



## Procedure for Intentional Volunteer Guidance

For the safety of the children we serve, and the witness we are to others as we serve, Bible2School® encourages all team members to demonstrate Bible2School's Core Values, the Program Core Values, Bible2School Policies and Procedures, and Volunteer Expectations as laid out in the Volunteer Handbook.

When a volunteer behaves in a way that does not reflect these core values, it is recommended that the issue be addressed in a Christ-filled and clarifying manner to communicate expectations and specific goals for growth.

In Matthew 18:15-16, we find a Biblical framework for structuring an intentional conversation with a volunteer: "If your brother sins against you, go and tell him his fault, between you and him alone. If he listens to you, you have gained your brother. But if he does not listen, take one or two others along with you, that every charge may be established by the evidence of two or three witnesses."

Therefore, the procedure for having an intentional conversation with a volunteer is as follows:

1. The **Site Director speaks one to one with the volunteer**. While discussing the Core Values, have a conversation with the volunteer that guides them to identify areas of growth in exemplifying these values. (Site director can reference the Volunteer Handbook section describing the Core Values) **Conversations are recommended to have an OREO approach. Begin with a positive, share the difficult truth, and end with another positive.**
  - a. Directly convey what behaviors are not exemplifying a specific core value.
  - b. Explain why that Core Value is important to the program.
  - c. With the volunteer's input, develop what the expected behaviors/attitudes would be and specific action steps to reach these growth goals.
  - d. Follow up the conversation with an email summarizing the conversation. This provides additional clarity and a written record of the conversation and steps for growth.
  - e. Follow up with the volunteer within two weeks to offer support and be available for questions.
2. If the situation persists - the **Site Director and Executive Director (or the pastor of the member church) should speak together with the volunteer**. The conversation should follow the same outline and steps as the first meeting.



3. If the situation still persists, find a better fit for the volunteer by **changing their position or asking the volunteer to step down**. After the first two conversations have happened, if the volunteer has continued to demonstrate actions that do not meet the core values, and the volunteer has not been able to grow or change, the volunteer can then be offered a different position within the organization or asked not to return. Key phrases include:
  - a. "This doesn't seem like a good fit."
  - b. "I think we need to make a change."
  - c. "We have had a couple of conversations but haven't seen a change."
  - d. "For the safety and well-being of the team..."

**Important Note:**

Depending on the severity of the concern, **immediate action and removal may be needed**. For example, if there is ever a question of child safety, the volunteer should be placed on leave (skipping steps 1 and 2) until the situation has been resolved to everyone's satisfaction.