



Recommitment Overview and Conversation Standard

Connect Volunteers are to recommit each year for another year of service.

This process:

- Allows leaders to celebrate the previous year's successes and affirm team members who are doing well in their role.
- Is an opportunity to have conversations with volunteers on how they can improve in their role, and in some cases, gracefully release a volunteer from ministry who is not a fit for the role.
- Allows leaders to receive feedback on how ministry can improve.
- Ensures that the Ministry Description term of one year is recognized and followed.
- Shares any updates to the Ministry Descriptions, Volunteer Waiver, and Statement of Faith in a clear and consistent manner to all volunteers on an annual basis.

Ideally, the recommitment process takes place just after NCW or early in the new year, fresh after the season which feels like a natural time to reflect on the past year and plan for the coming year. These conversations should be in person or over the phone/Zoom, not handled electronically.

We recommend that prayer be a part of the process, both praying before the conversation and then with the volunteer as you end the conversation.

Before the conversation, reflect on the volunteer's performance in the year. If the volunteer did not meet the expectation, retrace the loop before you call the volunteer. We recommend taking the online course on Conflict Resolution as a refresher before calling a volunteer that is not meeting the expectations of the role.

Recommitment Conversation Outline

Starting the Conversation

- Before meeting/making the call, pray.
- Start the conversation with volunteer by confirming that it is good time to talk.
- Be sure to ask the volunteer how they are doing personally.
- Share successes from the area team for the previous year and celebrate with the volunteer. Wherever possible, specifically affirm and show appreciation for the work that he/she has done for the ministry in the previous year.
- Ask how the previous year went. For example:
 - what were some highlights during the year? What were some challenges? Where did he/she see God really "move" through the project?
- Explain that one of the reasons for the call is to discuss their plans for working with OCC in the coming year. Ask the volunteer how he/she feels about serving again.

If volunteer recommits to their current position:

- Express your appreciation for the volunteer and his/her willingness to continue this important role.
- Review the Ministry Description
 - Confirm that all expectations can be met.
 - Discuss any additional expectations not explicitly listed on the Recommitment Ministry Description.
 - Address any concerns that you may have encountered last year, using the results of the Retrace the Loop exercise.
- Explain the importance of being equipped for their critical role in the ministry.
- Describe the proposed training for the year (Connect Conference or Ministry Specific Training) in a compelling way.
- If the volunteer is a drop-off **team** leader, work with the volunteer to also complete the Profile and Agreement (P&A) paperwork for the drop-off location.
- End the conversation in prayer for the year.
- Submit the [volunteer Recommitment Conversation Summary](#) document to Jessisa at jburpee@samaritan.ca. Once received, Jessica will send the volunteer the Recommitment Ministry Description handout through PandaDocs for them to complete and submit.

If volunteer recommits, but in a different role:

- Set a time to perform an interview for the new role. There is no need for a new application.
- If the interview is positive and after taking time to pray through the decision, a new Ministry Description would be signed.

If volunteer does not recommit:

- Express your understanding of the situation. Repeat the volunteer's reasons back to him/her to validate his/her concerns.
- If it makes sense in this particular situation, recommend that he/she could participate as a Project Leader.
- End the conversation in prayer for him/her.
- Complete necessary documentation to resign the volunteer.

Volunteer Recommitment Timeline:

- Volunteer Recommitment conversation begin following National Collection Week, with the Recommitment of Area Coordinators and Ministry Coordinators.
- All Volunteers serving in Ministry roles who are recommitting for the next season, must complete necessary Recommitment documentation on or before March 31.
- Volunteers serving in Ministry roles who have not submitted Recommitment documentation by April 15th will automatically be removed from the system.
- All Collection Network volunteers recommit as Drop Off Team Leaders through the Annual P&A process.

The Disconnected Volunteer

It's important to reach out to each of the volunteers on your team to ensure that they either recommit for the next year or step-down, even for those volunteers that you haven't heard from for weeks or months. In this situation, you may not hear back from a volunteer, even after repeated attempts and messages.

If you don't reach a volunteer on the first call, leave a message indicating that you'd like to talk about their previous year of service with OCC and to discuss the upcoming year of service on the Area Team.

If you do not hear back from the volunteer after three to five days, then call back. If the volunteer does not pick up, you should leave another upbeat message similar to the first message.

At this point, you've made two calls and you should give the volunteer approximately two weeks to get back to you. If you still haven't heard back from the volunteer after those two weeks, then you would leave a final message, remaining upbeat and positive:

- Stating that since you haven't heard from them you are going to assume that they would like to discontinue their service with OCC.
- Thank them for their service.
- State if you have something wrong, and that they are still interested in serving, apologize and tell them to call you back.
- Depending on your relationship with the volunteer, you could state that you are concerned about their wellbeing and would appreciate a call back just so that you know they are okay, even if they are not interested in serving in the next year.
- Complete necessary documentation to resign the volunteer.