



SERVE DAY PROJECT TEAM LEADER

The Project Team Leader will be responsible for all aspects of the project including prior site visit, planning, volunteer communication, implementation, filling out the Project Survey, and the follow-up service project if there is to be one.

Project Team Leader Responsibilities

Contact service project locations

Call the contact person at the potential project location and inquire about their interest in being served. Please identify what ACTION Serve Day is, what church you're calling from and check to see if any other church has contacted that organization already. If you need a point of contact- let ACTION know, and we can help you make the initial contact.

Get all of the detailed information

It is essential in the planning stages that you get valid, up-to-date information for each project: Main phone numbers, addresses, etc. There may be a different address for the agency and the location of the project – make sure that you get both! Likewise, make sure they know who you are and they have a way to contact you. Each service project Team Leader will work with the organization contact to plan the event.

Plan the aspects of the service project

This will include:

- Planning project details.
- Gathering needed supplies.
- Following up with volunteers who signed up for the project.
- Noting and communicating project attire (ex: closed toe shoes, painting clothes, sunscreen, etc.)
- Finding a way to pay* for expenses related to the service project. Many agencies will pay for needed items like paint if you supply the volunteers. Ask! Here are some other options:
 - See if your churches can find a small budget for this.
 - Ask retailers to donate/discount supplies (The *Business Sponsorship Form and Letter* can be obtained on ACTION's website: www.ACTIONvc.org/resources).
 - See if volunteers can bring something with them to contribute (ex: painting a fence, have everyone participating bring a brush or roller with them) Please let them know well in advance.
 - Plan a project that requires little or no cost! ACTION will help you with a list of ideas.

**If your church does not have all the needed resources, contact ACTION for additional ideas and assistance.*

Volunteer Communication

Contact volunteers the week(s) before Serve Day. Remind them:

- Where/when to show up for Serve Day

- What to wear
- What to bring
- To fill out and bring their liability forms (if they haven't signed up online)

If you sign-up on ACTION's website, automatic email reminders will be sent out to all volunteers!

Kickoff

We strongly encourage all volunteers to attend meet at their city's kickoff before heading to the project site. Some kickoffs are big, some are small- depending on the area/ city- but all are important for wrapping up last minute details for Serve Day. This is where volunteers turn in liability waivers, connect with their group leader and team and get ready to serve together!

Prepare and guide your volunteers

Contact the project site and make sure your serving location is ready for your participants before they arrive. **Be sure all participants have signed an ACTION liability release form.** Give overview and directions of what you will be doing. Let them know where the restrooms, first aid kits and fire exits are located. Let people know what to do if they have a question or are finished with their area. Remind them of specific guidelines (see *Volunteer Guide*) of volunteering. More communication is always good!

Tell the story

Take pictures of your team as they serve, and gather some thoughts about the team's experience. Send your story in words and pictures to ACTION@ACTIONvc.org. We use these stories to encourage churches and individuals across Ventura County to serve together!

Complete the Project Leader Survey.

Let ACTION know how we can improve in serving you and this community! One will be emailed to you after your Serve Day.

Optional: Pray and plan for on-going service, as a team and individually.

Hold a post-project debrief to process your Serve Day experience. Pray for the people you served and think about the growth you saw in each of the volunteers. Look to the future – identify how the team, individually or as a group, can continue serving others in Jesus' name.

Optional: Consider planning a follow-up project

If your service project cannot be completed in the half day time frame of Serve, we encourage you to plan a follow up day of service. Or, if the Serve Day project is going well, discuss returning to serve and develop a relationship with the organization/individual.

Project Ideas: People and Places to Serve

Finding volunteer opportunities within your local community

1. Who does your church/business already serve?
 - You'll likely want to build on those relationships by choosing a project for those you already serve. If your church has a food pantry, consider hosting a food drive at a local grocery store or cleaning the pantry and rotating food.
2. If you're looking for new people and places to serve, start with your current connections.

- Who do you know who can help identify needs in your community? Utilize your church's existing relationships. Do you hold church at a movie theater or recreation center? Perhaps they have a project you can do. Is someone in your congregation a local teacher? Help at their school. Does someone live at a senior apartment complex? Wash the residents' windows and serve them lunch.
3. Opportunities of places to serve can be identified by a review of current ministries of the church.
 - What are your church's specific ministry goals and how does community service help accomplish them?
 4. Check out the **Serve Every Day** scrolling list of needs on ACTION's website: www.ACTIONvc.org for needs that have already been identified in our community.
 5. Need more ideas? Call us!

Serve Day Project Ideas

1. Small jobs at mobile home parks or senior apartments: washing windows, cleaning gutters
2. Beautification projects at agencies or schools
3. Clean a trail or park for the Parks and Recreation Department or the YMCA
4. Bake treats and deliver them to your local fire and police stations
5. Make crafts and deliver them to nursing homes
6. Build a handicap ramp for a wheelchair bound person (with the ACTION ramp team)
7. Put together care bags for foster children
8. Collect used medical devices for a medical closet for those in need
9. Knit blankets or scarves for fire and mudslide victims

If it is appropriate, get those who work at the organization you're serving to serve alongside you on Serve Day!

Project Planning: Step-by-Step

A timeline for the Project Team Leader(s):

Two -Three Months Ahead: Find Your Project

1. Work with your current ministry partners to identify needs in your community.
2. Contact non-profits, local government agencies, city offices, other churches, schools, mobile home parks, etc. and uncover the needs of your community. Ask ACTION for guidance.
3. Confirm that they will be able to accommodate our efforts on the date of your Serve Day project(s). Be aware that some agencies (especially government agencies) will need time to get approval for projects.
4. Plan your project complete with time, location, supplies, etc.
5. Get to know your contact at the agency! This is a great way to establish a relationship with the community.
6. Maintain frequent communication.
7. Check out the organization's website, stop by their facility, and get to know who you are serving.

One - Two Months Out: Finalize and Post Your Project

1. Contact the organization/individual/community partner you are serving to confirm the:

- Site Address
 - Site Contact Phone Number (your cell phone #)
 - Organization Phone Number (for your information)
 - Project Date and Time
 - Project Directions
 - Project Details (attire, rules, etc.)
 - Project Needs & Supplies
2. Work closely with your Church Liaison to get your project ready to post online and sign-up volunteers.
 3. Compile your list of supplies for volunteers to bring.
 4. Compile your list of supplies for you to purchase.
 5. Keep ACTION updated with any changes to the project.
 6. Recruit volunteers and co-leaders if you need them.

One Month Out: Communicate

1. Check in with your church Liaison often.
2. Let ACTION know of any difficulties or challenges with your project.
3. Contact all registered volunteers for your project.
 - Thank them for signing up!
 - Remind them: what to bring, what to anticipate and where to meet on Serve Day.
 - Tell them about rules & needs of your project.
 - Ask them to fill out and submit a liability form.

Post Serve Day: Thank You & Follow Up

1. Thank all the volunteers. (Phone call, email, letter, church service, etc.)
 - Let them know how important they were to the project and the results from their efforts.
2. Thank your community partner organization & contact.
3. Plan and communicate about any follow up events.
4. Fill out a Project Leader Survey and send it to ACTION

Serve Day Project Team Leader Template

ACTION Serve Day is an annual event empowering volunteers from local churches, businesses and agencies to get involved in community service that demonstrates the power of God's love through acts of kindness and meeting real needs. Each year, churches from Ventura and Western Los Angeles Counties join together to plan and implement over 400 service projects in their communities, businesses, schools, and other locations in practical and tangible ways. Thank you for being part of ACTION Serve Day!

If you are coordinating your own project, please let ACTION know the following:

| Project Name | |
|---|--|
| Project Date | |
| Team Leader | |
| Team Leader Phone # | |
| Project Address/Location | |
| Project Directions | |
| Parking Instructions | |
| Site Contact Name | |
| Site Contact Number | |
| What to Wear | |
| What to Bring | |
| Notes About Your Serve Day Project | |