

Volunteer Ministry Check-In Guide

MAYFLOWER CHURCH

Volunteer Ministry Check-In

A guide for ministry team leaders

Purpose

At Mayflower, volunteers are not a workforce. They are members of the body using their gifts for the building up of the church. That means the way we “evaluate” them is different in kind from how we evaluate staff or officers. It is not a review at all — it is a check-in between a team leader and a team member, once a year, over coffee, about how God is meeting them in the place they serve.

This is the single most important paragraph in this guide: if your volunteer walks away from this conversation feeling scored, you have done it wrong.

Posture

- Appreciation first. Before anything else, tell them specifically what you have seen and what you are thankful for. Specifics matter.
- Curiosity, not audit. You are trying to understand their life and how this ministry fits inside it — not inspect their service.
- Clear off-ramps. A good check-in makes it easy for someone to say, “I need to step back this season” without guilt. Healthy ministries have people rotating in and out. That is not failure; that is how the body works.
- No paperwork. This guide is for you, the team leader. You do not fill it out with the volunteer and hand it to an administrator. The only thing you track is your roster — who is in, out, resting, or moving — and anything that needs to be escalated to an elder for pastoral care.

When and how to do it

- Once a year per team member. Pair it with a natural rhythm — after a ministry season ends, after the summer break, before Back to Church Sunday.
- Face to face where possible. Coffee, a meal, a short walk, the lobby after church. Not text, not email, not a form.
- Twenty to forty minutes. Long enough to go beyond pleasantries, short enough to not feel like an appointment.
- In person with their spouse, when it helps. For roles that impact family rhythm (worship team, A/V, hospitality on Sundays), asking their spouse's read on the season is wise.

The Conversation

A simple four-question frame. Use it as a guide, not a script. Follow what God is actually doing in this person.

1. Are you still enjoying this?

Not “you're still doing a good job, right?” Literally — is there joy when you show up, or has this become a grind? If it has become a grind, is that because the work is costly (and good) or because the fit is off (and we should talk about that)?

2. Is this sustainable in your season?

Ask about their life outside the church. New baby, caregiving for a parent, a hard season at work, a difficult stretch at home, a health thing they haven't told anyone. What would need to be true for this ministry to remain life-giving for them this year?

3. Is God doing anything in you through this?

A church volunteer role is not just a service arrangement. It is a place of discipleship. Ask honestly — how is serving on this team shaping your walk with Jesus? Where is He meeting you? Where is He stretching you?

4. What do you want the next year to look like?

Is the answer “more of the same”? Great. Is it “I want to grow into more responsibility”? Let's talk about that. Is it “I need a break”? Let's plan that. Is it “I want to rotate to another ministry”? Let's make that easy. All four answers are equally valid.

Three things to listen for

- Quiet fatigue. People will not always say they are tired. Look for shorter answers than usual, distance from the team, or the tell-tale “I'm fine” when the person's eyes say otherwise.
- Growth hunger. Some people on your team are ready for more. If the check-in reveals that, name it. Don't starve a volunteer's maturing by keeping them in the box where you found them.
- Pastoral issues beyond your pay grade. If the conversation surfaces something that needs elder-level shepherding — a marriage crisis, depression, doctrinal confusion, a relational fracture in the church — gently let the person know you would like to connect them with a pastor or counselor. Do not try to carry it as a team leader.

After the Conversation

1. Update your roster. Who is continuing, rotating, resting, stepping up, stepping down?
2. Follow through on anything you committed to. If you said, “I'll get you training on X,” do that within two weeks or tell them why not.
3. Pray for them by name this week. Specifically, for what they told you.

4. Escalate with care. If the conversation surfaced a pastoral need, reach out to the Senior Pastor or an appropriate elder with the person's awareness.
5. Do it again next year. The value of this rhythm is in the repetition, not in any single conversation.

Card for Team Leaders

You can print the page below as a single-card reminder and tuck it in a notebook or bulletin.

MINISTRY CHECK-IN

Once a year. Over coffee. Appreciation first.

1. Are you still enjoying this?
2. Is this sustainable in your season?
3. Is God doing anything in you through this?
4. What do you want the next year to look like?

Listen for quiet fatigue. Listen for growth hunger.

Escalate what is beyond your pay grade. Pray by name.

Revision #1

Created 2026-05-07 19:47:25 UTC by Anton Brown

Updated 2026-05-07 19:47:25 UTC by Anton Brown