



Volunteer

ESSENTIALS

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VOLUNTEER ONBOARDING

VOLUNTEER ONBOARDING PROCESS SUMMARY

ONBOARDING REQUIRES A BACK-AND-FORTH RHYTHM TO ENSURE THAT WE PROVIDE INFORMATION, ENCOURAGEMENT, AND GUIDANCE WHILE THE VOLUNTEER COMPLETES THE NECESSARY STEPS. ONBOARDING IS THE FIRST STEP TO BUILDING YOUR TEAM'S CULTURE!

STEP 1

Prospect fills out serve form via website / app / next steps wall in lobby.

STEP 2

Ministry leader follows up with an intro call within two business days

STEP 3

Complete the Standard of Care Process

- Walk through the what and why for our Standard of Care.
- Invite the prospect to complete the needed components.
- Follow up in 7-10 days to encourage and provide assistance as needed.

STEP 4

Give the prospect the green light to move forward and schedule training

STEP 5

Complete orientation and training including

- An overview of the mission and vision of church & ministry.
- A tour of ministry areas.
- Follow up in 7-10 days to encourage and provide assistance as needed.
- A review of bright lines, volunteer structure, schedules, and ministry resources.
- Conduct the first pulse check.

STEP 6

Release to serve

- Celebrate your new volunteer with your team.
- Partner with an experienced volunteer for continued training.
- Establish rhythm for future pulse checks.

VOLUNTEER ONBOARDING PROCESS

1. PROSPECT FILLS OUT SERVE FORM VIA WEBSITE / APP / NEXT STEPS WALL IN LOBBY

A F1 contact will be created and sent to ministry leader. This task will be used to track the prospects onboarding process.

2. MINISTRY LEADER AGGRESSIVELY FOLLOW'S UP

A F1 contact will be created and sent to ministry leader. This task will be used to track the prospects onboarding process.

a. Contact the prospect writing within two business days with an Introductory conversation.

i. Use this conversation to set the pace and energy. The purpose of serving is not about filling a seat. We want those serving to use their unique gifts and to experience GROWTH & MOVEMENT along The MET's Discipleship Pathway.

b. Introductory Call

i. Get to know your volunteer. Why do they want to serve in this area?

ii. Share about your Ministry! Get the volunteer excited to join your team by revealing ministry culture and vision!

iii. Clarify the expectations of the role and ask probing questions to see if this the right place for them to serve.

c. Set expectations for the onboarding process.

i. Review Standard of Care expectations for this role - Explain the WHY!

ii. Overview how further communication will be handled including, who will contact them, when they should expect it, and how they will be contacted.

d. Follow up with an email "Thank you" including any actions steps the prospects needs to complete.

3. INVITE PROSPECT TO COMPLETE THE STANDARD OF CARE PROCESS

- a. Identify what Standard of Care items are needed for this role including: application, background checks, reference checks, interview.
- b. Transfer F1 contact to Jerre and request the needed standard of care items to be send to this person.
- c. Follow-up with the prospect to ensure they receive and complete the required steps.
- d. Call reference checks and document as needed.
- e. Tier 2/3 roles: An interview is required beyond the intro call. Interviews should be an intentional conversation with the volunteer candidate to build relationship, affirm they agree with church doctrine, assess risk to child safety, and are serving in a place that is in alignment with their giftings. Review the Interview Guidelines included in this document.
- f. Once all steps completed, Jerre will transfer the contact back to Ministry Leader
 - i. Note: Each of the Standard of care steps time out after 2 weeks. If steps are not completed in this time, Jerre will send task back to the Ministry Leader to reengage the prospect.

4. GIVE THE PROSPECT THE GREEN LIGHT TO MOVE ON

- a. Contact the prospect to celebrate them joining the team.
- b. Setup time for onboarding training

5. COMPLETE ORIENTATION AND TRAINING

- a. Partner with Wendy to create an F1 assignment for check-in purposes
- b. Plan & coordinate in-person training that communicate:
 - i. Mission and vision of the church/ministry
 - ii. Standard of Care expectations
 - iii. Key Leaders (Structure of Serve Team)
 - iv. Ministry Resource - App, flyer, email, training videos, etc.
 - v. Major expectations and goals for this role
 - vi. Ministry Bright Lines - Things we always do or absolutely don't do
 - vii. Define the growth goal of someone in this role?
- c. Setup a tour of the ministry areas and partner the new volunteer with a current volunteer.
- d. Set expectations for a pulse check within the first 90 days of serving.

INTERVIEW GUIDELINES

Interviews should be an intentional conversation with the volunteer candidate to build relationship, affirm they agree with church doctrine, assess risk to child safety, and are serving in a place that is in alignment with their giftings. These conversations should:

- Take place in person when possible
- Confirm leader agrees with our Statement of Beliefs
- Determine goal and alignment with program or event
- Provide a clear on and off ramp as well as scope of responsibilities
- Get a Pulse Check of spiritual health and personal well-being

INTERVIEW FORMAT

- Start with prayer
- Begin with questions that build relationship and share some of your own story
- Set expectations of the volunteer responsibilities including schedule
- Ask questions around their discipleship journey and theological beliefs critical for this role.
- Ask questions related to competencies required for tasks & leadership responsibilities
- Allow them to ask questions
- Define next steps
- Close in prayer

SAMPLE INTERVIEW QUESTIONS

Below are several interview questions to guide an intentional conversation and help you discern the suitability of the person seeking to serve in a leadership role. Select your favorites among the different topics!

RELATIONAL QUESTIONS:

- Start with some ice breakers or hook questions.
- Tell me your story.
- What are some things you are passionate about?
- How would your friends and family describe you?
- What hobbies do you have?
- Do you have any friendships/relationships within the church?
- Tell me about home life and your family.
- When people ask you why you go to church here, what do you say?
- What brings you the most joy?
- What do you hope to gain from this experience?
- What makes you feel appreciated?
- How are you best motivated?

SPIRITUAL HEALTH:

- What has God been teaching you lately?
- On a scale from 1-10, how would you rate the health of your relationship with the Lord.
- Who are you currently discipling? Is anyone discipling you?
- What's your favorite scripture? Why?
- Share with me about a hard spiritual season and what did God teach you from it?
- Have you noticed any themes or teachable moments that God is developing in your life?

DISCIPLESHIP PATH:

- How do you develop/disciple team members and volunteers?
- What would be your dream role at a church?
- Where do you feel the Lord is calling you to?
- What are your spiritual giftings?
- What excites you most about serving and this ministry opportunity?
- Tell me why you think you would thrive in this ministry role.
- What are you currently reading?
- How much time do you anticipate spending to prepare and lead this ministry?
- What is your favorite part of serving others?

DOCTRINAL ALIGNMENT:

- What is your view of salvation? How are people saved?
- What do you believe about the authority of the Bible?
- What do you believe about the importance of being committed to a local church? Why?
- What does the Bible say about marriage and sexuality?
- What is your definition of a disciple?
- What do you see is your responsibility as part of the ministry team?
- How do you handle conflict or disagreement within your team?
-

OVERALL QUALIFICATIONS:

- Describe your previous work/volunteer experience that relates to this ministry.
- Unpack what previous leadership opportunity you have had (ministry related or otherwise).
- Would you say that you are “self-led”? Why or why not?
- Name two weakness that you have and how do you overcome.
- What tasks are your favorite to complete?
- What do you see is your responsibility as part of the ministry team?
- How do you handle conflict or disagreement within your team?

PULSE CHECKS

PULSE CHECKS

WHAT ARE PULSE CHECKS?

An intentional pause to relationally check on the spiritual and personal health of volunteers.

Pulse checks provide the opportunity to build GROWTH, REST, REFLECTION, AND PACE into the culture of your team.

ASK IF YOUR VOLUNTEERS IS

- Experiencing GROWTH, REST & REFLECTION, as well as a healthy PACE?
- Aware of their own spiritual gifts?
- Serving in a place where their gifts can be used?
- Given an opportunity to share their joy (or lack of it) in serving?
- Ready for movement?
- In need of Rest?

PULSE CHECKS DETERMINE IF YOUR VOLUNTEER IS

- Serving in a healthy pace or capacity
- Serving in an area of gifting
- Ready for movement
- In need of rest and reflection

IF MOVEMENT IS REQUIRED guide the volunteer to consider their next step in light of their spiritual gifts. Always take the first step to introduce them to new ministry leaders and help with the transition

IF REST & REFLECTION IS NEEDED provide time off from their serving schedule and offer to disciple / coach them through this journey. A regular pulse check conversation is a great way to structure your time.

COMMIT TO FREQUENT PULSE CHECKS

- Pulse checks should occur frequently (at least every 90 days) to ensure the health of each volunteer.
- Intentional Onboarding + Frequent Check-ins = Greater Retention
- Develop a team approach by which you invest into leaders who each invest into volunteer with pulse checks.

ASKING GREAT QUESTIONS

INTRO QUESTIONS:

- Where are you from?
- What is your occupation?
- Do you have any kids?
- Are you married?
- How long have you been attending The MET?
- Did you grow up in church?
- What's your favorite food?
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- What is your occupation?
- Do you have any kids?
- Are you married?
- How long have you been attending The MET?
- Did you grow up in church?
- What's your favorite food?

LEVEL 1 QUESTIONS:

- What are the highlights of your day when you serve?
- What are you working on within your serving role that's exciting?
- Are there any personal passion projects you are working on?
- How's your family?
- What do you look forward to on Sundays/Wednesdays?
- Is there something you've seen or experienced while serving that you want to celebrate?

LEVEL 2 QUESTIONS:

- In what ways do you feel fulfilled when you serve?
- What's your biggest goal right now in this serving opportunity?
- What book, tv, or movie character is most like you?
- What is something you are looking forward to this season?
- What's weighing on your heart or mind, and how can I help you?
- What has God been teaching you lately?
- What's your story/testimony?

LEVEL 3 QUESTIONS:

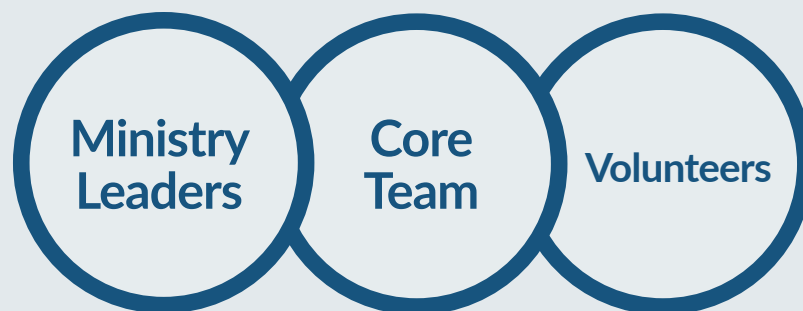
- What's something most people don't know about you?
- What's the proudest moment of your life?
- How do you think God is refining you through this role?
- In what ways can we help support you in your spiritual growth & development?
- What is something specific I can be praying for you?
- What do you think your unique calling and purpose is that God has designed for you?
- What brings you energy and fulfillment in your day?
- What are events that have shaped your personality and made you who you are?

DEVELOPING A PULSE CHECK TEAM

HOW DO WE ACCOMPLISH THIS?

We can't do it all. WE MUST EMPOWER OTHERS.

Find highly relational, spiritually mature leaders to help with these relational check-ins so they may occur more frequently.



- Develop a core team of key leaders who you invest into regularly that each commit to invest into a group of volunteers with regular pulse checks.
- As a ministry leader your primary investment is into these leaders. Have separate times with each leader to:
 - Debrief the pulse checks they are having with their volunteers.
 - Conduct your own pulse check with this leader.

STANDARD OF CARE

STANDARD OF CARE

The MET's Standard of Care refers to the non-negotiable guidelines and the minimum degree of care and consideration that will be used in placing people in different opportunities of service.

Although we want to make the process as seamless as possible for volunteers to be plugged into serve, God has also given us the responsibility to take the necessary steps to ensure the safety of his church body.

The Standard of Care has been determined and vetted through several resources, including best practices implemented by other churches and schools in our community.

WHY IS STANDARD OF CARE IMPORTANT?

Simply put, sexual abuse is too prevalent and too hard to identify.

- 1:4 females and 1:6 males experience sexual abuse
- 90% of children are abused by someone they know or trust
- 66% of children don't disclose sexual abuse until adulthood
- There is no standard profile of an abuser
- Sexual abuse crosses all demographics and socioeconomic backgrounds

(Data according to Ministry Safe Sexual Abuse Awareness Training 2022).

We must do our part to adhere to the guidelines set forth by the industry experts and community organizations to discourage predators and minimize opportunity for them to earn the trust and groom our leaders, parents, and kids.

STANDARD OF CARE ACCORDING TO TIERS



TIER 1: TEAM MEMBER - ENTRY LEVEL

Below is the minimum standard of care for those wishing to serve at The MET Church on a regular and ongoing basis:

- Volunteer Application- electronic application sent through Ministry Safe
- Background Check (Level 1) - must be renewed every two years

*A person who has a criminal history reported on the background check is NOT automatically excluded from serving at The MET (see Q&A section for more details)

TIER 2: TEAM LEADER - LEADING FROM STAGE, CLASSROOM, MINISTRY AND/OR TEAM OF VOLUNTEERS (OUTSIDE OF NEXTGEN MINISTRIES)

This person is considered a representative of The MET and its beliefs, and should meet the below standard of care:

- Volunteer Application- electronic application sent through Ministry Safe
- Background Check (Level 1) - must be renewed every two years
- Interview (see interview guidelines)
- Membership and signed covenant (stored in F1)

TIER 3: NEXTGEN VOLUNTEERS AND SPORTS MINISTRY LEADERSHIP

Below is the standard of care for any person wishing to serve within the NEXTGen ministries and Sports Ministry Leadership teams:

- Volunteer Application- electronic application sent through Ministry Safe
- Background check - Must be renewed every two years
 - Level 3 - Preschool, Kids and Sports Ministries
Nationwide criminal database, sex offender with identity research, county records search
 - Level 4 - Students
Nationwide criminal database, sex offender with identify research, county records search and instant driving record
- Sexual Abuse Awareness Training - Must be renewed every two years
 - Any volunteer serving within the NEXTGen and sports ministry, including Ministry Care workers, must complete an awareness training every 2 years, whether online or in-person.
 - If completing a MET in-person training hosted by our ministry leaders, The MET Abuse Reporting Policy must be signed by each volunteer in attendance and recorded in Ministry Safe and Fellowship One

- Interview – in person
- References
 - Recommendation is the volunteer should provide 1 personal, 1 professional and 1 family member
- Membership, signed covenant and 3-month Waiting Period
 - A volunteer must have been involved with The MET for a minimum of 3 months. They also must have completed The MET membership class and signed the membership covenant. These steps are intended to ensure doctrinal alignment as well as a significant time of interaction between our leadership and the volunteer applicant to allow for a better evaluation of the applicant’s suitability for working with children
 - The 3-month waiting period may be waived if the volunteer meets one of the two exceptions provided:
 - If the volunteer has reviewed and signed The MET Statement of Beliefs and has a least 6 months of experience volunteering or working in a similar position that can be verified through reference checks
 - If the volunteer has reviewed and signed The MET Statement of Beliefs and is applying to serve in a special event lasting 5 days or less (i.e., Student Weekend)

INTERVIEW GUIDELINES

Interviews should be an intentional conversation with the volunteer candidate to build relationship, affirm they agree with church doctrine, assess risk to child safety, and are serving in a place that is in alignment with their giftings. These conversations should:

- Take place in person
- Confirm leader agrees with our Statement of Beliefs
- Determine goal and alignment with program or event
- Provide a clear on and off ramp as well as scope of responsibilities
- Get a Pulse Check of spiritual health
- If leading a ministry, standard “job interview” type questions should also be asked. Discussion should include:
 - Identify prior volunteer and work experience related to ministry
 - Ask questions related to competencies required for tasks & leadership responsibilities
 - Expectations of time commitment and duration of service needed
 - Communication and leadership styles

*See HR for help conducting interviews

ADDITIONAL REQUIREMENTS FOR STUDENT WEEKEND AND CAMPS

- Drivers must be 21 years or older
- Insurance is not required; however, if the driver does not have insurance, then The MET's policy becomes primary when transporting students on behalf of The MET
- Level 4 background checks include a driving record, and therefore, processed for all student volunteers who have the potential to drive students
- Adults living in the student host homes must meet all Tier 2 volunteer requirements, even if not interacting directly with the students

Q&A

WHAT HAPPENS IF CRIMINAL RECORD EXISTS?

Human Resources will identify and determine if the criminal record disqualifies or limits a person from serving at The MET. Restrictions to serve will be determined on a case-by case basis.

Situations where a person cannot serve within NEXTGen or Sports Ministries include, but are not limited to:

- A person who has a sexual offense cannot serve on campus. Sexual abuse has proven too difficult to identify, and many times, does not come to light until years later, if at all.
- Offenses involving harm to children cannot serve in NEXTGen or Sports Ministries
- Failure to disclose or falsifying a criminal conviction on the application form
- Incarceration within the last 5 years

ARE THERE SERVING OPPORTUNITIES WHERE NO BACKGROUND CHECK IS REQUIRED?

Greeters is an invitational spot that does not require a background check. Typically, these spots are rotated and an opportunity for people to easily experience a serving culture.

Volunteer opportunities that are not on campus or considered more behind the scenes (i.e., graphic designer, social media) do not require a background check.

Determination of the standard of care for any new serving opportunities must be discussed with Human Resources prior to implementing.

WHAT HAPPENS IF A PERSON WISHES TO SERVE BUT HAS NOT COMPLETED ALL STEPS IN THE STANDARD OF CARE PROCESS?

A person who has been attending The MET for a minimum of 3-months and wishes to serve as a NEXTGen volunteer but has not completed all the screening requirements may:

- Shadow alongside a seasoned volunteer leader that has met all the screening requirements for up to 2 Sundays
- They must wear a distinctive lanyard to be easily identified as an "Observer".
- They must never be left alone with children or placed in a setting without 2 adult volunteers.
- Shadowing is limited to 2 Sundays only. They may not return until they have completed all volunteer requirements.
- Regarding Membership: If Membership class is the only requirement not met and the person has been involved with The MET for a minimum of 3-month, then a 2-month grace period may be given to allow time to attend a MET Membership class and sign the covenant. Please see Next Steps Pastor if the person needs help finding a time to attend Membership class.

WHY ARE THE STATEMENT OF BELIEFS AND MEMBERSHIP AN IMPORTANT COMPONENT TO OUR STANDARD OF CARE?

The visibility of our Statement of Beliefs is what protects our church from lawsuits for discrimination. If our beliefs are clearly defined and communicated, then a person can self-select out of the process rather than being denied any opportunity to serve or be on staff.

In addition, those facilitating classes or leading teams should be doctrinally aligned. Membership is a clearly defined opportunity that allows for confirmation that the volunteer agrees with our Statement of Beliefs.

Note, if a person has a specific reason for not attending membership and/or signing our covenant but wishes to serve in a Tier 2 or Tier 3 capacity, Leadership Team will be asked to approve these situations.

EXPECTATIONS FOR NEXTGEN AND SPORTS MINISTRY LEADERSHIP

Ministry Leaders are responsible for identifying, implementing and training all volunteers on ministry specific rules, or bright lines, that correlate to different age groups. For example, preschool volunteers need bright lines for bathroom procedures and diaper changes.

Other examples of bright lines include:

- Minimum Two Adult Rule - children should never be left alone with one adult
- No tickling, rough housing or wrestling with children
- Adults serving must not use restrooms in the kid spaces

STANDARD REFERENCE QUESTIONS

Name of Potential Volunteer:

Date:

Name of Reference:

Reference Contact #:

1. How long have you known this applicant?
2. What is your relationship to the applicant?
3. Have you ever been aware of circumstances in which this person's care of children/youth was called into question or criticized? If yes, please describe the circumstances.
4. Are you aware of anything in the applicant's background or behavior that could in any way pose a threat to children/youth? If yes, please explain.
5. Would you feel comfortable with this person being alone with a small group of children/youth for a period of time? If no, please explain.
6. If applicable: Is this person eligible to work/serve with your organization's youth in the future? If no, please explain.
7. Any additional notes or comments you wish to provide:
8. Do you recommend this person to serve with minors?

WHO REQUIRES AN INTERVIEW?

- Team Leader (Tier 2) - Any person leading from the stage, classroom, ministry and/or team of volunteers
- NEXTGen Volunteers and Sports Ministry Leadership (Tier 3)

ABUSE REPORTING

THE MET ABUSE REPORTING POLICY

In Texas, every adult is a mandatory reporter of child abuse or neglect. A report must be made within 48 hours of first suspecting abuse, neglect or exploitation.

Texas Law states that anyone who suspects child abuse or neglect to report those suspicions to the Texas Department of Family and Protective Services (DFPS) or to a local law enforcement agency. Any person making a report to DFPS is immune from civil or criminal liability as long as the report is made in good faith. The reporter's name is also confidential and will not be provided directly to the accused person by any DFPS employee.

A person who suspects child abuse or neglect, but fails to report it, can be charged with a misdemeanor or state jail felony. Reporting suspected child abuse or neglect makes it possible for a child to get help. When in doubt, file a report.

Reporting abuse cannot be delegated to another person or staff member. Best practice is for the ministry leader and the reporter or witness to submit a dual report to DFPS or local authorities.

All MET staff members and volunteers must also immediately bring concerns of abuse or suspected abuse to the attention of the ministry leader and Human Resources.

THE MET REPORTING PROCEDURES

1. If anyone brings an allegation forward, it must be reported immediately to the ministry leader and Human Resources. Do not investigate the incident. The responsibility is to report and allow the investigation to be completed by the appropriate authorities.
2. The ministry leader and/or Human Resources will notify the parents or legal guardian if abuse has taken place outside of the home.
3. If abuse has taken place inside the home (parent, guardian, or relative), it is best to make the report first to legal authorities. If the ministry leader or Human Resources is confident the child will not be in danger or at risk of retaliation, then they may contact the family.
4. The ministry leader or Human Resources will make a dual report with the reporter or witness to the Texas Department of Family Protective Services Hotline and/or the local police department, depending on the case. Always call law enforcement first if the child is in imminent danger.

5. If the accused is a staff member of The MET, they will be relieved of all his or her duties and put on administrative leave until the investigation is completed.
6. If the accused is a volunteer of The MET, they will be removed from serving until the investigation is completed.
7. If the accused is a staff member or volunteer at The MET, they will only be addressed regarding the accusation by the ministry leader or Human Resources.
8. All details, interviews, and information will remain confidential to those legitimately involved in the investigation. Any individual or group responsible for a breach of this confidentiality is subject to disciplinary action up to and including termination.

REPORTING TO DFPS

TELEPHONE

You may call the Texas Abuse Hotline at 1.800.252.5400 to report abuse or neglect. The hotline is answered by a DFPS Intake Specialist (who are all degreed professionals) 24 hours a day, 365 days a year.

You will be asked to provide your name and contact information.

You will be asked to explain your concerns. The Intake Specialist might ask additional questions to determine if the situation you describe meets the Texas Family Code's definitions of abuse or neglect.

INTERNET

The Internet Reporting is for non-urgent situations. You may report your allegations to the Texas Abuse Hotline through the Internet at <http://www.txabusehotline.org>. This secure website provides a way to explain your concerns in writing.

You must provide your name and a valid e-mail address. Your identity remains confidential and will not be provided directly to the accused person by any DFPS employee.

Once an Intake Specialist processes your report, you will receive a confirmation e-mail with a Call Identification Number. The email will also tell you whether or not your report was forwarded to a local DFPS office for further investigation.

When reporting to the legal authorities, it is crucial that you provide as many details as possible about the alleged abuse or neglect, as well as the family demographics, so that the Intake Specialist can make an accurate assessment of the situation. If known, the report must identify the following:

- The name and address of the child;

- The name and address of the violator;
- The name and address of the person responsible for the care/custody of child; and
- Any other pertinent information concerning the alleged abuse or neglect.

EXAMPLES OF ABUSE THAT MUST BE REPORTED TO THE MINISTRY LEADER OR HUMAN RESOURCES:

1. If there is suspicion or knowledge of a child being abused inside or outside the home.
2. If there is knowledge or suspicion that a former or current staff member or volunteer is abusing a child.
3. Knowledge or suspicion that an adult was previously a victim of a child abuse or neglect, or is currently a victim of abuse or neglect, and a report is necessary to protect the health and safety of another child who is at risk of being abused by the same perpetrator.
4. If there is suspicion or knowledge of peer-to-peer abuse involving minors inside or outside the home.

REFERENCE

Requirements under the law can be found in the Texas Family Code 261.101 through 261.110, Texas Human Resources Code Chapter 48.101(2), 42 United States Code 5106a(b)(2)(B)(i), and 45 Code of Federal Regulations Section 164.512(b)(1)(ii).

OVERVIEW

The MET strives to provide a safe and secure environment for all who attend and/or lead in the vast number of programs that take place within our ministries, especially those involving our youth and elderly. By defining a standard of care and clear bright lines, we are seeking to implement strategies and measures that prevent opportunities for predator grooming and/or abuse to occur. The MET affirms our goal to protect children and youth from incidents of misconduct or inappropriate behavior while also protecting our staff and volunteers from false accusations.