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Contact & Staff Information

Mailing Address

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National Staff

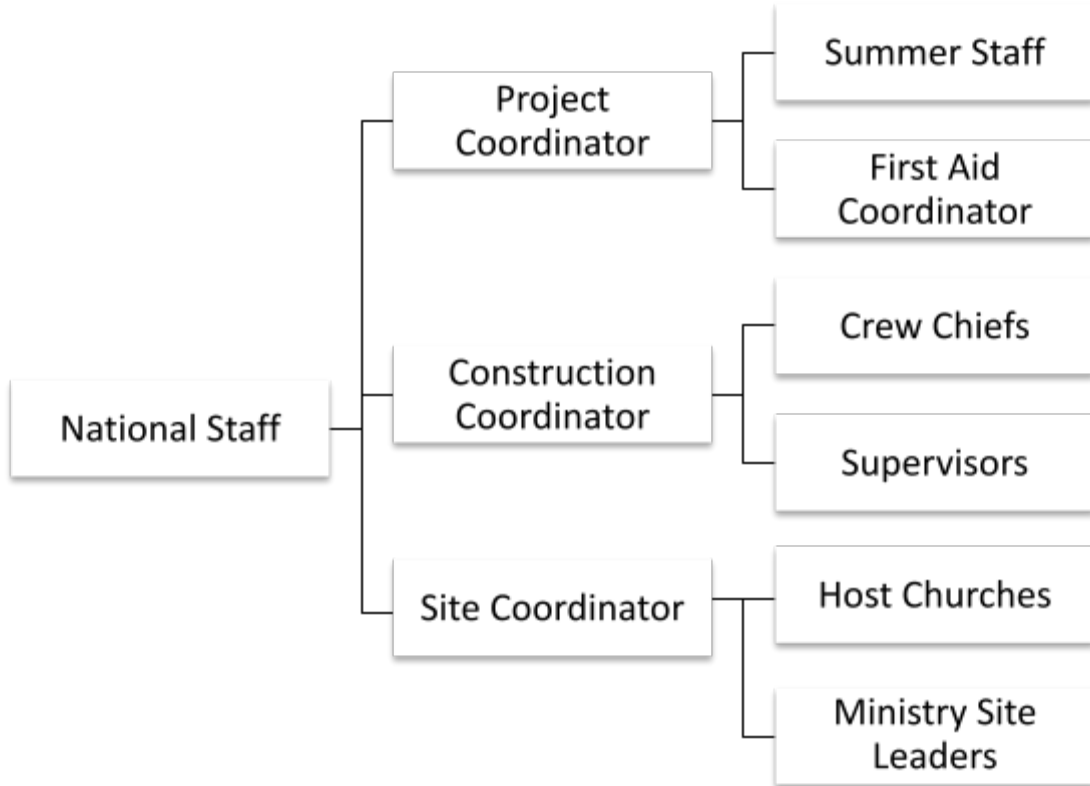
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Peggy Colbert

Organizational Chart



Who We Are

World Changers is a hands-on missions experience, engaging students in meeting the needs of people in communities across North America. Students are able to put their faith into action by serving others and sharing the gospel.

OUR MISSION: *SERVING OTHERS AND SHARING THE GOSPEL*

Construction

World Changers construction projects are mission trips designed specifically for student ministries eager to serve in the capacity of construction missions. World Changers partners with local city agencies and churches to mobilize volunteers needed to help them serve local residents. Participants spend 5-7 days serving on crews with students and adults from other churches—completing assignments ranging from painting and roofing to building handicap ramps—all to improve the quality of life for local residents. (Church groups can serve together on a crew if requested in advance.) The goal of serving extends far beyond meeting physical needs. Students are trained through both the Pre-Project Study and Gospel Engagement on how to share the gospel. The nightly gathering is a time set aside for worship and teaching from World Changers staff.

Community

World Changers community projects are locations that offer both non-construction and construction ministry sites for your group to serve. This is ideal for a group with participants with mixed interests, but still have a heart for serving local communities. Group leaders submit a list to our project staff with the ministry site preferences of their students and adults. Church groups may also choose to serve together on a site instead of being on a mixed crew with students and adults from other churches. Non-construction ministry sites may include serving at a food pantry or providing Vacation Bible School for local children. A community project follows the same schedule as a 5-day project; the only difference is the selection of ministry sites offered.

The History Of World Changers

World Changers started in 1990 in Briceville, TN with 137 students and adults. It was one of the first organizations to meet a need within the church for hands on missions opportunities for students. World Changers continues to meet that need through construction, church planting and community mission experiences.

For over 25 years of ministry, World Changers has mobilized almost 400,000 participants, served more than 13 million volunteer hours, saved North American cities over \$280 million in labor costs, and ministered to over 27,000 homeowners.

We want to provide more than just a weeklong mission trip; we want to provide the tools and training that equip your students for a lifetime of missional living. No matter what kind of college major, career, or volunteering opportunities are in their future, your students will leave a week of World Changers knowing how to share the story of Jesus with others. We are excited each summer to see how the Lord calls students to fulfill the Great Commission in unique and creative ways.

2022 Theme: Free

The Son of God came from Heaven, lived a perfect life, died in the place of sinners, rose from the grave, and then ascended back to Heaven! This is the glorious Good News that frees us from our sin and frees us to live a life of purpose and power through Jesus! Jesus's work frees us to belong, love, worship, sacrifice, and serve! "For freedom, Christ set us free. Stand firm, then, and don't submit again to a yoke of slavery." Gal 5:1



Project Terms

5-Day World Changers: projects occurring from Monday to Friday.

6-Day World Changers/Church Planting: projects occurring Saturday to Friday

7-Day World Changers: projects occurring from Saturday to Saturday.

Agency Rep: Lead contact at the agency providing funding for materials for construction projects.

All youth: Type of project designated for any age student (completed 6th grade through college).

Audio Visual Technician (AV): One of three summer staff positions, responsible for sound, media, and Project Cam.

Break Master: Student crew position at construction and combo projects responsible for cooler, ice, and water.

Check In: As groups arrive at project, they meet coordinators, hand in forms, and receive T-shirts.

Church Host: Local church that feeds lunch on work site to construction crew (or ministry crew at community project), may host church on Sunday morning or Wednesday night as well.

City Experience: Opportunity for church groups to prayerfully experience the city they are serving in together at Church Planting projects.

Concert of Prayer: Programmed gathering devoted entirely to prayer.

Construction Coordinator (CC): Staff member responsible for construction work sites, supervisors, crew chiefs, etc.

Crew: Group of 10-14 participants that serve together at construction sites, typically 8-10 students and 2-4 adults.

Crew Chat: Scheduled conversations with the crew, typically including the first time everyone meets (led by the encourager) and the last before the Project Celebration.

Crew Chief: Adult who leads the construction objective of construction crews.

Crew Encourager: Adult who encourages crew morale, assists crew chief, and leads crew chats. At community projects, the Crew Encourager leads the crew.

Crew Reporter: Student position on construction crews and church planting project teams responsible for recording and reporting ministry statistics and follow up information to staff.

Concert of Prayer: Evening gathering dedicated to a unique time of prayer and worship

Devotion Leader: Student crew position at construction projects responsible for leading daily crew devotion.

E–couragrams: Encouragrams submitted online from the Find a Project webpage of the website.

Encouragrams: Encouraging notes written and placed in participant’s envelopes at a project.

First Aid Coordinator: Adult on site at construction projects with basic first aid training.

Gathering: Daily programmed times of worship or other programming.

Gospel Engagement: Intentional training time for gospel sharing.

Group Leader: Individual leading the church group at the project and beforehand.

Life Conversation Guide/3 Circles: Gospel sharing tool provided with training at all projects.

Marketplace: Area designated where students can purchase memorabilia (t-shirts, etc.) and get more information about missions opportunities.

Medic: Student crew position at construction projects responsible for first aid kit.

Ministry Host: Lead contact person for community crew at World Changers community project.

Music Leader (ML): One of three summer staff positions, responsible for leading worship at the project and other duties.

National Staff: World Changers staff who supervise and lead coordinating teams, city logistics and summer staff.

Office Manager (OM): One of three summer staff positions, responsible for administrative project details and availability of the office.

Participant Guide: Booklet given to each participant to guide through daily devotions and Gathering services.

Project Cam: Video produced by Audio Visual Technician to share the story and ministry of the project.

Project Celebration: Programmed time at the end of the week to celebrate the ministry accomplished.

Project Coordinator: Staff member responsible for communicating with group leaders and leading the project.

Runner: Adult volunteer who transports construction supplies from site to site.

Safety Inspector: Adult on construction crew charged with prioritizing the safety of the participants.

Great Send-Off: A special celebration of prayer and commission the first morning when leaving for ministry sites.

Site Coordinator (SC): Staff member responsible for local logistics for each project.

Summer Staff: Team of 3 young adult staff conducting the project as the office manager, audio visual tech and music leader.

Supervisor: Adult volunteer reporting to the Construction Coordinator and supervising the work of construction crews.

Future Project Request

We are always looking for new locations to start a great World Changers project. Enclosed is a Project Request form for your use. If you are interested in having a project, please fill it out and email it to:

brookelyn@world-changers.net

Several things will be considered in the selection process including:

- number of projects in the year
- housing for the entire group (approx. 200-300)
- work and ministry site selection process
- building materials provided
- local church involvement
- food service for the group

Any additional information related to housing, project selection, and/or building materials will be helpful to us in making these selections. **These requests are due by May 1st of the year before your project would take place.** We will make final project selections by June 1, so that we can begin promotion during the projects and begin working on the publicity brochure. As your request comes to our office, we will set up a file on your project location. Any information that can be used as leverage for your location to be selected will be helpful. Some of these items are:

- A letter from the agency expressing its interest in the project, along with its ability to select owner-occupied homes and provide building materials. We can help you with general direction on this matter and assist you in building these relationships.
- A letter from a school, college, or church expressing interest in housing the group. We will need floor space (not beds) for up to 300 people along with showers, kitchen and cafeteria, auditorium, and office space. We also can assist you with this if needed.
- A letter from the Baptist Association stating its assistance in enlisting local churches to adopt a crew for the week, inviting them to worship on Sunday morning (6 and 7-Day projects) and providing lunch for them at worksites during the week.
- Because of HUD guidelines related to lead-based paint, additional information is requested from city agencies.

World Changers will select new project cities in a methodical and strategic manner. As it is our desire to make maximum impact in a city year over year, please, provide as much information as you can to support the need for a World Changer project in your city.

World Changers is better understood when you see it in action. Those cities receiving projects for the first time are **encouraged** to visit a project beforehand. You can eat your meals at the World Changers cafeteria at no charge, if you wish. However, you will be responsible for travel and lodging expenses. Someone from our national office, coordination staff, or summer staff will be happy to meet you and

conduct a tour of the project. One day is all that is necessary, however I would suggest the following schedule:

Tuesday: Arrive in the afternoon
 Tour work sites
 Supper with World Changers
 Attend evening activities

Wednesday: Breakfast with World Changers
Tour more sites
 Meet with city officials
 Visit a work site while lunch is being delivered
 Return home in the afternoon

You are certainly welcome to stay longer or to come just for the day. If you have any questions, would like to set up your project visit, or need additional materials, please contact Brookelyn Flatt at 850-624-8162 or by e-mail at brookelyn@world-changers.net

Thank you for requesting a World Changers project in your area.

Serving together,

The World Changers Team



At Project Information

Gospel Sharing Through World Changers

- **Gospel Sharing is the most important part of our ministry strategy** because we are serious about changing the city and changing the world. World Changers desires to specifically and intentionally impact evangelistic efforts by continuing to emphasize and develop on-mission students and adults.
- Pre-Project gospel sharing training
- At the project “Gospel Engagement” training
- Daily celebration of gospel sharing

- **The emphasis is on developing participants to serve others and share the gospel.** Specifically, we desire for all participants at projects to be sufficiently equipped to share the gospel as they answer questions that are asked over and over at projects.
 - "What is World Changers?"
 - "Why are you here?"
 - "Why would you want to do this?"

- **World Changers depends on evangelistic follow-up efforts by local association and church involvement.** World Changers partners with local on-mission Christians (Churches, Associations, and Individual Believers) to continue gathering the harvest and disciple new believers after the project has ended. It is vital that World Changers participants gather as much information for follow up as possible. This information is placed in the care of local partners to continue the discipleship relationships.

Recommendations For Adult Volunteers

It is a World Changers requirement that youth groups be accompanied by adult chaperones. There is to be one adult for every five student participants of the same gender. The adults at World Changers projects are participants in every sense of the word. We ask the adults to work with us and worship with us. They eat, sleep, and shower at the lodging facility just like student participants. Adults fulfill extra responsibilities by helping with transportation, discipline, and logistics. Their support will be invaluable to you as a Coordinator!

Encourage the Group Leaders you contact to follow these recommendations enlisting the adults who will come with their students:

- If you have not already enlisted the adults who will be a part of your group, please do so immediately. The adults are an important part of the project. They should never be treated like a last minute detail.
- Enlist only adults you know. Adults have authority over students. You should grant authority only to people you know you can trust. The best way to protect our young people from toxic adults who prey on students is to be especially careful of whom we place in authority over them. Adults who have been members of your church for more than five years are the best candidates.
- Enlist married couples. Married couples in known, stable relationships make excellent chaperones. Parents of student participants are especially good.
- Know the driving ability and the records of those who will drive your church bus or van. We will use your bus or van for transportation to the work sites during the project. We want to use only safe, qualified drivers. The safety of your students should be a priority.
- Adults should participate in every aspect of your group's preparation for the project. Participation in the pre-project study educates them on the nature of the mission and the expectations for adults at the project. During the study they will come to know the students better and the students will get to know them. Matters of discipline will go much more smoothly if everyone knows each other. Make-up work is provided with each study session.
- Do not deny your adults the privilege of serving with your students to their fullest potential. The project will go much more smoothly and everyone will have a better experience if you involve your adults fully from the earliest planning.
- Complete the required background check for all adults involved in this project and in your student ministry

World Changers Adult Code Of Conduct

This Code of Conduct is included in order to insure the provision of a safe environment for the participants entrusted to our care for the week at a World Changers project. As an Adult Volunteer working with students, it also serves to protect you from participating in activities that have the potential for damaging your reputation, detracting from the effectiveness of your testimony, and could result in legal action. In order for you to serve at a World Changers project, we require each adult be made aware of these standards of conduct enumerated in the following paragraph. The concepts and standards of behavior are meant to apply to all participants; male and female, students and adults. **It is a requirement that groups be accompanied by an adult age 21 or older and there must be one adult for every five or fewer students of the same gender.**

1. The use of profanity and crude or suggestive language is prohibited. This includes the use of potentially suggestive nicknames such as "Honey", "Sweetie", etc. Instead, call students and adults by their preferred name.
2. Touching a participant in any manner that could be construed as inappropriate or could make a participant feel uncomfortable is never allowed. This includes inappropriate indirect contact such as contact with a piece of building material, hand tool, or any other object.
3. Horseplay with students or other adults is not allowed.
4. The use of alcohol or tobacco products in any form is prohibited at a World Changers project.
5. Fireworks are prohibited at a World Changers Project.
6. The use of controlled substances is prohibited without a prescription.
7. All participants, students and adults, are to be treated with respect and dignity.
8. All adults must comply with the dress code.
9. All illegal weapons are prohibited at World Changers.
10. **The adults at our projects are participants in every sense of the word.** We ask the adults to work with us, worship with us, and to stay at the lodging facility just like student participants. Adults fulfill extra responsibilities by helping with transportation, discipline, and logistics.

Background Check Policy

(Communicated to Group Leaders in the Group Leader Manual)

Below is an outline of World Changers background check policy. We want to ensure we are partnering with you to provide a safe environment for all participants.

All registered groups (like yours) are required to run background checks on all adults according to the instructions provided on the Church Agreement form (specifically the Statement of Compliance at the end). World Changer staff collects and keeps records of these forms turned in at check-in from each group.

World Changers runs a background check every year on all summer staff and coordinators hired.

World Changers also runs a background check on any volunteers that are not coming with a registered church, but are serving in: crew chief, supervisor, first aid coordinator, speaker, etc. Any roles with direct contact with students.

Anyone not covered by the above points, but staying overnight on site will have a background check completed by World Changers. An example of that might be caterers that travel around to projects, or a spouse that is helping the Project Coordinator for the week.

Coordinator Background Check Policies & Procedures

1. **Registered Groups:** Group leaders turn in the Church Agreement at check in confirming all of the groups' adults have had a background check.
2. **Construction Volunteers:** Background checks are required for all Construction Coordinators, Supervisors, Crew Chiefs, and Runners.
 - a. All construction volunteers must fill out the online application (located under Work With Us > Volunteer tab on the website).
 - b. Upon receiving their application a link for completing their background check will be emailed directly to the applicant for those not attending with a registered church.
3. **Non-Construction Volunteers:** If there are other adults involved in your project (first aid coordinator, support volunteer, caterer) that need a background check completed by the National Office coordinators will submit the Background Check Request form. Once the request has been received World Changers staff will generate a HireRight background check email to be sent to the volunteer.

How do I know if someone has completed and passed their background check?

We will contact you to let you know if anyone who is has applied as a volunteer has failed a background check. For more questions reach out to [Brookelyn Flatt](#) .

Consult your National Staff if you're unsure if a background check is needed on an adult. If there is a concern at the beginning of the project or a missing background check consult with National Staff immediately.

Daily Schedules

We know contexts are different in each city, but there many things planned and printed based on the schedule. Please approve any changes to the daily schedule with National Staff.

5 Day Construction Schedule

MONDAY

1-3:00 PM Check In
3:45 PM Welcome Celebration
4:15 PM Adult Meeting
4:30 PM Construction Volunteer,
Crew Encourager, Driver
Meeting
5:30 PM Dinner
6:30 PM The Gathering / Gospel
Engagement
8:30 PM Church Group Devotion
9:00 PM First Crew Chat
9:30 PM Crew Position Training
10:00 PM Free Time
10:30 PM In Rooms
11:00 PM Lights Out

TUESDAY – FRIDAY

*Adult meetings will be added as needed
6:45 AM Breakfast
7:30 AM Dismiss to Ministry Sites
On-Site Personal Devotion
12:00 PM Lunch/Devotion
3:30-4:30 PM Return to Lodging Site
6:00 PM Dinner
7:00 PM Group Leaders and Staff
Meet for Prayer
7:30 PM The Gathering
8:30 PM Church Group Devotions
9:30 PM Free Time / Marketplace

Open

10:00 PM In Room
10:30 PM Lights Out

FRIDAY EVENING

7:00 PM Group Leaders and Staff
Meet for Prayer
7:30 PM Final Crew Chat
8:00 PM Project Celebration
8:30 PM The Gathering
9:30 PM Church Group Devotions
10:00 PM Free Time / Marketplace
Open
11:00 PM In Rooms
11:30 PM Lights Out

SATURDAY

6 AM Continental Breakfast
8 AM Depart for Home

6 Day Construction Schedule

SATURDAY

1:00-3:00 PM Check In
4:00 PM Welcome Celebration
4:00 PM Group Leader Meeting
5:30 PM Dinner
6:30 PM The Gathering / Gospel Engagement
8:00 PM Church Group Devotions
9:00 PM Free Time / Marketplace Open
10:00 PM In Rooms
10:30 PM Lights Out

SUNDAY

7:30 AM Breakfast
8:00 AM Quiet Time
9:00 AM First Crew Chat
As Scheduled Worship and Ministry Site Visit
12:00 PM Lunch
1:00-4:30 PM City Experience
6:00 PM Dinner
7:00 PM Group Leaders and Staff Meet for Prayer
7:30 PM The Gathering
8:30 PM Church Group Devotions
9:00 PM Free Time / Marketplace Open
10:00 PM In Rooms
10:30 PM Lights Out

MONDAY – THURSDAY

Adult meetings will be added as needed
6:45 AM Breakfast
7:30 AM Great Send Off
(Monday Only)
Dismiss to Ministry Sites
On-Site Personal Devotion
12:00 PM Lunch at Ministry Site / Devotions
3:30-4:30 PM Return to Lodging Site
6:00 PM Dinner
7:00 PM Group Leaders and Staff Meet for Prayer
7:30 PM Evening Gathering
8:30 PM Church Group Devotions
9:30 PM Free Time / Marketplace Open
10:00 PM In Rooms
10:30 PM Lights Out

THURSDAY EVENING

7:00 PM Group Leaders and Staff Meet for Prayer
7:30 PM Final Crew Chat
8:00 PM Project Celebration
8:30 PM The Gathering
9:30 PM Church Group Devotions
10:00 PM Free Time / Marketplace Open
11:00 PM In Rooms
11:30 PM Lights Out

FRIDAY

6 AM Continental Breakfast
8 AM Depart for Home

7 Day Construction Schedule

SATURDAY

1-3:00 PM Check In
4:00 PM Welcome Celebration
4:30 PM All Adult Meeting
4:45 PM Construction Volunteer,
Crew Encourager, Driver
Meeting
6:00 PM Dinner
7:00 PM The Gathering
8:00 PM Church Group Devotions
9:00 PM Free Time / Marketplace
Open
10:00 PM In Rooms
10:30 PM Lights Out

SUNDAY

7:30 AM Breakfast
8:00 AM Quiet Time
9:00 AM First Crew Chat
As Scheduled Worship and Ministry
Site Visit / Lunch with Host Church
3:30 PM Return to the Lodging
Facility
3:30 PM Crew Chief Meeting
4:30 PM Gospel Engagement
5:00 PM Crew Position Training
6:00 PM Dinner
7:00 PM Group Leaders and Staff
Meet for Prayer
7:30 PM The Gathering
8:30 PM Church Group Devotions
9:00 PM Free Time / Marketplace
Open
10:00 PM In Rooms / Showers
Closed
10:30 PM Lights Out

MONDAY – FRIDAY

*Adult meetings will be added as needed
6:45 AM Breakfast
7:30 AM Great Send Off
(Monday Only)
Dismiss to Ministry Sites
On-Site Personal Devotion
12:00 PM Lunch/Devotion
3:30-4:30 PM Return to Lodging Site
6:00 PM Dinner
7:00 PM Group Leaders and Staff
Meet for Prayer
7:30 PM The Gathering
8:30 PM Church Group Devotions
9:30 PM Free Time / Marketplace
Open
10:00 PM In Rooms
10:30 PM Lights Out

WEDNESDAY AFTERNOON

12:00 PM Lunch and Devotion at
Ministry Site
Leave After Lunch for Lodging Facility to
Enjoy the Evening Off
8:00 PM Facility Opens
8:30 PM Church Group Devotions
10:00 PM In Rooms
10:30 PM Lights Out

7 Day Construction Schedule (cont.)

FRIDAY EVENING

7:00 PM for Prayer

7:30 PM Final Crew Chat

8:00 PM Project Celebration

8:30 PM Gathering

9:30 PM Church Group Devotions

10:00 PM Free Time / Marketplace Open

11:00 PM In Rooms

11:30 PM Lights Out

SATURDAY

6:00 AM Continental Breakfast

8:00 AM Depart for Home

Registration Process

1. REGISTRATION

- a. Everyone promotes projects (Group Leaders, Coordinators, National Team)
- b. Church responds with registration
- c. Registration begins June 1 the summer prior
- d. \$60 per-person initial deposit must be postmarked by January 15 (non-refundable or non-transferable to balance.)
- e. \$60 per-person deposit for groups who register after December 1/January 15, due when registering
- f. World Changers sends registration confirmation email
- g. National office sends a registration email with group leader information and access
- h. Group Leader Info online includes the following information:
 - i. Promotional Resources
 - j. Group Leader Manual & Expectations (policies, required forms, etc.)
 - k. Pre-Project Study
 - l. Dress Code
- m. Participant Form and the Church Agreement Form

2. COORDINATOR PRE-PROJECT RESPONSIBILITIES

- a. Encourage pre-project study
- b. Organize and promote pre-project visit
- c. Remind group to pay balance and fill-in group information online
- d. Communicate directions to lodging facility and other information about project location

3. CHECK-IN

- a. Project Coordinator and Office Manager finalize crew/ministry team assignments
- b. Group Leader comes to Check-In table
- c. Office Manager receives Participant Forms for each participant from each Group Leader and checks crew or ministry team assignments list against participants and Participant Forms that Group Leader has brought.
- d. Project Coordinator assists office manager in collecting any outstanding balances of attending groups
- e. Group Leader picks up Group Leader bag
- f. Group Leader instructs his group regarding schedule, room assignment, etc.

Registration And Financial Policies

Before January 15th: You may register your group for World Changers anytime before January 15, and pay no deposits until January 15th.

January 15th: A \$60 per person deposit is required to hold each registration and is to be paid on or before January 15th. Any new or additional registration made after January 15th will require an immediate \$60 deposit per person. ALL deposits are non-refundable, non-transferable and cannot be applied toward final balance due.

May 1: An additional \$60 late cancellation fee will be incurred for each decreased person after May 1. When you decrease your registration, previous deposits made cannot be applied or transferred toward final balance due.

For ALL projects:

14 Days Before Your Group Arrives: Final balance must be received by this time. *New* This money is non-refundable and non-transferable after 14 days before your project. If the final balance due is not paid by this time, your group will be charged a one-time \$75 late fee.

Weather and National Disaster Cancellation Policy: World Changers has your group's safety in mind as we host events. If an event is hosted as scheduled and your group cancels or decreases numbers due to weather conditions or a national disaster, all payments are non-refundable. If we are unable to host an event due to weather conditions or a national disaster, deposits cannot be refunded. Refunds of final balance payments will be made only if properties or locations refund World Changers for these costs.

Discounted Volunteers: World Changers offers discount to approved and selected individuals serving in the positions of Crew Chief, Supervisor, and First Aid Coordinator. All participants, including discounted volunteers, must pay the non-refundable \$60 deposit. The total fee for discounted volunteers is \$100 (this includes the \$60 deposit).

NOTE: Registration is open first-come, first served. Any add-ons will be allowed if space is available.

Registration Information

NOTE: Registration is open first-come, first served. Any add-ons will be allowed if space is available.

Registration Includes:

- Project preparation materials (pre-project study)
- T-shirt for each participant (to be given at the project)
- Secondary accident insurance
- Experienced leadership at project
- Pre-project planning logistics
- Daily worship experiences
- Daily Devotions
- Weekly Project Cam
- Lodging (local school or church facility) and meals at project

Registration **DOES NOT** Include

- Gas for church group and ministry team transportation (rental or otherwise) at the project
- Public transportation including subway/bus/train passes
- Travel to and from the project locations

Who Can Participate?

All Youth Projects: Students who have completed 6th grade or older

- Students should be active in their local church.
- We encourage you to only bring students who have completed the sixth grade and who have already been a part of student ministry or middle school student ministry.
- **Can I bring my kids?** Adults cannot bring children with them who have not completed the 6th grade. No private sleeping or childcare arrangements are available for adults with young children. Children are not allowed to attend with parents who are serving as adult chaperones if they are underage.

Check In Procedures

Customer Service/Professionalism

You never get a second chance to make a good first impression. Check in day and the first adult meetings are two of the moments that can set the tone for the rest of the week. Make sure that you are presentable and organized even among the chaos. Have all information, forms, giveaways ready and available to disperse. Wear your World Changers polo, nametag and lanyard. Please do not wear athletic wear or shorts. Present yourself professionally and eager to greet churches upon arrival. Sometimes this may mean checking them in early, even if not ready for check-in yet, but in an effort to serve a church at their convenience.

Pre-Project Preparations

- Office Manager emails churches using the email scripts provided and CC PC (Wednesday before check-in)
- Separate emails sent to returning and new churches
- Group leaders will need to wait at check in to confirm all forms are complete and turned in
- If possible email a map or any pictures prior to arrival that will help leaders identify check in and load in easily. Twenty-four hours in advance is ideal.
- Print list from the Planning Portal containing the churches and the number of participants that each church is registered to bring (Church List). Use these numbers to assemble group leader bags.
- Using the bags put the number of each item the church will get for each participant in the bag.
- Inventory group leader gifts and name tags

Group Leader Bag Contents

- Laundry Bag
- Nail Aprons (construction only)
- Bandanas (construction only)
- Name tags, loops and sleeves
- Shirts (if have sizes)
- Pen/Sharpies to fill out names on nametags

Check-In Location

Make the location for check-in easy for leaders to find and see upon arriving. If possible set check-in up outside for easy visibility as churches arrive.

Items Needed at Check-In:

- File Box
- Computer (if possible make changes to the portal as you have them)
- Highlighter, Pens, Notepad
- Sticky notes or index to write any notes on that you need to give to group leader
- Extra Participant Forms (*print these in advance*)
- Invoices for churches with an outstanding balance
- Master list of room assignments by churches
- T-shirt Form or Shirt Report from the Portal
- Folder for each church with the printed “participants by church” list in it
- Group Leader nametags and lanyards
- Group Leader gift, The “gift card” isn’t required to receive the gift
- Group Leader Bags
- Map of School on the back of the newsletter
- Have large schedule displayed at check in

Set-up check-in table for construction volunteers

- Extra Participant Forms
- Expense Reimbursement Forms
- Construction Shirts and gift
- Nail Aprons
- Bandanas
- “Sign In” sheet to capture contact information of the construction volunteers

Team Assignments During Check-In Time

Project Coordinator

- Be at registration table at all times
- Be familiar with all check in procedures
- Double check transportation plans
- Be prepared to field questions and trouble shoot
- Be prepared to assist the office manager handing out giveaways, etc.

Office Manager

- If possible greet the group leader at the door and escort them to the table.
- Responsible for checking in groups
- Enlist First Aid Coordinator (construction) or other volunteer to check participant forms

Audio/Visual Technician

- Greet and pray with groups upon arrival
- Responsible for capturing arrivals and registration
- Direct group leaders where to check in
- Direct groups on where to begin unloading
- Assist where needed

Construction Coordinator

- Set up construction registration table
- Be at the registration table to greet and register construction personnel (Crew Chiefs, Supervisors, and Runners).
- Details for registration responsibilities for construction coordinator are found under the construction coordinator tab.

Site Coordinator

- Available to answer questions regarding ministry sites
- Provide directions to local store (i.e. WalMart)
- Assist office manager and Project Coordinator as a runner to get materials or escort group leaders
- Assist where needed

Volunteers & Summer Staff

- If not already done, prepare participant shirts once all churches have arrived
- Assist churches with their luggage and show them to the sleeping rooms
- Assist others as needed

Check In Problem Solving

Missing notary for a minor- Inform your Project Coordinator. World Changers policy is that a minor cannot attend a ministry site unless we have a **notarized** form with a parent/guardian signature. A faxed or emailed copy can be sent to the office manager. The office manager must print off the form and include it in the Back to PC.

Participant shows up too young- Notify your Project Coordinator to determine the next step. National staff will need to be contacted. Keep your team leader informed of the situation. National staff will be the decision maker in this situation.

Background Checks are Incomplete- Project Coordinator to consult National Staff immediately

The following are some examples of instances where crew assignment changes may be necessary (These changes should only be made by the PC):

- Medical reasons
- Behavioral reasons
- Added participant (not previously registered)
- A church substitutes a participant
- Someone does not come and a student is now by themselves on a crew
- Transportation issues

Check Out Procedures

Wednesday

1. Confirm departure time/checkout procedure so you can communicate realistic expectations to group leaders in the meeting (Project Coordinator)
2. Decide whose responsibility breakfast is the morning of departures: Is it provided in the food contract or will it need to be purchased separately? In almost every case it is **not** provided in the food contract. (Project Coordinator)
3. Develop a handout of checkout procedures to be distributed at Wednesday or Thursday night Group Leader meeting (Project Coordinator)

Final Group Leader Meeting (Project Coordinator /OM),

(Wednesday)

- Discuss the check-out procedure with the adults who are present; allow them time to ask questions; assure them that their cooperation will make this efficient for everyone (Project Coordinator)
- Announce that the bathroom must be free of personal items before lights out on final night or they will be discarded as waste (Project Coordinator)
- Announce the removal of Encouragrams at lights out final night; suggest that they encourage their students to remove those items they are interested in keeping (Project Coordinator)
- Distribute the following items:
 - Group Leader Evaluation form
 - Next year Registration Worksheet- Explain in detail how to complete the registration worksheet. Make a computer available during the week and at meeting to register online.
 - Other World Changers provided resources

Day Before Checkout

At some point before checkout morning, the office manager will need to assemble the check out packets; these packets should include (but are not limited to):

- Certificate of Appreciation (OM)
- Project Cam (AV)
- Dates and Rates for next year (OM)
- Photo Disk (AV)
- Thank You Cards (ALL)

Checkout Morning

- The Group Leader gets the youth group packed and their luggage loaded onto the bus.
- They return to their room for clean-up.
- The Group Leader comes to the office where the Office Manager will be coordinating checkout. The other staff members will be equipped with a cell phone and the OM will direct them to the room the group has just finished cleaning.
- Staff will inspect the room and decide if it is satisfactory or not and will communicate to OM.
- If the room passes inspection, the Group Leader will turn in their evaluation form and registration worksheet and be given their check out packet; if not, the group will come back into the facility and make the necessary adjustments for a successful checkout.
- If the room is shared with more than one church group, inspect the portion that the group checking out has occupied while the adult is present.

Check-Out List For Groups

Please give this list to Group Leaders to use as a checklist of items that need to be completed BEFORE they can check out. This list can also be used by the person checking out the Groups/Group Leader as a checklist of what has been done.

- Remove all items from the bathrooms
- Take Encouragrams down on last night
- Move furniture back to original position
- Trash outside the door
- Take down back plastic
- Sweep/vacuum floors
- Remove all luggage
- Tell the Office Manager or Project Coordinator what time you are leaving on final morning
- Give evaluations and registration worksheets to the Office Manager when you check out or before you leave
- Clean your assigned common area before leaving



Financial Information

Expense Reimbursement

- **Coordinators have TWO WEEKS from their event/expense to request any reimbursement.** Requests turned in more than two weeks after the event/expense will not be reimbursed.
- All approved project expenses will be reimbursed using the World Changers Expense Reimbursement form. You must submit ***all receipts*** for reimbursement, **regardless of dollar amount.** Any expense submitted without a receipt will not be reimbursed. These forms must have a complete name, address, social security number, and all receipts attached and should be signed. Incomplete forms will be returned to you for correction.
- Reimbursement forms will be available from the Office Manager for use during the week. They are also available at the end of this notebook
- Construction Coordinators will be reimbursed a maximum of \$500 to cover the cost of gas and miscellaneous expenses during the project week.
- Construction volunteers will receive a reimbursement for travel expenses to and during the project. Supervisors may turn in receipts for a reimbursement up to \$200; Crew Chiefs may turn in receipts for a reimbursement up to \$100; and runners may turn in receipts for a reimbursement up to \$75 (Runner reimbursement limited to 1 Runner per Supervisor per Project Week).

Travel Policies

- ALL airline, hotel and vehicle rental reservations should be made through the World Changers National office, otherwise they will not be reimbursed. An Expense Reimbursement Form for any incidental out-of-pocket expenses should be turned in to the World Changers national office within two weeks of travel being completed.
- Every trip made by the Construction Coordinator to the project site must be pre-approved by World Changers National Staff and will only be **reimbursed up to \$500.** Construction Coordinators should only plan one trip to complete these write-ups; any exception to this rule must be approved by the World Changers National Staff. Approval will need to be issued to Travel and Transport for any pre-project booking, so please communicate specific travel information with your National Staff.
- World Changers will reimburse for gas receipts, but will not reimburse for mileage.

Project Expenses

- All expenses during the project will be handled with a World Changers issued credit card, personal credit card, or cash. **Summer staff will be issued a World Changers corporate card at Summer Staff training. Project expenses during the week should be purchased using summer staff cards whenever possible.**
- Summer Staff will use their stipend for their meals while traveling. Coordinators and staff are expected to eat at the lodging facility during project weeks.
- The Site Coordinator should make preliminary arrangements for expenses such as ice, food, etc., prior to the beginning of the projects. This includes method of payment. Payment through direct billing is acceptable and all direct bills should be sent to the World Changers main office. Anything different from this should be discussed with National Staff prior to the beginning of the project.

Please email direct bills to:

brookelyn@world-changers.net

Or mail direct bills to:

World Changers

2310 S. Hwy 77 STE 110 PMB 345

Lynn Haven FL 32444

United States

- Any cash received through sale items and offering should be kept in the project safe until the Office Manager can make a bank deposit into a World Changers account. Do not keep large amounts of cash at the project location. It is the Project Coordinator's responsibility to double check Summer Staff concerning their sales inventory and money management.
- Payment for the project facility and food service will be direct deposited or mailed to the vendor after final information is sent to the National Office. Payment for coordinator honorariums will be processed the week of the project and either direct deposited or mailed to the address listed on your coordinator contract.

Guidelines For Project Expenses

- 1. Approved Travel Expenses (Up to \$500 for Coordinators)**
 - a. All airline reservations should be booked through Travel and Transport (877-906-0743). Please ask for the cheapest available ticket. Tickets may be restricted by National Staff if they are outside a reasonable cost to the budget.
 - b. Approved project-related travel expenses:
 - c. Gas/diesel (not mileage)
 - d. Taxis/shuttles
 - e. Parking
 - f. Individual Meals (only as part of an overnight trip when project meals are not provided)
- 2. Approved Project-Related Purchases**
 - a. Ice for crews (not cups)
 - b. Crew photo supplies
 - c. Black plastic (for privacy curtains)
 - d. Tape – for Encouragrams, signs and other project-related uses
 - e. Photo copies
- 3. Approved Ministry-Related Supplies – please note these as project expenses on your Expense Reimbursement Form so they can be coded correctly**
 - a. Arts
 - b. Crafts
 - c. Sports equipment
 - d. BYBC materials
 - e. Batteries
 - f. Cleaning supplies/hardware
 - g. Gatorade/Powerade
- 4. Purchases NOT Approved**
 - a. Personal items (clothes, toiletries, etc.)
 - b. Medicine for yourself or an individual participant – Purchase of First Aid Kit supplies must have approval from National Office
 - c. Snacks for World Changers office
 - d. Damages to facility or vehicles
 - e. Entertainment
 - f. In-room movies
 - g. Dining out when a meal is already provided at the project (includes snacks and drinks)



Project Coordinator Notebook

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WORLD CHANGERS PROJECT COORDINATOR JOB DESCRIPTION

PRIMARY RESPONSIBILITY

To serve the church in Her mission of making disciples by providing missions experiences through World Changers that develops the heart of the students to serve others and share the gospel. To work with the World Changers National Staff in preparing for the project; work with the Coordinating team in planning and conducting the project; and conduct the project by supervising the participants, schedule, summer staff, and use of the lodging facility.

The Project Coordinator will serve as a voice of World Changers and represent the long-term visions and goals of the ministry/program to all involved with the project including summer staff, coordinators, group leaders, participants, and local volunteers. The Project Coordinator will be accountable to the National Staff with whom they are working as well as other office personnel.

GENERAL RESPONSIBILITIES

- Participate in the Coordinators Retreat.
- Abide by World Changers policies and procedures.
- Other duties as assigned.

PREPARE FOR THE PROJECT

- Start communicating regularly with group leaders of participating churches.
- Convene and moderate meetings of the coordinating team.
- Work alongside the Construction Coordinator in all matters concerning groups and their ministry sites.
- Work alongside the Site Coordinator in all matters concerning groups and their ministry sites.
- Work with Construction Coordinator and Site Coordinator in making sure that all information concerning ministry sites and host churches is posted in the portal.
- Work with the Construction Coordinator and Site Coordinator to enlist adult leadership to finalize the crew assignment process.
- Arrange and assign transportation for each crew during the week.
- Oversee the content and accuracy of the Portal.
- Learn to utilize required technology and online resources.

AT PROJECT EXPECTATIONS

- Meet and communicate regularly with the group leaders.
- Work together with the coordinators to keep the project running smoothly.
- Implement intentional customer service with group leaders through daily interaction, visits to ministry sites, promptly responding to the needs of group leaders, etc.

- Stay in close contact with the Construction Coordinator and help address construction site needs and concerns.
- Work with the Site Coordinator on the delivery of lunches to ministry sites.
- Conduct a daily meeting with coordinating team for daily updates on all project logistics (e.g. ministry sites, lunches, worship experiences, etc.).
- Communicate and enforce all project rules with Group Leaders.
- Promote and support World Changers.
- Support the office manager in all “At Project Marketing” activities.
- Implement crisis and safety procedures under the supervision and policies from National Staff.
- Greet groups as they arrive to Check In.
- Participate as directed in all programming elements.
- Supervise the schedule of the week and the participants.
- Supervise the use of lodging facility including all walkthroughs, troubleshooting, room assignments, damages, etc.
- Supervise and secure the collection of the missions offering.

SUPERVISE SUMMER STAFF

- Supervise the work and conduct of the summer staff team.
- Work with National Staff to develop and maintain a healthy atmosphere among the team.
- Be responsible for regular communication with National Staff about the project and team.
- Work with the Office Manager in planning and conducting group check-in the first day of the project.
- Participate in the worship experiences for the week with summer staff.
- Assist summer staff in preparing and distributing adult appreciation gifts.
- Work with the Site Coordinator in handling media and any interviews to be done during the week.
- Conduct a daily staff meeting with summer staff during project week.
- Oversee summer staff’s execution of daily checklists.
- Lead the team in scheduled daily devotions and prayer times.

WORLD CHANGERS CONSTRUCTION PROJECTS

PRE-PROJECT PLANNING CHECKLIST

Note: If a new church registers it is important to send information sent to churches that were already registered.

JANUARY

- Participate in Coordinators Retreat in January
- Send an email to Group Leaders to introduce yourself.

NOTE: Copy all correspondence related to your project to assigned National Staff.

Use e-mail addresses and cell numbers for group leaders from Portal and email or text **regularly** to update churches about your project.

- Remind group leaders that a deposit of \$60 was due January 15 and are not refundable or transferable to the group's balance after this deadline. No refunds are available for late arrival or early departure.
- Remind group leaders of the cancellation policy. All cancellations made after May 1 for summer projects will incur an additional \$60 fee for each person dropped. When cancellations occur, deposits cannot be applied toward balance due. *The entire Registration and Financial Policy can be found on the website under FAQ or in the At Project section of the coordinator notebook.*
- Send welcome email to churches and group leaders as soon as they register.
- Begin Crew Encourager and First Aid Coordinator recruitment online applications found at world-changers.net under "**Work With Us**" and "**Volunteer**" and are emailed to coordinators weekly from the National Office. Once Crew Encouragers have been selected, provide each one with a copy of the Crew Encourager General Orientation training material included at the end of this section of the Coordinator's notebook.
- Begin Crew Chief recruitment, using the online application found at world-changers.net under "Work With Us" and "Volunteer." World Changers first option is to recruit local Crew Chiefs.
- Begin collecting Driver/vehicle information (if available) (be sure to inform Group Leader of vehicle policies)
- Let Group Leaders know what to expect from you and how to easily reach you.
- Give Pre-project visit info if available.
- Seek any update on the number of people coming to project from the group

- Answer any questions about the city. If you do not know the answers, refer Group Leader to the Site Coordinator.
- Remind group leaders it is their responsibility to complete the pre-project study and a local work project.
- Ask if there is anything you can be in prayer for them personally or for their church group.

FEBRUARY-MARCH

- Send a welcome email to new churches as they register. Pay close attention to updates for cancellations. If a church cancels with you please communicate that cancellation to National Staff immediately.
- Regularly keep churches/group leaders updated on new developments. Ask about any prayer needs.
- Maintain communication with the Construction Coordinator concerning current registration, special resources, and work site selection.
- Enlist a First Aid Coordinator to attend the project (1 for each 200 participants). Ask the First Aid Coordinator to lead position training for Medics at the beginning of the project.
- Work with your Site Coordinator to enlist a “Doctor on Call.”
- **Make sure your Coordinating Team is aware of registration (A MUST!). Refer them to the Portal.**

APRIL-MAY

- Send a welcome email to new churches as they register. Pay close attention to updates for cancellations.
- Remind group leaders of the cancellation policy. All cancellations made after May 1 for summer projects will incur an additional \$60 fee for each person dropped. When cancellations occur, deposits cannot be applied toward balance due.
- Check with National Staff regarding final arrangements with lodging facility on exactly which rooms can be used, who will do security and maintenance, and how these individuals will be paid.
- Get details from Site Coordinator about the Pre Project Visit and communicate this info to Group Leaders.
- Discuss and emphasize with Group Leaders the importance of completing the pre-project study and local work project.
- Discuss guidelines for the week; emphasize chaperone to student ratios (1:5 of the same gender) and grade level requirements
- Discuss Crew Encouragers (see Crew Encourager material later in this section)
- Have group leaders complete the transportation form and background checks

- Discuss the schedule of the week
- Emphasize the importance of filling out the **Participant Information Form**, found online. **THIS IS VERY IMPORTANT!**
- Obtain information from Site Coordinator about lunch plans throughout the week and addresses to ministry sites.
- Obtain information from Construction Coordinator about sites and locations.
- As you regularly contact your churches by phone, discuss special needs:
 - Home situations
 - Dietary needs
 - Medical needs
 - Physical challenges
 - Prayer needs
 - Need for Crew Encouragers
 - Send Crew Encourager job descriptions and the agenda for the first meeting at project. (Prior to the project.)
 - Requirement of background checks for all adults
 - Call Crew Encouragers and discuss their important role in advance of the project.
 - Assign Crew Encouragers prior to the project (at least one month out)
- Contact churches/group leaders about transportation, Crew Chiefs, Crew Encouragers, and new developments in a call, email, or text from you.
- Make contact with your summer staff team
- Contact food service manager, **if requested by National Staff or if there are dietary needs from Group Leaders**, about menus and serving times, etc. Make sure the food service manager has current registration numbers and the number of staff and local volunteers eating at the project.
- Work with Site Coordinator concerning transportation needs.
- **Make sure your Coordinating Team is checking the Portal for updates.**
- Complete Crew Assignments prior to arriving at project. **A Must! This means crews are complete and entered into the Portal!**

ONE WEEK PRIOR TO PROJECT (NO SOONER)

- Contact each church group leader to get last minute changes, no more than 2 days out.
- Contact facility and food service for last minute needs and changes. (Inform food service if the Sunday breakfast time for a 7-Day project is different from the Monday-Friday.)
- Ask group leaders to call you when they leave the parking lot heading to the project.

FIRST DAY OF THE PROJECT

- Contact the Group leader on their cell if you have not heard from them when they left
- Ask the group leader about:
 - Any changes (adds, drops or replacements) with participants
 - Any transportation changes (including seating capacities)
 - Any Crew Chief or Crew Encourager changes
 - Anticipated time of arrival

ENLISTING A FIRST AID COORDINATOR

At a project, World Changers enlists one or more adults who are trained in basic first aid to serve as first aid coordinator(s) for construction projects. Preferably, the First Aid Coordinator (FAC) will stay all week at the lodging facility. A shift system might also be used. The Project Coordinator is responsible for enlisting the First Aid Coordinator. Below is a suggested procedure. World Changers requires one FAC for every 200 participants.

How should I recruit a First Aid Coordinator?

- Meet with your Site Coordinator and/or local Project Coordinator of missions. Explain World Changers' first aid needs. Ask that they include a request for volunteers to serve as first aid coordinator during the week of the project in letters they send to churches.
- If the local association has a newsletter, include in the newsletter a request for volunteers to serve as World Changers First Aid Coordinator.
- In emails to group leaders, ask them for the names of any qualified nurses or others trained in basic first aid that will be attending. Note that group leaders are not responsible for enlisting them to serve as first aid coordinator. Compile a list of everyone who is qualified to serve.
- If a nurse is attending from the state where the project is located, consider enlisting that person to serve as First Aid Coordinator.
- If you are unable to enlist a local person, consider an out of state First Aid Coordinator who is already planning to attend the project.

How do they apply?

- To apply to be the First Aid Coordinator an applicant will go to world-changers.net under "Work With Us" and "Volunteer." At minimum a **First Aid Certification is required.** Applications are completed online and emailed to Project Coordinators from the National Office weekly.
- Once selected by the Project Coordinator, they will need to be listed as the First Aid Coordinator in the portal.
- If you are unable to secure a first aid coordinator under these guidelines, contact National Staff immediately.

FIRST ADULT MEETING

PRE-MEETING PREPARATION

- Meet with coordinating and summer staff team prior to project, ensuring everything communicated is accurate
- Receive the Project Info sheet from your Site Coordinator to disperse at the meeting
 - Suggested Info: schedule with times, important phone numbers, important addresses, marketing handouts, rules/expectations, facility information, dress code, etc.
- Email what you can ahead of time to group leaders
- Considerations
 - Is there a snack area to purchase snacks? Hours? Shower times? Office Hours? When doors will be locked/unlocked?
 - Food/drink restrictions? Taking trash out of rooms?
 - Marketplace times and location
 - Evacuation procedure in case of a fire or active shooter situation
- Assign space for church group devotions
- Create outline to follow with notes
- 30 minute meeting with all adults
- Talk broadly about the topics, but provide the details in the handouts.
- Identify group leaders/churches that are new or returning
- Don't assume leaders will understand acronyms or "internal speak" (i.e. what an Encouragram wall is? Where/how to find crew assignments? What's an e-couragram?)

SAMPLE MEETING OUTLINE

WELCOME: express gratitude for arrival and preparation to all adults and group leaders

PRAYER: praise for safe travels and for the ministry about to take place this week

STAFF INTRODUCTIONS: coordinators, summer staff

LOGISTICS (REVIEW OF HANDOUTS)

- Contact Information for staff, important addresses
- Who to contact pending issues
- Weekly/Daily Schedule (discuss where things are taking place and any directions i.e. cafeteria, gathering, office hours)
- Emergency and Medical Protocols
- Rules (facility, dress code, safety/security)
- Handling crisis
- Programming (Details/Instructions for Concert of Prayer or other activities, Great Send Off Instructions, etc.)

DEALING WITH MEDIA

- Contact World Changers staff immediately
- Make sure no pictures are taken or interviews conducted without staff pre-approval or presence
- Make sure dress code is followed
- Make sure all safety protocols and policies are adhered to, especially for any video or photography

MISSIONS OFFERING DETAILS

- Where is the offering going? What is the goal?

MARKETPLACE

- Hours? Location? Sample items?

MARKETING HANDOUTS (DETAILS PROVIDED AT SUMMER STAFF TRAINING)

Q&A

CLOSE IN PRAYER AND DISMISS TO OTHER MEETINGS

HOLD NEW GROUP LEADERS to make sure they don't have any questions or to go over any items in more specific detail

PROJECT TYPE OUTLINE

Topics to cover for specific project types during the first adult meeting.

CONSTRUCTION

- Share specifics of first aid coordinator and their contact information
- Dismiss for Crew Chiefs and supervisors to meet with construction coordinator

- Project Coordinator meets with Crew Encouragers (read names of all Crew Encouragers)
- Project Coordinator verifies all drivers and transportation (read names of drivers and vehicles)

COMMUNITY (in addition to the Construction items listed above)

- Dismiss Crew Encouragers for non-construction sites to meet with the site coordinator

SERVING NEW GROUP LEADERS WELL

Identify new group leaders attending your project. Be proactive in providing more detailed information to them and expect more questions. Provide this information to group leaders far in advance so they have time to prepare and ask questions.

Here are several suggestions for serving new group leaders well prior to the project:

- **Assign a new group leader a returning group leader “buddy”.** Always make yourself available to new group leaders, but as you get to know leaders consider connecting an experienced group leader as a mentor to someone who is new to World Changers. They can help explain things and offer ideas and suggestions from the perspective of a group leader.
- **New Group Leader Videos:** The National Office has videos available for New Group Leaders walking through what to expect at the project and how to best prepare for it prior to arriving.
- **Define scheduled events.** A new group leader does not have context for some schedule elements, like the Concert of Prayer. During one of your phone calls consider walking through the daily schedule to define items like this. Help to describe the environment and dynamics of different portions of the week.
 - Suggested elements to explain:
 - Concert of Prayer
 - Encouragrams and E-couragrams
 - Summer Staff Positions
 - Coordinator Position
 - The Gathering
 - The Great Send Off
- **Avoid the use of acronyms.** If you do choose to use acronyms be sure to define and explain them. This can be one of the most frustrating things for a new group leader and their students.
- **Create clear expectations.** Make sure they understand the lodging facility (i.e. classroom arrangements, bring air mattresses, shower situation etc.) Most leaders are good regarding any arrangements as long as they have time to prepare their group.
- **Walk them through the portal.** This is something brand new for them. Help them understand how to enter in their information as well as why it is necessary to create a smooth and organized experience for them.

- **Make sure leaders are fully informed regarding the required paperwork and background check policy.** Be prepared to explain the how and why of completing these requirements.

CREW ENCOURAGER & DRIVER MEETING OUTLINE

1. Introduce drivers and Crew Encouragers for each crew and let them know their assigned crew name. Drivers should be confirmed at check-in with Group leader.
2. Make sure drivers are qualified to drive the vehicles they brought
3. Confirm with drivers the vehicle you assigned to them and the capacity of that vehicle
4. Dismiss drivers
5. If at a Community Project, dismiss Crew Encouragers for ministry sites to meet with Site Coordinator
6. Hand out Crew Encourager materials and the Crew Manual.
7. Discuss Crew Encourager responsibilities for the first meeting and through the week.
8. Inform Crew Encouragers that a list of participants for their crew will be placed in their Encouragram envelope prior to the first crew chat.
9. Remind them to do a head count at each meeting and when they leave each day. If anyone is missing they will need to inform the Project Coordinator.
10. Provide a time to ask questions.

CREW POSITION RESPONSIBILITIES

*At every construction project, participants have the option to volunteer for different crew positions. Crew members who accept leadership positions are trained at **Crew Position Training**. The only positions filled at church planting projects are Crew Reporter and devotion leader.*

STUDENT POSITIONS:

CREW REPORTER

- Is an older student
- Is sensitive to evangelistic opportunities on the work site
- Picks up and returns all evangelism materials daily from the World Changers office
- Records on the Daily Evangelism Report Envelope all daily presentations of the gospel and decisions made to accept Jesus Christ as Savior
- Collects completed Community Decision Cards and turns them into the office staff each day
- Works with the Crew Encourager for onsite evangelism activities in the event of unanticipated work delays

DEVOTION LEADER

- Leads daily devotions
- Uses a Bible and the Crew Devotions guide
- Makes devotions brief
- Seeks to spark group participation and encourage the crew

BREAK MASTER

- Chooses the morning and afternoon break times in cooperation with the Crew Chief
- Is responsible for the crew's water cooler and ice (Must be picked up each day)
- Empties and rinses the water cooler and returns it to its designated area (An assistant may be helpful)

MEDIC

- Carries and administers the work site first aid kit for the crew
- Reports injuries or illnesses to the Crew Encourager, first aid coordinator, and project staff
- Obtains additional supplies when needed from the first aid coordinator
- Completes the Medical Summary form and turns it into the first aid coordinator

ADULT POSITIONS:

CREW CHIEF

- Leads the crew at the ministry site
- Is responsible for all decisions related to completing the project
- Organizes the work of the crew (with the help of the Crew Encourager)
- Is selected by the coordinating team

CREW ENCOURAGER

- Is an adult assistant to the Crew Chief
- Mentors the Crew Reporter
- Uses the Crew Manual to organize the structure of the crew
- Is appointed by the Project Coordinator
- Assigns student crew positions and will explain each position to the crew

SAFETY INSPECTOR

- Observes and inspects the safety of the crew
- Reminds crew members, whenever necessary, to be careful and to follow common sense safety guidelines
- Decides (with the Crew Chief's support) when a job, or the way it is being done, is unsafe and must be changed
- Assists the crew in seeing that all trash and debris is properly disposed of on a daily basis

CREW ENCOURAGER INTRODUCTION

Thank you for volunteering to serve as a Crew Encourager. Your role as an Encourager is of the utmost importance to your crew and the families that you serve. Responsibilities include but are not limited to the following:

PRIOR TO ARRIVAL AT PROJECT

- Pray for your team, other team members (specific groups attending your week), summer staff, volunteer staff, yourselves and local individuals you have not met yet.
- Discuss with the Project Coordinator any concerns that you may have about volunteering for the role, especially if this is your first time participating in a World Changers Project.

ON THE DAY OF ARRIVAL AT THE PROJECT

- Attend a Crew Encourager meeting with Project Coordinator and other adults.
- Remain for specific questions involving Encouragers after the close of the adult meeting.
- Lead in crew chats during the project. See “Crew Chats” below. (See Crew Encourager Highlights section of the Crew Manual handed out at the meeting.)
- Assist the Crew Chief in leading the first crew chat. The Crew Chief will explain the work site that the crew will be working on and what they can expect to start on the first day.
- Set a good example by attending all scheduled events during the week.
- Encourage all members to work together as a team and to encourage one another in whatever the tasks are for the day.
- Handle any relationship problems that occur within the crew. It is always good to notify and seek input from the Project Coordinator, Construction Coordinator, and individual's group leader.
- Write encouragrams to each of the team members during the week. Encouragram cards will be available for your use daily. There will also be an envelope for each participant where these can be placed. At the end of the week all participants can take the envelope with them back home.
- Work with the crew reporter for evangelism activities on site as there are opportunities or unexpected work delays.
- Make sure the Daily Evangelism Report is turned into the World Changers Office.

CREW CHATS

At your first Crew Chat, you are the leader of this first meeting.

- Make sure all crew members are present.
- Have crew members introduce themselves.
- Assign all leadership positions on your crew.
 - Safety Inspector: Adult
 - Break Master: Student
 - Devotion Leader: Student
 - Crew Reporter: Older Student
 - Medic: Student

(Once crew assignments are posted and crew positions filled, the summer staff will provide specific position training for each position. The Construction Coordinator trains Safety Inspectors.)

- Have the Crew Chief share about the work site assigned to the crew.
- Spend time each day to check on how the week is going. You can do this as you travel to your work sites.
- Use as a time of encouragement and acknowledgement of their work as a team
- Allow each person in their role to evaluate and make suggestions for change. Ask your Group Leader to share these suggestions on their Group Leader Evaluation form at the end of the week.
- Enjoy yourselves. Close in prayer.

ADDITIONAL DAILY CHECKS

- Break Master has cooler, ice, and lunches if required.
- Devotion leader has Bible and Crew Manual.
- Medic has First Aid kit.
- All meet the World Changers Dress Code requirements.
- Crew members have necessary tools and equipment.
- Crew Reporter has evangelism report envelope, "3 Circles Life Conversation Guide", and all community decision cards.
- Look for opportunities to share the Gospel

FIRST DAY ADVICE

- Be patient
- Be flexible
- Pray often
- Work out the challenges as you go
- Enjoy working together and get to know each other

CREW ENCOURAGER RESPONSIBILITIES

1. Attend the Crew Encourager meeting after arrival at the project.
2. Lead the crew in all crew chats during the week. Guides will be provided.
3. Be available to members of the crew at every possible moment during the night and day. This means being an encourager, observer (make sure everyone stays busy), and listener.
4. Attend each night's Gathering time during the week. This is important because Crew Encouragers need to be involved in the total World Changers experience.
5. Be an encourager for the week both in words and actions. Be sure to write as many Encouragrams as possible for your crew during the week.
6. Watch out for crew members with special needs or who need special attention.
7. Be the cheerleader for your crew. You are responsible for crew morale.
8. Makes sure Medic has First Aid Kit each day. Makes sure Crew Reporter has envelope from Office Manager. Makes sure Break Master has cooler each day. Makes sure each crew member has their Participant Guide and Bible for their Quiet Time at the Worksite each day.
9. Direct students to conduct their Quiet Time at the worksite upon arrival each morning.
10. Handle any relationship problems that may occur with crew members during the week. This may include discipline problems that may have to be discussed with a crew member's group leader. Keep Project Coordinator informed on any issues.
11. A Crew Encourager Checklist will be included in the Participant Guide for use each day to help Crew Encouragers fulfill their responsibilities.

GROUP LEADER RESOURCES

These resources are provided to group leaders from the National Office, but should also be emailed from Project Coordinators to group leaders well in advance of the summer. The sooner the better! Repetition is helpful, providing resources more than once.

Access Group Leader Info here: world-changers.net/resources
Password: Free2022

CHURCH GROUP DEVOTIONS: provided to group leaders to use at the project to facilitate discussion, daily debriefing, etc.

GROUP LEADER MANUAL: manual with details and instructions for group leaders, including resources and policies, specific manuals for each project type (construction and church planting)

PARENT PACK: resource packet for parents to learn more about what their student will be doing and important forms and information

PARTICIPANT COMMITMENT: document for leaders to provide to parents and students to clearly communicate expectations of students serving, not required to turn into World Changers, found in the Group Leader Important Forms & Expectations.

PARTICIPANT RELEASE FORM: release form required to be turned in for every participant, will be sent in the back to Nash

PRE-PROJECT STUDY: provided to group leaders to assist in preparing their group both spiritually and logistically

CHURCH AGREEMENT FORM: background check form required from each group leader

WHAT TO BRING/NOT BRING LISTS: supply lists for each project type, found in the Group Leader Manual

COMMUNICATION RESOURCES

1. REMIND (WWW.REMIND.COM)

Remind is an online tool and app that allows text messages to be sent out to the people that have signed up to receive the texts. Ideal for communicating schedule changes, emergency information, etc.

- Generates a code that is texted to a specific phone number that you communicate in your adult meeting.
- Adults only need to sign up to be a part of this group. Students can't necessarily be prevented from joining, but it is a resource to help *adults* be informed.
- It is not a group text. There is no exchanging of phone numbers or a long exchange of responses.
- The Project Coordinator and whoever else they allow to have access controls the messages sent. It is recommended that access be limited to as few people as possible to prevent conflicting messages being sent.

INSTRUCTIONS

1. Create an account at www.remind.com
2. Create a class. (i.e. Nashville World Changers) A different class must be created for each project
3. Create a group code i.e. @nashwc

After setting this up ask your adults to text your group code (i.e. @nashwc) to the number 81010. You can send messages through the website or through the Remind app on your phone.

2. SOCIAL MEDIA

A Facebook page for your project is a great way to communicate with your group leaders. It is not a replacement for more personal communication like phone, email and text.

Suggested content:

- Pictures/video of facilities & ministry sites (especially helpful for leaders not able to attend a pre-project visit).
- Pictures/videos about the city and its need for the gospel, its culture
- Deadline Reminders
- Share videos, graphics and content posted from the official brand accounts
- Group leaders may ask questions that would be beneficial for others to see the answer

- A public place for leaders to post prayer needs that all attending groups can be praying for

PLEASE...

- At the end of your project direct all members to like/follow the official brand social media accounts. We do not want leaders only a part of the project Facebook page, which then goes dormant for a majority of the year. We want to continue building a relationship with them through our brand accounts year round.
- Be respectful of group leaders that are not on social media. Do not let a Facebook page be the only way you communicate information. We want ALL group leaders informed about the upcoming ministry and logistics.

3. MAILCHIMP (WWW.MAILCHIMP.COM)

MailChimp is a website that allows for email and e-newsletter templates to be easily created and customized. It also allows for tracking to see what emails have been opened, etc.

It is easiest learned by exploring, but here are a few tips to help get you started.

MAILCHIMP TERMS

- **Campaign:** is an email or newsletter
- **Subscriber:** people receiving emails
- **List:** a list of email addresses to receive emails i.e. registered group leaders
- **Templates:** various email/newsletter layout with different options for body copy and images, can be saved and updated as well as shared with others

SUGGESTED CAMPAIGNS

- Coordinator Introduction
- Pre-Project Visit (include pictures for those that miss it)
- Group Leader Info/Promo Resources
- Lodging (include pictures of lodging)
- Work Sites (send pictures of work sites, maybe not all, but a sample)
- Post Project Follow-Up (before & after pictures, stories, stats, etc.)

If you create any great templates you would like to share with others please email the campaign URL link to brookelyn@world-changers.net

CONSTRUCTION PROJECTS CREW ASSIGNMENTS

ROLES AND RESPONSIBILITIES

1. CREW CHIEFS

Each adult Crew Chief and/or Supervisor must complete an online Construction Volunteer Application prior to selection. Applications are forwarded from the National Office to construction coordinators who will officially select and assign volunteers. All adults enlisted should be entered in the Planning Portal no later than three weeks before the beginning of the project. The Construction Coordinator will determine the work area of each Supervisor as well.

2. CREW ENCOURAGERS

The Project Coordinator enlists Crew Encouragers. They should be adults attending the project with a church group. These adults should also be willing to take on additional responsibility during the week. They should be enlisted at least one month prior to the project and must submit a completed volunteer application prior to selection.

3. DRIVER

The driver is an adult (approved by their local church) to drive their church's vehicles to transport crews to and from work sites. The Project Coordinator assigns vehicle drivers to each crew.

4. OTHER ADULT PARTICIPANTS

All other adults will be assigned to crews by the Project Coordinator.

5. STUDENT PARTICIPANTS

The Project Coordinator should place student participants in crews (Sr. High crews and Jr. High crews) prior to the beginning of the project. It will also be crucial to keep the Construction Coordinator informed to the number of Sr. High and Jr. High students that will be attending the project in order to determine the type of projects that will need to be selected.

PLEASE NOTE: Crews need to be completed and in the Planning Portal before you arrive at the project.

CREW ASSIGNMENT PROCESS

The crew assignment process applies only to construction projects. At church planting projects groups stay with their church groups.

A. CONSTRUCTION COORDINATOR

1. Work with city agency representative(s) in finalizing specific work sites for the project week. Any special requests related to work sites (i.e. level of difficulty, two crews on a work site, etc.) should be communicated by the Construction Coordinator to the Project Coordinator by the three weeks prior to the beginning of the project.
2. Each Construction Supervisor should be tied to their worksites in the Planning Portal and addresses should be included in the worksite information.
3. Works with the Project Coordinator to assign Crew Chiefs to each individual work site address. This assignment is based on each individual Crew Chief's knowledge, skill, and experience for the particular type of work at each work site. The Construction Coordinator should include all worksite information in the Planning Portal.

B. SITE COORDINATOR

1. Assigns host churches to individual work site addresses. This information is tied to each worksite in the Planning Portal.

C. PROJECT COORDINATOR

1. Coordinates with the Construction Coordinator and the Site Coordinator regarding the total number and type of crews for the project.
2. Enlists Crew Encouragers and drivers for the number of crews necessary at the project, prior to the project.
3. Assigns each driver to a specific work site address and ties that driver to the appropriate worksite in the Planning Portal. Remember that a driver may transport more than one crew, impacting work site location and host church assignment (especially on 6 or 7-Day projects where participants attend Sunday).
4. Assigns Crew Encouragers to a specific work site address and ties them to the appropriate crew in the Planning Portal. Remember that many times Crew Encouragers may also serve as the driver for a crew.
5. The Project Coordinator assigns all other adult participants to crews, after the assignment of student participants. **MAKE AN EFFORT TO PLACE ADULTS ON CREWS WITH STUDENTS FROM THEIR CHURCHES.** Be certain that at least one adult male and one adult female are assigned to each crew. Crew chiefs and supervisors are assigned to work sites by the Construction Coordinator

6. Project Coordinator assigns student participants to Jr. High and Sr. High crews **PRIOR TO THE BEGINNING OF THE PROJECT.**

PREPARE INDEX CARDS

1. Print the Crew Assignment Labels report from the Planning Portal and make a card for each student and adult that is coming to your project.
2. Use the following color codes for the cards:
 - a) Male student: blue
 - b) Female student: pink
 - c) Adult male
 - i. Crew Chief-orange
 - ii. All others- green
 - d) Adult females
 - i. Crew Chief- orange
 - ii. All others- purple
3. Cards should have the following information on them
 - a) Name, church, age/grade/ leadership role (adults), special notes
 - b) The crew role (i.e. Crew Chief) and crew assignment (i.e. Toe Nails) shows on the label after assignment in the portal. Those portions will be blank until then.
 - c) Students that are marked over 18 show in blue on the label.
4. Separate these cards into stacks by church.
5. Separate each church stack into male and female.
6. Separate the male and female stacks into adults and students.
7. Arrange each student stack by age from youngest to oldest. (youngest on top)

PLACE INDEX CARDS ON A WALL

8. Make a yellow card for each crew with the Crew Name, Work site address, type of work, and crew number on it based on the information from your Adult Leadership Grid. (Crew numbers are determined by planning a route from the lodging facility to all the work sites and back. Crew number 1 being closest to the lodging facility, and the highest number being the farthest away from the lodging facility)
9. If you will have middle school crews (All Youth Projects) Group your cards on the wall based upon type of work. Group all painting jobs together then all siding jobs together, etc. Determine which jobs will be for middle school students, which will be for high school, and which will be for both (this should be done in conjunction with Construction Coordinator). Place middle school only jobs on the left side of the wall, jobs for both high school and middle school in the middle, and high school/college only on the right side of the wall. This will help you keep middle school crews separate from high school crews.

10. Place these yellow cards on a wall from left to right in numerical order by crew number. These jobs will not line up 1,2,3,4, etc.... but still place them in numerical order lowest to highest.
11. Pull all of the Crew Chiefs, Crew Encouragers, and Drivers from the adult stacks and place the adult leadership cards for each crew on the wall under the appropriate yellow card in the following order:
 - a) Crew Chief
 - b) Crew Encourager
 - c) Driver (if not the Crew Chief/Crew Encourager)
12. At this point there should be a vertical line of cards for each crew that you anticipate or plan for. There should be a card for a Crew Chief, Crew Encourager, and Driver(s) for each crew.

Assigning the Remaining Adults and Students to Crews

13. Take the remaining adult cards from each church and divide them among the crews until you have met the following criteria:
 - a) **Every crew must have an adult male and female! No exceptions!**
 - b) **Try not to have all of the adults on a crew be from the same church.**

College Crews

14. When all of the adult cards have been placed on the wall, determine how many college students you have by looking through the student stacks. If you have enough to build a college crew, do that now.
15. Take the remaining student stacks and divide them into middle school and high school by church. Keep them arranged according to age, youngest on top.

Assign Middle School Crews

16. Lay out the middle school stacks from each church from largest group to smallest group. Separate each church group into Male & Female stacks.
17. Take the top male card and the top female card from the largest church group and place them on a middle school crew with an adult from their church. If there is not an adult from their church on a middle school crew then place them on the first middle school crew.
18. Take the top male card and the top female card from the 2nd largest church group and place them on a middle school crew with an adult from their church.
19. Continue to follow this pattern until all adults on middle school crews have students from their church with them.

20. Take the remaining middle school students and continue to assign them to crews using this process going from left to right on the middle school crews. Continue this pattern until you cannot make a male/female assignment. Then make same sex assignments until you only have single cards left over.
21. Assign the single cards to crews where you already have at least two from that church assigned. Be sensitive to the male/female ratio as much as possible.
22. At this point you will inevitably have to make changes to your crews and move students and possibly even adults around to make the crews right.

Assign High School Crews

23. Take your remaining student stacks and arrange them by church groups: largest to smallest, male/female, and youngest to oldest (youngest on top). Follow the same procedure as above to assign High School Crews.
24. When you feel that all students have been assigned you **MUST** check each crew to make sure that the following criteria have been met:

Crew Rules

- a) You have a good mix of male/female participants on each crew. Try to avoid all male and all female crews if possible.
- b) You do not have same last names from the same church on the same crews. This will avoid parent/child and brother/sister matchups. (Make sure to have group leaders let you know of step-brothers or sisters who have different last names)
- c) **EVERY** student is on a crew with another student from their church.
- d) No middle school students are on high school crews.
- e) No high school Students are on middle school crews.
- f) Every adult has a student from their church on their crew. NOTE: Every student does not have to have an adult from their church on their crew.
- g) Every crew has enough transportation to transport the number in that crew.
- h) Every crew has an adult male and female.
- i) Make sure that all special requests (especially medical, separating dating students, etc. are met)
- j) Always have someone else check and double check that this criterion has been met.
- k) Depending on the states students must be 18 or 16 and older to be on roofing work site and operate power tools. *See grid below.*

States w/ 16+ and older on roofs	States 18 or older required on roof
Texas Oklahoma Arkansas Missouri Mississippi Alabama Tennessee Florida Georgia South Carolina North Carolina New Mexico	Kentucky West Virginia Virginia Louisiana Ohio Pennsylvania New Jersey

EVERYTHING UP TO THIS POINT MUST BE COMPLETED AND ENTERED INTO THE PORTAL PRIOR TO THE PROJECT .

Helpful Ideas that make Crew Assignments easier

- **Don't leave prayer out of the process! Pray before, during, and after you put crews together that God would put the crews together, and not you.**
- Have Group Leaders get their information in the Planning Portal ASAP.
- Have Group Leaders get you their Transportation Information ASAP.
- Have Group Leaders call you the minute they leave their church on their way to the project and confirm who is on the way and what transportation they are bringing.
- Have your Construction Coordinator involved in this process, Why?
 - a. They know more about each home than you do.
 - b. They know what home would be good for a college crew.
 - c. They know all about the Crew Chiefs.
 - d. It will save you a lot of phone calls.
- You can only put 11 people in a 15-passenger van.
- When determining the number of crews you need, divide the number of participants by 11 and you will usually be within 1 or 2.
- If you don't know what transportation is coming, you cannot do crew assignments.
- Reasons to make sure that adults are with students from their church:
 - a. No one knows the students better.
 - b. It will help you in case of an emergency.
 - c. Won't have other adults coming to you that student is a problem

- d. Adults spend a lot of time and money to come to WC too.
- e. Students need to bond with an adult from their church.
- f. Those adults will be there back home when the student needs them.
- Don't put your cards on the wall in a public place. Put them somewhere where only you and summer staff can see them.
- Leave your cards up all week. You will find yourself constantly going back to look at them for one reason or another.
- After spending many hours putting your crews together, don't change them just because someone would rather be on another crew. Remember, making one change has a domino effect. Only make changes if you HAVE to! Don't let anyone make changes to your crews unless you approve.

PLEASE NOTE: Crews need to be completed and in the Planning Portal before you arrive at the project.

CREW NAMES

CONSTRUCTION CREWS

Bone Crushers	Nail Heads
Brick Bats	Needle Noses
Brush Bunch	Night Awls
Cinder Blockheads	Paint Chips
Crow Bars	Plumb Bobs
Dandy Sanders	Roller Kings
Dirty, Dusty, and Downright Determined	Saw Horsemen
Drips and Runs	Saw Teeth
Dumpsters	Scrape, Splatter and Roll
Glueless	Sheet Rockers
Goofus Roofers	Shingle Bells
Hammer Heads	Short Cuts
Hand Saws	Sore Thumbs
Hard Hats	Square Feet
Joint Clamps	Stone Rollers
Knot Heads	Tar Heels
Level Heads	Toe Nails
Lumber Rumlbers	Tool Timers
Miter Joints	Vice Grips
Monkey Wrenches	Wrecking Crew

CHURCH PLANTING & COMMUNITY CREW NAMES (OPTIONAL)

Beleafers
Bible Belt Loops
Block Party Heads
Door Knockers
Fast and Faithful
Gospel Groupies
Jesus Junkies
Kingdom Builders
Pterotractyls
Snow Cone Heads
Steeple Studs

SUPPORT VOLUNTEER JOB DESCRIPTION

Objective

The purpose of enlisting a support volunteer for the project is provide someone that can assist the summer staff and coordinating team with anything that doesn't require skilled labor. They are extra hands. This is an unpaid position that has provided food and lodging for the duration of the project. No travel expenses are covered. This is not a required role to fill, but will be most useful for larger projects.

Finances

- This is a volunteer, unpaid position
- Food and lodging are provided (just like for a participant) for the duration of the project
- No travel expenses are covered

Requirements

- Age minimum: completed high school and be 18 or older
- One per project
- Cannot be assigned to serve on a crew or ministry team
- Project Coordinator must select and recommend volunteer for National Staff approval
- Physically able to assist with the volunteer responsibilities listed

Volunteer Responsibilities (but not limited to):

All tasks under the discretion and supervision of coordinators and summer staff.

- Assist with loading and unloading summer staff trailer
- Assist with Marketplace set up (under the direction of summer staff)
- Assist with Marketplace and End of Summer Inventory (under the direction of the Office Manager)
- Provide help with programming (lights, stagehand, etc.)
- Help with set up and tear down of check in
- Visit ministry sites or run materials (at coordinator discretion)
- Help with the distribution of ice or other ministry team materials
- Distribute e-couragrams
- Other tasks as needed