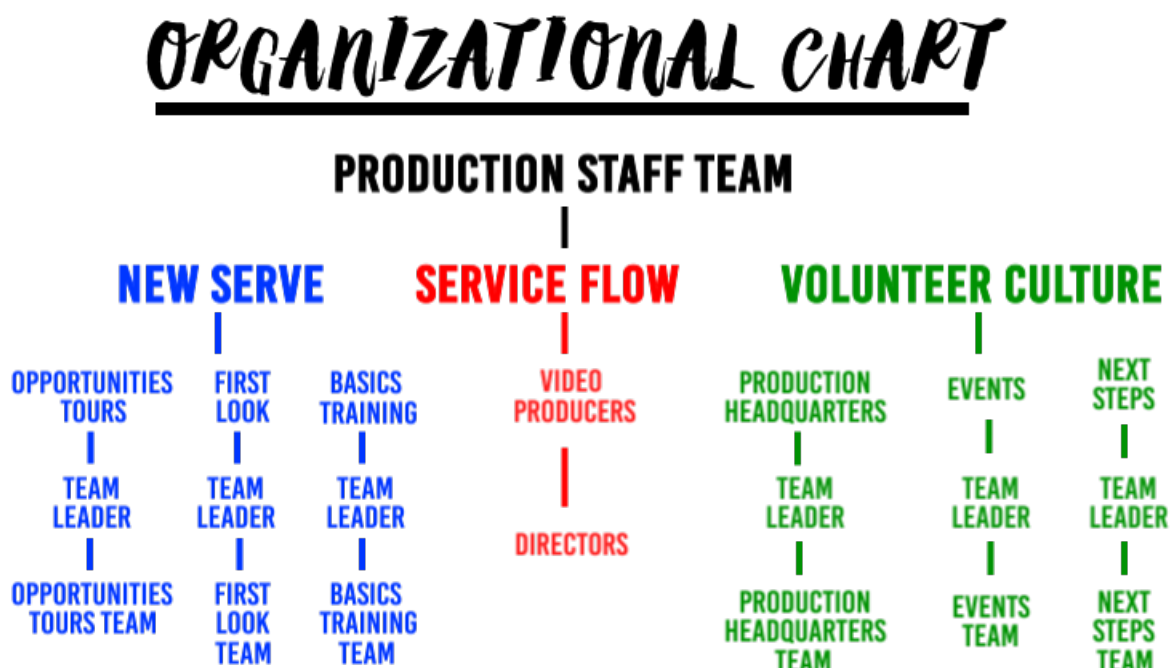


THE BEST WAY TO STRUCTURE YOUR VOLUNTEER TEAM

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At the two churches I've served on staff, I created an Org Chart for my volunteer teams for a few reasons. The main reason being they grew so large so fast that I needed a way to minister to a lot of people at once without killing myself. Obviously I couldn't do it alone. So we created teams and asked key volunteers to lead those teams.

Here's how it looked for us at Newspring:



PRODUCTION STAFF TEAM

At the Columbia campus of Newspring Church, when I was on staff, we had 5 full-time production staff members -

- A Service Producer
- A Video Coordinator
- An Audio Coordinator
- A Lighting Coordinator
- A Worship Leader

As a staff unit, we split the responsibilities for the three volunteer teams on our Organizational Chart.

The first Volunteer Team we called **NEW SERVE**.

These volunteers were responsible for recruiting and training new volunteers.

We had three teams under that heading:

Opportunities Tour: this team hosted potential new volunteers as they toured our ministry. They shared our vision and passed out information about our production team.

First Look: this team met with new volunteers coming to our team. They introduced new volunteers to veterans, gave them a behind-the-scenes look at our service and shared information about joining our team- time requirements, training and other important information.

BASICS Training: “BASICS” was our volunteer training process. This team ensured that no volunteer ‘fell through the cracks’ and were fully trained before serving on a Sunday.

The second group on our Org Chart was **SERVICE FLOW or SERVICE EXECUTION**.

This team was responsible for everything dealing with a Sunday. From prepping volunteers to coordinating the control room, to evaluating the service and making changes.

For most churches, this is their whole production team. I’m submitting to you that the execution of services on Sunday is only one section of what your team should be about.

We had two key positions on this team.

Video Producers: were in-charge of the volunteer team and the execution of a service on a Sunday. This person would be in the control room as an overseer of the service. They would be available to solve problems before they happened, put out fires if necessary and handle everything related to managing the video team. This person also contacted the Director each week and worked directly with the staff team to know the details of a Sunday and communicate those details to the team.

Directors: reported to the Video Producer. This person was responsible for everything that went “live”- they called camera shots, called for graphics and video, broadcast feeds, and everything else that appeared on screens.

The last section had everything to do with our **VOLUNTEER CULTURE**.

They were responsible for our creating the atmosphere. This was also a great place for someone less technically minded to serve or someone who wanted to serve on our team but not run a piece of gear.

I broke this group up into three teams:

Production Headquarters: This team was responsible for making our production hangout space awesome. They coordinated food, provided games and activities, planned devotionals/testimonies/stories/guest speakers, and decorated our space.

Events: Our Events Team planned outside activities for our production volunteers. The only requirements I had for this team was to have one small event every month (go to the movies, go bowling, go to a sports game) and one big event every quarter (Chili Cook-Off, Christmas Party, Cookout).

Next Steps: This team helped pastor our people. I wanted our team to be really involved relationally with each other. This team helped people take their next step on our team (with learning a new position, taking on a leadership role, etc.). They also helped people grow spiritually (provided devotional and Bible Study resources, helped them find a small group, helped connect them with counselors, etc.)

Each team involved in New Serve and Volunteer Culture had a Team Leader. We created the Org Chart first so we knew the needs of the team, then we prayed about who would be best to fill these roles.

Some reasons why I believe you need to create a clear Organizational Chart for your team:

1. It keeps everyone organized and informed.
2. It lets volunteers know who to go to for direction.
3. It helps you, as the staff member, be a leader of leaders and empower your team to have ownership in their culture.
4. It lets you see clearly what the needs of your team are.

Your team may look different. You may structure it different than the way I have. But I tell you this - I believe the best way to structure your team is to break it up into smaller pieces to give more people opportunities to serve and use their gifts.