

# CTK Volunteer Process *(Revised 3.8.18)*



A Volunteer Interest Form and background check will be completed for:

- All volunteers serving with kids/teens or with weekend services
- Small Group leaders, hosts, and anyone leading a community
- Anyone given a key or FOB to a CTK building

## Step 1: Initial Conversation

Many people express initial interest in volunteering at a weekend service or by calling/visiting reception. Often they say, **“I’d like to volunteer but I’m not sure where...”** Connection Point volunteers and Reception staff have the Volunteer Interest Form on hand and are equipped to have an initial conversation with them in order to:

- Ask where they might be interested in volunteering
- Get a better understanding of what they think that means
- Discuss their past volunteer experience
- Find out if they know their spiritual gifts and/or wiring
- Find out what ideas/expectations they have about volunteering
- Give an brief overview of volunteer opportunities available in various ministries
- Connect them with the ministry that seems to be the best fit

If volunteer interest is expressed at the Connection Point on the weekend, the Connection Point volunteer will ask the person to fill out a Connection Card to indicate where they are interested in volunteering. Completed Connection Cards will be turned in to the Welcome Team or Campus Director after weekend services and the Welcome Team or Campus Director will create a new Connection Request for the interested volunteer. If the interested volunteer does not know which area they want to volunteer in, they will be assigned to the Connection Type of “General Inquiry”. If the ministry area is known, a Connection Request will be created for the ministry using the appropriate Connection Type. The new Connection Request will email the Connector to alert them of the person’s interest in volunteering.

## Step 2: Ministry Fit

As ministries recruit for volunteers, they will often be the ones to have the initial conversation and ask them to complete the [Volunteer Interest Form](#). To make that as easy as possible, the form can be:

- Emailed to the person
- Picked up at Connection Point on weekends or reception on weekdays
- Snail mailed to them (printed copies available in break room on top of mailboxes)
- Filled out online via the [Rock Volunteer Interest Form](#).

Once someone has expressed interest in volunteering in their ministry, a Connection Request will be created by the ministry person. This will allow them to leave notes inside the Connection Request to track conversations and pertinent information.

Each ministry will have their own method of assessing ministry fit depending on the positions they have and the requirements of each. Remember, there is no substitute for a relational approach!

- If during this conversation, you realize that they are **not a viable candidate for your ministry**, either refer them to another ministry that may work or to the Welcome Team to be rescreened for other

opportunities. Transfer their existing Connection Request to the correct ministry team or back to the Welcome Team by using the “General Inquiry” Connection Type for follow up. Leave detailed notes in the Connection Request to enable the new ministry to see what has already happened with the volunteer.

- If they are **not ready to volunteer in any capacity** at this time, be sure to communicate that in a truthful, but loving way that hopefully gives them some type of next step in their spiritual journey (Discovery Class, Alpha, recovery, small group). Please note this in Rock by adding a volunteer note to their individual profile. Click on the + sign in the “Timeline” box on their profile page. Select the “Note Type” of “Volunteer Note”. Include as much information as possible without saying too much. If it is a confidential matter, make the note read “Volunteer issue; please see Children’s Red File”. Keep a detailed account of the problem in a hard copy folder or in an electronic folder for future reference. Also add the tag “Volunteer Alerts” to their profile: (Go to their profile and below their name will be the words “Add tag”. Click on “Add tag” and start typing “Volunteer Alert”, when the correct tag pops up, select that tag).
- If you will be **plugging them into your ministry**, please make sure the Background Check Consent form is completed and returned. If you choose to add ministry-specific forms/questions, now is the time to do so.

### Step 3: Volunteer Interest Form and Background Check

Once you have had the initial conversation with the potential volunteer, you will need to check Rock to see if they have a Volunteer Interest Form on file.

- Go to their Rock profile
- Click on the “Extended Attributes” tab
- If they have completed a Volunteer Interest Form in the past, you will see the date and the document under the “Volunteer Info” section. If there is no Volunteer Interest Form, please ask them to complete the [paper version](#) or the [digital version](#) through Rock.

Completed Volunteer Interest Forms should be turned in to the Bellingham Welcome Team for processing.

Once the Volunteer Interest Form has been processed, the Welcome Team will update the individual’s Connection Request (or add a new one if there is not one already) and the Connector will receive an email informing them that an update has been made to the Connection Request.

After the Volunteer Interest Form has been completed, you can give them additional paperwork to fill out that is specific to your ministry.

If the individual is ready to proceed, you will need to check their Rock profile for a background check. Anyone who does not have a background check in Rock, or whose background check is older than 2 years will need to have a new one run.

- Go to their Rock profile
- If they have a background check, you should see a green check mark badge on their profile page. Hover your mouse over that checkmark to see what date the check was completed or go to the “Extended Attributes” tab and scroll down to the “Safety & Security” section to check for a background check
- If they need a background check, ask them if they would like to complete the paper version or digital version. The paper version needs both the [Background Questionnaire](#) and the [Background Check Consent](#) forms completed. The digital version combines both of those forms into one inside Rock and can be requested here:

- Go to their Rock profile
- Click on the “Actions” tab at the top right corner of their profile
- Click on “Request Digital Background Check”
- Fill out the fields and hit “Submit”

### **If the person is under 18, we cannot run a background check**

If the person does not have an SSN, the ministry staff person who would be directly overseeing that volunteer will draft an email to their Campus Pastoral Team that covers:

- How well they know the person
- What info they have on why the person does not have an SSN
- What other measures are built into the setting in which they would be volunteering that are taken to mitigate any unknown risk
- Any other relevant information they used in coming to the proposed decision to let them volunteer
- The Campus Pastoral Team will review the proposal and notify the ministry leader of their decision regarding this individual volunteering. The Campus Pastoral team may consider other facts outside the proposal itself such as that team or supervisor’s past performance in mitigating risk and sticking to sound policies. Although not always necessary, the Campus Pastoral Team can request an update 3-6 months later on that particular volunteer from the team/ministry where they are serving.

If criminal information is returned on the background check, the Rock Administrator will notify the ministry leader via email. You may schedule a time with the Rock Administrator to view the background check if you wish. We will take a relational approach with that person, making every effort to treat them in a dignified manner that communicates hope and that precautions are taken for their protection as well. If the offense is of a sexual nature please refer to the guidelines on the following page.

If it is decided that the individual will not be able to volunteer in your ministry because of an offense on the background check, proper adverse action procedures must be followed. Please see HR for more details.

All background checks must be updated every two years. You can find links to the Volunteer Interest Form and Background Check Consent forms on the CTK Staff portal.

## **Step 4: Training & Evaluation**

Each ministry then follows its own training process for the person to begin volunteering. During this time it’s that the ministry continue to assess personal fit and abilities. Likewise, the volunteer should be encouraged to assess how they think the position fits their gifting and talents, and if it’s indeed what they signed up for.

A two-way, open dialogue should take place where either the ministry or volunteer can decide if the placement it isn’t working. Should that be the case, please refer the person back to the Welcome Team so a better fit can be found. Create a new Connection Request using the “General Inquiry” Connection Type. Please include the strengths and challenges that were identified in the initial ministry placement to facilitate a great second placement.

## **Managing Volunteers in Rock**

Once the volunteer has completed the Volunteer Interest Form, the form needs to be turned in to the Bellingham Welcome Team for processing.

### **Welcome Team Process**

1. Search for the person in Rock, if a profile does not exist, add them to Rock with the connection status of "Attendee". For existing profiles, update any relevant information based on the Volunteer Interest Form. Also check their Connection Status and update any "Visitor" statuses to "Attendee".
2. In the "edit profile" screen, mark which communication method is their preferred method based on the Volunteer Interest Form (Email or SMS).
3. Add the following information to the person's profile
  - a. Under "Extended Attributes>Safety & Security", add the correct date to the "Volunteer Application" field
  - b. Scan and upload the volunteer interest form to the "Volunteer Application Doc" field
  - c. Add "Permission to Publish" Yes or No depending on their answer.
4. If there is no existing Connection Request, add one now and assign it to the correct ministry and connector. Add any corresponding notes to the Connection Request (i.e. "Volunteer Interest Form completed (date)")
5. If a Background Check Consent Form is attached to the Interest Form, give the Background Check Consent form to the Finance Team for processing.

### **Processing a Background Check**

1. Look up the individual in Rock.
2. From the "Actions" tab, select "Background Check"
3. Fill out the necessary information, click submit
4. Once the background check has been processed, go to the person's profile and make sure that the following information is filled out on their profile:
  - a. Click on "Extended Attributes", then go to the "Safety and Security" block
  - b. Change "Background Checked" to "Yes"
  - c. Make sure the "Background Check Date" is populated
  - d. Make sure "Background Check Result" is marked "Pass" or "Fail" according to the background check result.
5. Then, go to the "Timeline" tab and click on the correct Connection Request link
6. Add a note to the Connection Request that the background check has been completed and include any necessary notes regarding the background check result, if applicable