



Texas Conference Master Guides Volunteer Handbook 2023

All the information you need to be a
Master Guides volunteer.

**Master
Guides
Ministries**

Contents

General Information.....	3
Before you volunteer.....	3
Volunteer screening.....	3
Two-adult policy.....	3
Volunteer expectations.....	3
Volunteer general qualifications.....	4
Roles.....	4
Volunteer lead coordinator.....	4
Volunteer team lead.....	4
Vehicle registration.....	5
Parking and traffic control.....	5
Gates – Security.....	6
Camp – Uniform inspection.....	6
Showers.....	6
Camp Trash collection.....	7
Events.....	7
Stage.....	7
Runners / floaters.....	8

General Information

Before you volunteer

Children's and Youth ministries are a labor-intensive element of church-sponsored activities, and we must be aware of the risks and opportunities of this work. Jesus placed a high value on the protection of children, and we must be proactive to create safe places for our young people to worship and learn about Jesus (Matthew 18:1-6). The following guidelines are taken from the Church Manual, Chapter 8 Notes, #8 Safeguarding Children.

Volunteer screening

Everyone involved in work with children who are minors must meet all Church and legal standards and requirements."

- All volunteers should complete a volunteer information form - [Sterling Volunteers website](#).
- It is critical to meet with the volunteers before they complete the form. This is an opportunity to let them know the reason the church screens volunteers.
- Complete the volunteer screening is the background check. The North America Division uses Adventist Screening Verification to clear employees and volunteers. Adventist Screening Verification
- Work with your church and have the tools and materials ready to continue any needed training.
- Remember that the volunteer screening procedure should be updated by everyone every three years.

Two-adult policy

Have two adults always present in all activities with young people and. The two-adult policy should be the minimum recommended. Always have approved backup volunteers ready. Also, the number of children or youth in a classroom or activity will impact the number of volunteers needed.

Volunteer expectations

Volunteers are expected to be:

- Reliable and punctual
- Trustworthy
- Respectful of confidentiality and the rights of people they work with
- Non-judgmental
- Accountable and accepting feedback.
- Listen to and consider other opinions.
- Demonstrate professionalism and teamwork.
- Work with minimal supervision
- Work effectively on a geographically dispersed team

Volunteer general qualifications

- A willingness to learn and work as part of a team.
- Professionalism and the ability to follow instructions.
- Respect, diligence, and personable manner
- The ability to solve problems and suggest new ways for the organization to approach things.
- Enthusiasm and a willingness to help people.
- Know the lost child procedure.

Roles

Volunteer lead coordinator

Responsibilities:

- Recruiting, interviewing, and supervising volunteers.
- Scheduling volunteers for tasks and staffing events.
- Ability to assign tasks to lead coordinators and volunteers.
- Maintaining files and records of volunteers.
- Developing and providing reports on volunteer activities.
- Communicating with volunteers and staff.

Qualifications:

- Volunteer general qualifications, plus the following:
 - Good time management
 - Compassion skills and strong work ethic
 - Know [basic traffic rules](#) and hand signal.

Escalation points:

- Contact the event director and/or LWR director.
- Contact the TX Youth director.

Volunteer team lead

Responsibilities:

- Assigning tasks and responsibilities that match the team members' strengths and potential.
- Providing guidance and support to the team members.
- Allowing the team members to make decisions and take ownership of their work.
- Assisting with the training and orientation of new volunteers.
- Running special projects and events in assigned program areas.
- Interacting with staff, donors, volunteers, and clients with strict confidentiality, professionalism, and respect.
- Ensuring events run smoothly.
- Providing support to volunteers so they have the best experience possible.

Qualifications:

- Volunteer general qualifications, plus the following:
 - Good time management.
 - Be able to move between shifts and teams.
 - Know [basic traffic rules](#) and hand signal.

Escalation:

- Contact your volunteer lead coordinator.
- Contact the event director.

Vehicle registration

Responsibilities:

- Greeting guests
- Write the license plate, name, and club in the hangout card.
- Give the hangout card to the driver and instruct that the hangout with the license plate needs to be visibly hanging from the rear back mirror.
- Give directions to the entrance gate and answer questions.
- Assist in regulating traffic into camp.
- Providing the first impression patrons have of the camporee.

Qualifications:

- Volunteer general qualifications, plus the following:
 - Be able to stand for a long period of time.
 - Be able to write the license plates.
 - Know [basic traffic rules](#) and hand signal.

Escalation:

- Contact your volunteer team lead.
- Contact the volunteer lead coordinator.

Parking and traffic control

Responsibilities:

- Directing the flow of traffic and cars
- Optimizing traffic routes to improve traffic.
- Resolving traffic congestion issues
- Ensuring compliance with safety guidelines

Qualifications:

- Volunteer general qualifications, plus the following:
 - Be able to stand for a long period of time.
 - Know [basic traffic rules](#) and hand signal.

Escalation:

- Contact your volunteer team lead.
- Contact the volunteer lead coordinator.

Gates – Security

Responsibilities:

- Greeting guests
- Checking tickets and answering questions
- Ensuring that anyone entering LWR has a valid ticket or credential.
- Regulating traffic into and out of camp
- Providing the first and last impression patrons have of the camporee.
- They may also direct traffic and parking
- Manage the lost and found

Qualifications:

- Volunteer general qualifications, plus the following:
 - Be able to stand for a long period of time.
 - Know [basic traffic rules](#) and hand signal.

Escalation:

- Contact your volunteer team lead.
- Contact the volunteer lead coordinator.

Camp – Uniform inspection

Responsibilities:

Ensuring that campsites are safe and clean for public use. Use the online forms to provide points for the following categories:

- General campsite area
 - Tents area.
 - Kitchen area
 - Dining area
- Uniform patch and insignia placement

Qualifications:

- Volunteer general qualifications, plus the following:
 - Be able to stand for a long period of time.
 - Know the uniform guidelines.
 - Know the camp inspection form and complete camping skills 1 and 2.

Escalation:

- Contact your volunteer leader.
- Contact the volunteer lead coordinator.

Showers

Volunteer shower responsibilities can include:

- Welcoming guests
- Notify the cleaning crew that the showers/toilets need to be cleaned.
- Organizing the bathhouse area
- Helping handicap guests in and out of the shower area

- Socializing and praying with the guests
- Trash collection in the bathhouse area

Qualifications:

- Volunteer general qualifications, plus the following:
- Be able to stand/walk the bathhouse area during the shift.

Escalation points:

- Contact your volunteer leader.
- Contact the volunteer lead coordinator.

Camp Trash collection

Volunteer trash collection responsibilities can include:

- Hauling bulky waste to the dump.
- Monitoring and emptying bins.
- Educating the campers about cleaning their camp area and providing instructions.

Qualifications:

- Volunteer general qualifications, plus the following:
- Be able to walk a path or cleanup area outside during the shift.

Escalation points:

- Contact your volunteer leader.
- Contact the volunteer lead coordinator.

Events

Responsibilities:

- Help with registration, including check-in and verifying participants names.
- Managing crowd with entry and exit flow, controlling crowds.
- Assist on the event.
- Help with setup and teardown.

Qualification:

- Volunteer general qualifications, plus the following:
 - Specific tasks for the type of event.
 - Be able to stand/walk the event area during the shift.

Escalation points:

- Contact your volunteer leader.
- Contact the volunteer lead coordinator.

Stage

Responsibilities:

- Set-up and breakdown equipment, such as tables, chairs, and canopies.
- Managing crowd with entry and exit flow, controlling crowds and VIP or special entry lines.

- Guide attendees to specific areas or stages.
- Supporting speakers, and stage participants.
- Putting together welcome bags: Volunteers may put together the attendee welcome bags.

Qualifications:

- Volunteer general qualifications, plus the following:
 - Be able to stand/walk the event area during the shift.

Escalation points:

- Contact your volunteer leader.
- Contact the stage/program coordinator.
- Contact the volunteer lead coordinator.

Runners / floaters

Responsibilities:

- Set-up and breakdown equipment, such as tables, chairs, and canopies.
- Go around the camporee campground transporting things from one point to another.
- Run basic errands to keep the core team focused on getting things done.

Qualifications:

- Volunteer general qualifications, plus the following:
 - Be able to stand/walk the event area during the shift.
 - Be able to drive a golf car.
 - Be able to stand/walk the event area.

Escalation points:

- Contact your volunteer leader.
- Contact the stage/program coordinator