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Getting and Keeping Talented, Engaged Volunteers

Webinar for Practical Resources for Churches
October 19, 2021

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JUDITH A. URBAN



NEW LIFE THROUGH SHARED MINISTRY

Moving from Volunteering to Mission

Foreword by Robert M. Schwartz

New Life Through Shared Ministry

Moving from Volunteering to Mission

By Judith A. Urban

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Challenges in Working with Volunteer Ministers

- ▶ 1. Not enough ministers to accomplish the mission.
- ▶ 2. Difficult to recruit people to join ministries.
- ▶ 3. Difficult to retain people who do volunteer to join a ministry.
- ▶ 4. Difficult to find people with the kind of gifts needed for the work of the ministry.



- ▶ 5. People have very busy lives.
- ▶ 6. People lack commitment to their ministry work; or they treat it like their own personal “fiefdom.”
- ▶ 7. Trouble convincing leadership to adequately fund the work of the ministries.
- ▶ 8. What other challenges can you suggest?



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Characteristics of a Shared Ministry System

- A way of being church together, of creating and participating in a specific faith-based culture.
- Consists of many interrelated parts that work together to bring a concept into reality.
- Enables people to discover their own gifts; to match them with appropriate ministry opportunities; to be supported, trained, affirmed, and appreciated in their ministry; and to grow toward spiritual maturity through that ministry.

Components of the system work in synchronicity

When working correctly, each component contributes a positive influence on every other component.

Similarly, a component that is not contributing positively prevents, or at least lessens the amount of effectiveness of every other part.

By definition, a system works throughout the organization. It is found in every facet of the system and becomes the responsibility of each ministry to participate in.



Components of the Shared Ministry System



1. Planning - establishing a shared ministry team, conducting thorough assessments of numbers and types of ministries currently existing, developing a written plan of goals, objectives, and action steps.

2. Discovering gifts - using a variety of tools and resources, assisting members to discern, affirm and apply their unique gifts.

3. Designing - ministry opportunities that reflect various lifestyles, cultural, and ministry trends. Providing well-written position descriptions that enable volunteer ministers to make appropriate matches to their gifts and availability.

Components of the Shared Ministry System (2)

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graph TD; A[Components of the Shared Ministry System (2)] --> B[4. Recruiting]; B --> C[5. Interviewing]; C --> D[6. Matching];
```

4. Recruiting– using gift discovery and invitation processes to find good matches for people’s interests and gifts.

5. Interviewing - helping individuals in discovering their gifts, matching them to appropriate ministry opportunities, screening, affirming achievements.

6. Matching - using interviews, creating follow-up procedures, and database tracking of participation in ministry, gift bank information.

Components of the Shared Ministry System (3)

```
graph TD; A[Components of the Shared Ministry System (3)] --> B[7. Training -includes orientation to the ministry, provides ways to develop skills, building awareness of one's relationship with God, and provides safeguards for those being served.]; B --> C[8. Supervising – a partnership or coaching relationship that facilitates and supports the personal and spiritual growth of the minister while promoting the accomplishment of goals];
```

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8. Supervising – a partnership or coaching relationship that facilitates and supports the personal and spiritual growth of the minister while promoting the accomplishment of goals

Components of the Shared Ministry System (4)

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graph TD; A[Components of the Shared Ministry System (4)] --> B[9. Support - providing practical tools to assist the minister in accomplishing their tasks and using their gifts effectively; acknowledging each person's value and worth by virtue of not only what they do but of who they are as a person.]; B --> C[10. Evaluating - assisting ministers to reflect on their performance, sense of calling, and level of satisfaction, as well as reviewing how well the ministry met the needs of those they serve.]; C --> D[11. Managing Data - creating, maintaining a good data management system to keep track of ministers, identify trends, assess effectiveness of ministries.]; D --> E[12. Ensuring safety - for ministers and those receiving services.];
```

9. Support - providing practical tools to assist the minister in accomplishing their tasks and using their gifts effectively; acknowledging each person's value and worth by virtue of not only what they do but of who they are as a person.

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11. Managing Data - creating, maintaining a good data management system to keep track of ministers, identify trends, assess effectiveness of ministries.

12. Ensuring safety - for ministers and those receiving services.

Results/Benefits/ Challenges of Building a System

Creates uniformity of expectations and experience.

May affect past cultural practices.

May cause initial confusion, discomfort with change, and require a shift in how things are done.

May be perceived as a threat by some who are used to setting things up their own way.

Results/Benefits/ Challenges of Building a System (2)

Assures that best practices are being followed by all ministries

Enables members of ministry groups to experience higher satisfaction

Enables staff to make use of the gifts and passions of others.

This allows staff to concentrate on using their own gifts to handle tasks that are more complex and difficult to hand off to others

Results for the Faith Community

- ▶ Increase in the number of ministers, and the quality of their contributions to the church's mission.
- ▶ Less burnout, higher personal satisfaction for members contributing their gifts.
- ▶ Growth in spiritual maturity of members.
- ▶ Increase in financial support from faith community.

Position Description

St. Thomas Becket

Title: Prayer Line Member Ministry

Purpose of Position: To pray for requests from parishioners as requested.

Connection to Parish Mission Statement: To bring hope to those in time of need, by praying for their requests.

Responsibilities:

Receive prayer requests from Prayer Line Coordinator via email.

Pray for requests for a minimum of one month.

Helpful Gifts/ Qualifications/ Special Requirements

Familiarity with email processes

Gentle, caring manner

Able to keep information confidential

Able to pray often for requests

Position Description St. Thomas Becket (Cont.)

Amount of Time Required

5-10 minutes to check emails daily

Time for prayer - variable depending on circumstances

Length of Commitment: one year, renewable

Support Provided: Prayer Line Coordinator

Responsible to: Jamie Maloney

Last Reviewed: 1/15/2020

Gift Bank Inventory Survey

Please note:

Completing this survey is not a commitment to serve. This is not a sign up for participation in a specific ministry.

Rather you are contributing to a database that will be used to match your skills, gifts and interests to requests for help in our volunteer ministries.

If your gifts match a need you will be contacted to see whether you have an interest in serving in this area.

You always have the choice to say no to an invitation, if it does not work for you at present.

You may not be contacted if there is no immediate need for help. But we will keep your information "in the bank" for future needs as they arise.

Your Information

Name: _____

Address: _____

Email: _____

Phone: _____

Adult _____ Teen _____

I have a gift, talent or interest

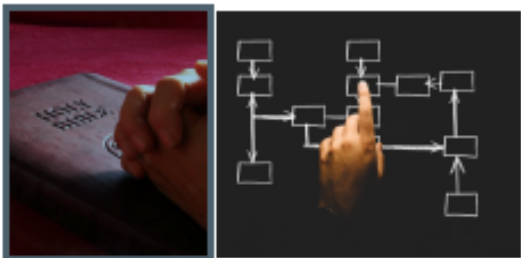
in the following:

Please check the box

- Accounting
- Acting / Drama
- Advertising/Marketing/Promoting
- Art- painting, drawing, designing
- A/V Information Technology
- Baking/Cooking / Providing food
- Budgeting / Finance
- Building Consensus / Leading/Facilitating
- Carpentry / Woodworking
- Childcare
- Coordinating/Working on parish programs
- Communications / Language translation (1st language)
- Caring, Compassion, Empathy
- Computers- systems design, programming, desktop publishing, spreadsheets
- Conflict Resolution/Mediation
- Construction / Maintenance Skills
- Creative Design- bulletin boards, crafts, ideas, prep
- Crisis/addiction counseling
- Database expertise, management
- Data Entry
- Decorating
- Delegating
- Developing Stewardship Culture
- Enjoy interacting with children
- Event Planning
- Facilities Management
- Faith-sharing, mentoring seekers, new Catholics
- Financial Support
- Fund Raising
- Gardening / Flower Arranging/Plant Care
- General Repairs
- Grounds Maintenance/Plowing/Mowing
- Health Care
- Home Visiting
- Hospitality/Welcoming/Friendly people person
- Human Resource Expertise / Management
- Interviewing
- Landscaping Architecture/ Landscaper
- Legal Services
- Library Work
- Listening
- Mechanical / Plumbing / Electrical
- Music/ Singing/Instruments/Sound Board
- Office Assistance
- Organizing / Detail Oriented
- Painting/ Sheetrock Installation
- Photography
- Praying for others
- Project Management
- Public Speaking/Motivating/Inspiring
- Researching/Analyzing/Evaluating
- Sewing/Knitting/ Quilting
- Social Justice Advocacy
- Social Media
- Strategic Planning
- Systems Building
- Teaching / Training/ Aid Help
- Youth Ministry
- Video Conferencing/Distance Learning
- Video Editing
- Visioning / Big picture ideas
- Website development, maintenance
- Worship Assistants

Yes, I WOULD LIKE TO VISIT WITH A MINISTRY CONNECTOR TO DISCUSS MY GIFTS

Yes, I WOULD LIKE TO ATTEND A GIFT DISCOVERY CLASS



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**As Catholic stewards
we are called to:**

Acknowledge

God as giver of all that we have

Accept

God's gifts gratefully

Nurture

all we have been given wisely
and responsibly

Share

our gifts with others in justice
and love ...and all of this
is done for the glory of God

*(Jointly adopted by the St. Thomas Becket Parish
Pastoral Council, Stewardship Committee and
Finance Council in the spring of 2017)*



CATHOLIC COMMUNITY OF
Saint Thomas Becket

4455 S. Robert Tr.
Eagan, MN 55123
Ph. 651-683-9808
reception@stbeagan.org



CATHOLIC COMMUNITY OF
Saint Thomas Becket

Gift Bank

2020



Inventory Survey

... share your talents and gifts with us!

(Personal information is for parish use only)

Name _____

Phone _____

Email _____

Address _____

I am an: Adult: _____ Youth: _____ Visitor: _____

Please check all that apply:

- Please update my information.
- I am interested in registering at STB.
- I would like to begin receiving the email newsletter (e-bulletin)
- I am a first time visitor.
- I am interested in joining or forming a small faith sharing group.
- I am interested in serving in a ministry and/or learning more about a ministry.
- I would like to learn more about Faithful Shepherd Catholic School.
- I would like a Ministry Connector to contact me to discuss my interest and gifts.
- I would like a prayer for:

Place completed card in offering basket or put in mailbox located outside Parish office.

A welcoming, spirit-led
Catholic Community
where each is called

*to Serve,
to Love,
to Be Hope*

“Your spiritual home,
where each is called
by name”

Welcome to
St. Thomas Becket
where
All are Welcome!

STB 
Ministry
Interest form

You are invited to consider
taking an active role in
the life of Saint Thomas Becket.

Please prayerfully think about
your place as a member of
your faith community and
consider where you might most
appropriately be involved.

CATHOLIC COMMUNITY OF
Saint Thomas Becket

4455 South Robert Trail, Eagan, MN 55123
Ph. 651-6839808 • reception@stbeagan.org • www.stbeagan.org

Please **circle** the ministry you are interested in and **underline** the ministries which you are currently engaged.

Parish Leadership Council

Recorder of Minutes

Worship Ministries

Worship Council Member

Altar Server

Blessing of the Beasts Committee

Lead Eucharistic Minister

Eucharistic Minister

Greeter

Hospitality Minister

Hospitality Shoppers

Laundry Minister

Lector

Liturgy Environment Committee

Liturgy Committee

Mass Coordinator

Music Ministry

Plant Ministry

Sanctuary Care

Scriptures & Communion Service Presider

Usher

Caring Ministries

Caring Ministry Council Member

Anointing Service Volunteer

Blood Drive Volunteer

Communion to the Homebound

Depression Coalition

Funeral Lunch Co-Coordinator

Funeral Lunch Volunteer

Senior Living - Lector

Senior Living - Prayer Leader

Senior Living - Scheduler

November Remembrance Mass Volunteer

Prayer Line Coordinator

Prayer Line Member

Prayer Shawl Ministry

Sunshine Sender

Life Stages Spirituality Ministries

Life Stages Spirituality Council Member

Adult Learning Committee Member

Baptism Attendant

Chaperones for Service Events

Confirmation Catechist - Grades 9 & 10

Confirmation Retreat Volunteers

Elementary Life Stages Spirituality

Service Projects Team

First Reconciliation Reception Volunteer

Grade 1-5 Catechist

Grade 1-5 Good Shepherd/Godly Play Catechist

Grade 6-8 Middle School Catechist

Marriage Preparation Mentor Couples

RCIA Team Member

Sacramental Prep Catechist

Sunday Catechist - Children's Liturgy of the Word

Sunday Catechist - Sharing God's Story (4-5 year olds)

Vacation Bible School Volunteer

Faith in Action Ministries

Faith in Action Council Member

Angel Tree Coordinator

Christmas Giving Tree

Easter Basket Coordinator

Feed My Starving Children South of the

River Mobile Pack Event Chairperson

Food Shelf Driver

Friends of Dorothy Day

Hearts and Hammers Chair Person

Justice Advocacy

Matrix Ministry

Prison Birthday Card Ministry

Prison Ministries

San Lucas Coffee Sales

San Lucas Ministry

Spirit of Justice Ministry

Sustainability Committee

The Open Door

Wakota Life Care Center Ministry Coordinator

Fun & Fellowship Ministries

Fun and Fellowship Council Member

Adopt a Garden Volunteers

Adult Christmas Party Planners

Cana Dinner Committee

Easter Egg Hunt Coordinator

Fall Festival Committee

Fall Festival Co-Chairs

Fall Landscape Clean-up

Fun Families

Holy Happy Hour Planners

Knights of Columbus

Lawn Mowing Crews

March Mini-Golf Coordinators

Mother's Day Flower Planting

New Parishioner Welcome Coordinator

New Parishioner Welcome Volunteers

Spring Landscape Work Day Volunteers

Young Adult Activity Organizer

Stewardship Ministries

Stewardship Council Member

Living Your Talents and Strengths Core Team

Ministry Connector

New Parishioner Materials Volunteer

Welcoming Process Team

Thank You

for getting involved in your community
and selecting a ministry that shares
your talents and gifts.

These ministries provide great
opportunities for you to join with your
parishioners, make friends, and grow a
deeper relationship with God.

Questions?

Please call the office at 651-683-9808
or email parish@stbeagan.org



Recruitment - All Year Long

Annual Recruitment Event

Ministry-Specific Recruitment at other times of the year

Talents and Strengths Gift Classes ongoing

New Member classes

Requests for help couched in invitational, gift-sharing language

Primary focus on invitations to use gifts



Everyone is always a recruiter.

(or)

Everyone knows someone.

Helpful Tools

- ▶ Ministry Interest Forms
- ▶ Gift Bank Inventory Forms
- ▶ Database Ministry Participation Records with robust editing, query, and reporting capabilities
- ▶ Gift Bank Database with search capabilities
- ▶ Ministry Position Descriptions



Celebration of Gifts Annual Cycle



COMMISSIONING/SENDING
FORTH CEREMONY



APPRECIATION OF
MINISTRY PARTICIPATION
EVENT



INDIVIDUAL MINISTRY
CELEBRATIONS



ONE-ON-ONE
RECOGNITION AND
THANKS FOR
CONTRIBUTIONS OF
INDIVIDUALS TO THE
WORK OF A PARTICULAR
MINISTRY