



FCA MASSACHUSETTS POD MINISTRY
VOLUNTEER ROLE PLAYBOOK

EVENT SUPPORT VOLUNTEER

Serve behind the scenes so ministry leaders can focus on people.

EVENT SUPPORT VOLUNTEER

ONE TEAM. DIFFERENT ROLES. ONE MISSION.**MISSION**

The Event Support Volunteer helps FCA execute approved ministry events and outreach opportunities with servant-hearted excellence. Your role makes it possible for FCA staff and ministry leaders to focus on people rather than logistics.

THE WIN

People were welcomed. The Gospel was clearly supported. Leaders were freed to minister. Guests knew what to do. The environment was safe. The event operated with excellence. Follow-up information was captured appropriately. People moved toward a next step.

Your role strengthens the POD so Huddle Leaders and student-athletes can flourish.

01**PLAY****EVENTS YOU MAY SUPPORT****EXAMPLES**

- Fields of Faith.
- Night of Champions.
- FCA camps.
- Coach gatherings.
- Huddle Leader training.
- Volunteer training.
- Banquets.
- Community outreach.
- Sports clinics.
- Prayer events.
- Special POD gatherings.

02**PLAY****YOUR CORE RESPONSIBILITIES****1. SERVE THE MISSION**

- Understand why the event exists.
- Before asking “What job do you need me to do?” ask: “What are we trying to accomplish?”
- When volunteers understand the mission, they make better decisions.

2. OWN YOUR ASSIGNMENT

- Possible responsibilities include registration, parking, setup, teardown, food, hospitality, greeters, equipment, signage, participant flow, sports stations, resource tables, merchandise, prayer support, volunteer check-in, follow-up information, and venue cleanup.
- Do your assignment completely.

3. ARRIVE PREPARED

- Know where to be, when to arrive, who you report to, your responsibility, dress expectations, what supplies are needed, emergency procedures, and when your assignment is complete.

4. CREATE AN EXCELLENT EXPERIENCE

- Excellence does not mean expensive. It means intentional.
- Ask: Can guests find the entrance? Are volunteers clearly identifiable? Is registration organized? Are bathrooms easy to find? Is the environment clean? Are people welcomed? Are transitions smooth? Does someone know what happens next?
- Small details communicate care.

5. NOTICE PEOPLE

- Event volunteers should not become so task-focused that they ignore people.
- Someone standing alone may need a welcome. A parent may have a question. A student may be nervous. A coach may need help.
- People are always more important than the clipboard.

03

PLAY

BEFORE THE EVENT

CONFIRM

- Event purpose.
- Volunteer lead.
- Arrival time.
- Assignment.
- Venue.
- Supplies.
- Safety expectations.
- Communication method.
- Student supervision requirements.
- Weather plan where necessary.
- Emergency plan.

04

PLAY

DURING THE EVENT**BE EARLY**

- Late volunteers create stress for everyone.

BE FLEXIBLE

- Events change.

BE POSITIVE

- Your attitude becomes part of the environment.

BE OBSERVANT

- Solve small problems before they become big problems.

BE A SERVANT

- No assignment is beneath you.

STAY IN YOUR ROLE

- Do not independently change event plans without communicating with the appropriate leader.

05

PLAY

AFTER THE EVENT**FINISH STRONG**

- Do not disappear when the program ends.
- Help with cleanup, equipment, trash, resource collection, lost items, volunteer debrief, and follow-up needs.
- Then ask: What worked? What didn't? What should we change next time?

06

PLAY

EVENT SUPPORT AND E3**ENGAGE**

- Create welcoming environments where relationships begin.

EQUIP

- Help make training, resources, and discipleship opportunities possible.

EMPOWER

- Help create environments where leaders can be trained and launched.

THE BIG PICTURE

- The event is not the destination. It should move people toward relationships and discipleship.

07

PLAY

EVENT VOLUNTEER SCOREBOARD

ASK

- Did we accomplish the event objective?
- Did guests feel welcomed?
- Were volunteers prepared?
- Did FCA staff have freedom to focus on ministry?
- Was the environment safe and organized?
- Did we follow FCA and venue requirements?
- Were next steps clear?
- What will we improve?

SIDELINE CARD

KNOW THE MISSION

Why are we here?

KNOW YOUR ROLE

What do I own?

SERVE PEOPLE

Who needs help?

COMMUNICATE

Keep leaders informed.

FINISH STRONG

Stay through cleanup and follow-up.

FOR HIS GLORY. FOR A GREATER TOMORROW.