



VOLUNTEER ONBOARDING GUIDE



December 2023

This document is intended as a guide for the process of onboarding a new volunteer. It includes tools and resources that, when used alongside High Impact leadership principles, will increase the likely retention and effectiveness of new volunteers.

INTRODUCTION

We praise God with you! We celebrate each new volunteer partner who is selected to join the team because we know that team growth will impact the number of shoebox Gospel Opportunities collected by the Area Team. But, selection is just the beginning of each new volunteer's journey and our partnership with them in the Gospel of Jesus Christ.

As a volunteer leader, you will have an impact on the long-term effectiveness of new volunteers. The better onboarding experience a new volunteer has, the more likely they are to be successful and continue with your team. During their first few months, we have the opportunity to establish a strong foundation of resources, attitudes, competencies, and knowledge (RACK), along with a trust in God for the volunteer's new ministry with Operation Christmas Child. That's the purpose of this initial equipping guide. It is a tool to meet your calling "to equip the saints for the work of ministry, for building up the body of Christ." - Ephesians 4:12

*Area Teams across the country vary in size and experience; you can be flexible **and** embrace the principles of this guide in order to provide a powerful onboarding experience for you, the team, and the new OCC volunteer.*

I praise God for you! God has called you to be a team builder, and leader of volunteers. He will equip you as you equip others. "He who calls you is faithful; He will surely do it." 1 Thess. 5:24

A handwritten signature in black ink that reads "Kendra Shields". The signature is written in a cursive, flowing style.

*Kendra Shields
Operation Christmas Child Director*

"...speaking the truth in love, we will grow to become in every respect the mature body of him who is the head, that is, Christ. From him the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work." (Ephesians 4: 15-16)

Table of Contents

Day 1 – Welcome New Volunteer	3
Week 1 – Equipping	3
Week 2 – Equipping	4
Day 30 – Equipping	4
Day 60 – Equipping	5
Day 90 – Equipping	5
1 Year – Celebration	5
Appendix	6
Welcome Email and Mini Biography (Template)	7
Welcome Email Example (Sent by Regional Point of Contact)	8
Day 14 Email Example (Sent by Regional Point of Contact)	9
FIRST Volunteer Onboarding Meeting (Sample Agenda)	10
SECOND Volunteer Onboarding Meeting (Sample Agenda)	11
THIRD Volunteer Onboarding Meeting (Sample Agenda)	13
Onboarding Experience 90 Day Conversation Guide	14
Generic email from Regional Point of Contact: OCC/TGJ Stats (Template)	15



VOLUNTEER ONBOARDING TIMELINE

Day 1: Welcome New Volunteer

Task	Description	Responsibility
Welcome Phone Call	Purpose: <ul style="list-style-type: none"> Formally welcome to Area Team Confirm they have received their MyOCC and Digital Chalk credentials and are able to log in Vision Cast for online training as one of the ways they will be equipped for their ministry role Schedule initial onboarding meeting to introduce online training on Digital Chalk (1 week out) Schedule second onboarding meeting (2 weeks out) Review general schedule for the next month 	AC or RM
Welcome Email Sent to New Volunteer from Regional Point of Contact	Include: <ul style="list-style-type: none"> Regional Manager photo/introduction CC: Area Coordinator or Ministry Coordinator Resource – Welcome Email template provided in Appendix 	AC or RM
Welcome Email Sent to Area Team	Include: <ul style="list-style-type: none"> Mini bio of new volunteer Photo of new volunteer if possible Attach updated Area Team roster Resource – Template “Welcome Email and Mini Biography” provided in Appendix 	AC or RM

“So Christ himself gave the apostles, the prophets, the evangelists, the pastors and teachers, to equip his people for works of service, so that the body of Christ may be built up until we all reach unity in the faith and in the knowledge of the Son of God and become mature, attaining to the whole measure of the fullness of Christ.” (Ephesians 4: 11-13)

Week 1: Equipping

Task	Description	Responsibility
First Onboarding Contact with New Volunteer: MyOCC and DigitalChalk (in-person, online, or by phone)	Purpose: <ul style="list-style-type: none"> Connection – Remind them of the eternal impact. Provide a general overview of the Area Team and explain team dynamics. Share success stories from the Area Team. Confirm initial log in and access to online training courses and answer any questions. Create goal date for completing online training modules (recommended completion date of Day 30 since initial onboarding) While you may choose to review additional MyOCC navigation during this meeting, that subject matter is included in the agenda for the next onboarding meeting (By Day 14) Resources- Ministry Specific Online Training Overview available on MyOCC. First volunteer onboarding meeting agenda.	MC, AC or RM

“May the God who gives endurance and encouragement give you the same attitude of mind toward each other that Christ Jesus had, so that with one mind and one voice you may glorify the God and Father of our Lord Jesus Christ.” (Romans 15:5-6)

Week 2: Equipping

Task	Description	Responsibility
Email from Regional Manager to New Volunteer	<ul style="list-style-type: none"> • Resources – Day 14 email (Description/links to OCC/SP websites) • Document “Introduction to MyOCC and SP websites” will be attached. 	RM
Second Onboarding Meeting with New Volunteer (in-person, online, or by phone)	<ul style="list-style-type: none"> • Resource – Sample Agenda provided in Appendix • Resource – Use “Introduction to MyOCC and SP Websites” • If collection network volunteer, go over P&A and due dates • At conclusion of this meeting, schedule “check in” meeting 2 weeks out 	MC, AC or RM

By Day 30: Equipping

Task	Description	Responsibility
Third Onboarding Meeting with New Volunteer (either in-person, online, or by phone)	<ul style="list-style-type: none"> • Follow up on SMART goal progress and completion of online training sessions discussed at meeting 2 weeks ago • Resource – Sample Agenda provided in Appendix 	AC or MC
Complete online training on DigitalChalk: Introduction	Additional Ministry Specific online training modules will become available once volunteer completes OCC Fundamentals.	New Volunteer
Complete online training on DigitalChalk: OCC Fundamentals	<ul style="list-style-type: none"> • Approx 1 hour 45 minutes • Included Sessions: <ul style="list-style-type: none"> - Mission Statement - Area Team Overview - Evangelism, Discipleship & Multiplication - Dashboard Markers 	New Volunteer
Complete online training on DigitalChalk: Ministry-Focused Training	<ul style="list-style-type: none"> • Approx 45 minutes • Complete the appropriate Affirmation, Engagement or Support training modules, based on current point in the OCC timeline (complete all modules available) 	New Volunteer

“Be shepherds of God’s flock that is under your care, watching over them – not because you must, but because you are willing, as God wants you to be; not pursuing dishonest gain, but eager to serve; not lording it over those entrusted to you, but being examples to the flock.” (1 Peter 5:2-3)

By Day 60: Equipping

Task	Description	Responsibility
Completion of Onboarding SMART Goal	This goal was set during the Second Onboarding Meeting with the volunteer	New Volunteer
Phone Call to Volunteer to Discuss SMART Goal Completion	This goal was created at the Second Onboarding meeting at Day 14.	AC or MC
Attend First Ministry Team Meeting	If the new volunteer is a Ministry Coordinator: <ul style="list-style-type: none"> AC or Regional Manager to help schedule and plan AC or Regional Manager to attend and help lead meeting 	AC or MC

By Day 90: Feedback

Task	Description	Responsibility
Onboarding Feedback Meeting (either in-person or phone)	<ul style="list-style-type: none"> Resource – Onboarding Experience 90 Day Conversation Guide provided in Appendix Upon completion of meeting, send relevant information to Regional Point of Contact for data collection with the goal of making further improvements to the onboarding experience 	AC or MC
Generic Email from Regional Point of Contact	<ul style="list-style-type: none"> OCC/TGJ Stats CC: Area Coordinator or Ministry Coordinator	RM or RPOC
“Shadow” a Volunteer within the Same Ministry Team	<ul style="list-style-type: none"> The MC or AC to partner an existing volunteer with the new volunteer on the same Area Team. The new volunteer can go to a meeting or activity with another person on the same Ministry team that provides exposure to how that team develops partnerships with OCC.	New Volunteer

At 1 Year: Celebration

Task	Description	Responsibility
One Year Anniversary Card Mailed to Volunteer from Regional Point of Contact		RM or RPOC

“Now may the God of peace, who through the blood of the eternal covenant brought back from the dead our Lord Jesus, that great Shepherd of the sheep, equip you with everything good for doing his will, and may he work in us what is pleasing to him, through Jesus Christ, to whom be glory for ever and ever. Amen.” (Hebrews 13:20-21)

APPENDIX

- Template - Welcome Email and Mini Biography Sent by AC to Area Team
- Example - Welcome Email Sent by Regional Point of Contact to new volunteer
- Example - Day 14 Email Sent by Regional Point of Contact
- Sample Agenda – FIRST Volunteer Onboarding Meeting
- Sample Agenda - SECOND Volunteer Onboarding Meeting
- Sample Agenda - THIRD Volunteer Onboarding Meeting
- Onboarding Experience 90 Day Conversation Guide
- Template - Generic email from Regional Point of Contact: OCC/TGJ Stats

Materials Referenced in the Onboarding Timeline Available from Other Sources:

- Brief overview of *MyOCC Website* and *Samaritans Purse Website*. **(Will be included as an attachment in RM Day 14 Email)** *(Week 2 – Equipping)*
- Ministry Specific Training provided through DigitalChalk. *(by Day 30 – Equipping)*

Template

Welcome Email and Mini Biography Sent by AC

It is best practice for an Area Coordinator to send an email to the entire Area Team to introduce and welcome a new volunteer. The welcome email should include a mini biography about the volunteer's personal life as well as a few words about experience and competencies that he/she brings to the team. Also, include contact information for the new volunteer and ask the team to reach out individually to welcome him/her.

Customized Email

Dear [Area Team],

Please join me in welcoming the newest addition to our team, _____!
(Name of volunteer) (First Name)

is joining the _____ and is excited to get started with us. _____
(church, prayer, community team etc.) (First Name)

has lived in the _____ for _____.
(Name of city, or part of town) (number years/months)

Example:

Please join me in welcoming the newest addition to our team, Bethany Jones! Bethany is joining the Community Relations Team as a Community Relations Team Member and is excited to get started with us. Bethany has lived in the Lower Mainland of BC for over 20 years. She was born and raised in Southern Alberta. She is married to John and they have twin teenage sons, Jeff and Jacob, 17 and a daughter Tiffany, 13. God has gifted Bethany with a bold and beautiful heart to share Jesus with everyone she meets.

Bethany works closely with Gems and has been a leader of a group in her region for almost 2 years. Her hobbies include Hiking and Biking on the trails around her home. Her favorite Scripture is Hebrews 4:12, because the Word of God has changed her life. Bethany has made a trip to the Processing Center in Calgary where she learned more about the ministry of OCC and felt the tug of God's call on her heart to join us on the team. Her favorite thing to place in a gift-filled shoebox is a pair of sunglasses.

I encourage you to reach out to Bethany as soon as possible to welcome her to the team. Her contact information is:

Bethany Jones
123 Parkland Dr.
Abbotsford BC, V0G 3A3
604-xxx-xxxx
Bethany.jones433@gmail.com

Together for the Gospel,

Nancy Andrews
Area Coordinator

Example
Welcome Email Sent by RPOC

Dear [name],

Welcome to the Operation Christmas Child volunteer team!

We are grateful for the generous gift of your time and talent and that God has brought us together in this partnership to spread the Good News of Jesus Christ. We are committed to equipping you with the information and materials you need to be successful in your role. Over the next few weeks and months you will receive training and information that will prepare you for this exciting work.

Did you receive an email from Samaritan's Purse with your personal login information for the OCC volunteer websites, DigitalChalk and MyOCC? Please take a moment to complete the process of logging on so you can start your online training through DigitalChalk.

We look forward to working closely with you to increase the generation of shoebox gifts within your community that share the eternal hope of Jesus Christ. If you have any questions or additional needs, please contact [Regional Point of Contact].

Blessings!

Regional Manager
SAMARITAN'S PURSE
Operation Christmas Child

Example
Day 14 Email Sent by RPOC

Dear [new volunteer],

It's been only a couple of weeks since you joined the Operation Christmas Child volunteer family and you're probably realizing, there is a lot of information.

We thought it would be helpful to provide an introduction to two sources for that information. Attached is an introduction to the two websites that will be of greatest value to you in your role as a year-round Connect Volunteer. [MyOCC](#) and the [Samaritan's Purse](#) websites.

We also encourage you to join OCC's social media sites:

[OCC Facebook page](#)

[OCC Project Leaders Facebook Page](#)

[Instagram](#)

[Prayer Network Partner \(PNP\)](#)

So many blessings have and will come as a result of our partnership in the Gospel of Jesus Christ, including one from Niger. In this country that is 95% Muslim, a 13-year-old boy received a gift-filled shoebox. When he was invited back to attend *The Greatest Journey* discipleship program, he showed up. His father was so enraged that he stopped feeding his little boy. But that didn't stop this kid. He says today that he loves Sunday and he still attends classes. During the fourth lesson of TGJ, he gave his life completely to Jesus Christ. Now he prays that his father, brothers and other family members will come to know and love his Savior. Let's join him in that prayer. Stories like this little boy's inspire us to serve our Lord with more passion and renewed urgency.

Your partner in the Gospel,

Regional Manager

SAMARITAN'S PURSE

Operation Christmas Child

Sample Agenda

First Volunteer Onboarding Meeting

In the first week after joining an Area Team as a CONNECT volunteer, meet with the new volunteer to introduce them to important information about the Area Team and OCC, and to help them make plans to begin their ministry efforts.

Connection

- Center the conversation around encouraging the volunteer's passion for OCC and strengthening their relationships with the rest of the Area Team.
- Remind them of the eternal impact (share the vision presentation if you haven't already during the recruitment process or share a video about OCC's purpose and history)
- Give a general overview of your Area Team and team dynamics.
- Share some recent success stories from the Area Team.

Initial Log in access to MyOCC and Digital Chalk

- Confirm login to MyOCC and DigitalChalk
- Answer any questions or comments about training expectations and modules to be completed.

MyOCC

- Have new volunteer log into MYOCC using their login so they can navigate through as you discuss
- Use "MyOCC Introduction Guide" if needed.
- Any other sections most relevant to the volunteer's ministry role
- Review P&A and due date (if a Drop-Off or Central Drop-off Team Leader)

Resources

- Review the Ministry Specific Online Training Overview available on MyOCC.
- Share any other resources you deem necessary to set the volunteer up for success.

Online Training Expectations

- Create goal date for completing online training modules (recommended completion date of 30 days). Ensure you translate the cause for the importance of Online Training – *This training will enhance their effectiveness as they lead others to share the Gospel through shoebox gifts!*

Pray

- Be sure to pray for the new volunteer before you end your call.

Sample Agenda

Second Volunteer Onboarding Meeting

*Approximately 2 weeks after joining an Area Team as a CONNECT volunteer, meet with the new volunteer to outline important information about the Area Team and OCC, and to help them make plans to begin their ministry efforts. This should be the **second meeting**. The first meeting was to help the new volunteer login to MyOCC and DigitalChalk, show them how to find the online training modules, set a goal for completion of the relevant modules, and to review MyOCC online resources.*

Online Training Progress

- Questions or comments about modules completed thus far?
- Confirm that Day 30 completion date is realistic and adjust if necessary.

Area Team Overview/Orientation

- Area Team Information – map, org chart, drop off locations, meeting frequency, calendar of events, shoebox collection history (past 1-2 years)
- Ministry Team Information– meeting frequency, communication, calendar of events

OCC General Items

- Learn about Connect Conference
- OCC Seasons: review the ministry team Year-at-a-Glance document

Ministry-Specific Training Overview

- Ministry-specific Training Overview available under the Downloadable Resources section of MYOCC

OCC and Samaritan's Purse Public Website Navigation (using SP Website Guide)

- Accessing OCC videos
- Project Leader resources
- Prayer network partner resources
- Other Samaritan's Purse ministries

Share Operation Christmas Child with Others; Set a SMART Goal

- Encourage the volunteer to set a bite-size **SMART** goal (Specific, Measurable, Attainable, Relevant, Timely) that will encourage them to share OCC with others.
- As they become more comfortable telling others about OCC, and as they begin their Ministry Specific Training, they will gain confidence to share OCC with Project Leaders, pastors, community leaders, or the media.
- Measurable – contact 2 people and tell them about OCC
- Timely - goal should be accomplished by Day 60
- Examples – How to share OCC with a friend/acquaintance
 - I loved being a Project Leader at my church . . . it has encouraged (my faith, my volunteer involvement, etc.)

- Share your OCC "elevator speech" (If you had 1-2 minutes in an elevator with someone, what would you tell them about OCC?)
- I pack Operation Christmas Child shoebox gifts because...
- I love that our church is a Drop off location because...
- Feel free to share your own ideas
- Discuss goal completion/progress as you are in contact with the volunteer

Sample Agenda

Third Volunteer Onboarding Meeting

*Approximately 30 days after joining an Area Team as a CONNECT volunteer, meet with the new volunteer to follow up on objectives and goals discussed in prior conversations, and to provide additional information about OCC as it applies to their ministry role. This should be the **third meeting**. The first meeting was to help the new volunteer begin to complete online training and a review of MyOCC online resources. The second meeting included important Area Team information and the creation of a SMART goal to help the new volunteer get started in the ministry.*

Progress on the Introductory SMART Goal (set during the Second Onboarding Meeting with AC/MC assistance)

- Have you made progress on your goal? If so, how did the experience go? What did you learn?
- Confirm that the goal completion date is still realistic. Adjust due date if necessary.

Online training Progress

- By the 30-Day mark, the objective is that all online training modules have been completed.
- What questions do you have about any of the information presented in the online training materials?
- Do you have concerns about any part of your role with OCC as presented in the training modules?

High Impact Principles

Operation Christmas Child (the ministry, staff, and volunteers) believes that every believer is a masterpiece of God that has been designed specifically to have great kingdom impact. Throughout your time with OCC, you'll hear us reference the **High Impact** model of volunteer leadership.

- Briefly share some of these key concepts with the new volunteer:
 - High Impact is restoring a biblical model of volunteer ministry and experiencing powerful ministry effectiveness.
 - Five Steps to High Impact Leadership - Recruiting, Selecting, Equipping, Leading, Developing
 - High Impact Effectiveness – “In Here” and “Out There” Goals
 - Serving is a privilege
 - Volunteers are capable partners making meaningful and significant contributions
 - Ministry is best when multiplied, serving in teams and not alone
 - There are no menial tasks in kingdom work
 - The ministry is a sacred stewardship
 - Scripture reference – “you also, as living stones, are being built up as a spiritual house for a holy priesthood, to offer up spiritual sacrifices acceptable to God through Jesus Christ.” 1 Peter 2:5 NASB

Everyone is a Recruiter

- Each team member's role in recruiting new Team Members and Prayer Network Partners

Area Team Ministry Plan and Goals

- Review Ministry Plan and associated goals for the volunteer's ministry team
- Point out the ways that the new volunteer's role will help us reach our goals

If New Volunteer is a Ministry Coordinator

- Set goal for Leadership Development Plan (LDP) course completion

Onboarding Experience 90 Day Conversation Guide

Approximately 90 days after joining an Area Team as a CONNECT volunteer, the Area Coordinator or Ministry Coordinator should meet with the new volunteer to discuss their OCC experience thus far. This conversation can provide valuable feedback that allows you to better support the volunteer. It may also provide insights that help you make improvements to the onboarding experience for future volunteers. Use the questions below as a guide to this important conversation.

Volunteer Name _____
Area Team _____
Ministry Role _____
Start Date _____
Date of Meeting _____

1. Do you think you have been provided with enough information/training to feel comfortable with your role in OCC? In what areas of your role do you not feel fully equipped?

2. Is there something you wish you had known sooner in the onboarding process?

3. Has the information/training been presented in a way that is easily understood?

4. What could have been done differently to give you a better experience?

5. Do you feel comfortable asking your Ministry Coordinator or Area Coordinator questions?

6. Have you felt overwhelmed at any time by the training/information you received?

Template
Generic OCC Email Sent from RPOC

Dear [name],

We are so grateful for you! We are so grateful that God has called you to use the gifts and talents He has given you in your volunteer role with Operation Christmas Child.

You are part of an extensive, global Operation Christmas Child volunteer family! As you share about the ministry of Operation Christmas Child with Pastors, project leaders and passionate shoebox donors, you are proclaiming some of the great and powerful things that God has done! The Gospel is going to the ends of the earth, and each day, more lives are transformed for eternity!

- Since 1993, more than 209 million children in more than 170 countries and territories have received an Operation Christmas Child shoebox gift.
- Over 1.7 million volunteers from these countries have been trained to teach The Greatest Journey, our dynamic follow-up discipleship course for shoebox recipients.
- Since 2009, 35.4 million children have enrolled in this 12-lesson program to learn how to follow Christ and share Him with others.
- More than 17.4 million of these boys and girls have made a decision to accept Jesus as their Savior during the course.
- In 2022 alone, more than 10.5 million Operation Christmas Child shoebox gifts were collected worldwide from Australia, Austria, Canada, Finland, Germany, Italy, Liechtenstein, Luxembourg, New Zealand, South Korea, Spain, Switzerland, the United Kingdom, and the United States. Out of these, Canada collected 415,072 shoebox gifts!

What a privilege it is to serve God through Operation Christmas Child! As you serve in your Connect Volunteer role, may you be reminded of His faithfulness to us, as together, we serve to bring the Good News of Jesus Christ to children in need through Shoebox Gospel Opportunities.

Blessings!

Regional Manager
SAMARITAN'S PURSE
Operation Christmas Child