

Guidance: 'Annual Catch Up' with Volunteers

Paul Rosser v1.01 Feb 2026 - due for update Feb 2029

Intent

To ensure that there is a common understanding between Volunteer and Leader of how the volunteer feels about the role, if they intend to continue, and if more training is required

The hope is always that there is ongoing communication between Volunteer and Leader, however there are occasions where this ongoing communication slips down the priority list, and doesn't happen. There have been many occasions where a simple frank chat could have avoided misunderstanding about how motivated the volunteer feels, how long they plan to keep supporting this role, and whether they would benefit from giving or receiving training or mentoring. The request for an 'annual catch up' is simply to ensure that there is some communication.

Approach

The request is that the volunteer and Principal-Contact/leader communicate at least annually around how the volunteer feels about the role. This should ideally be a private meeting for however long it takes to cover a few points. In many cases 10-15 minutes (perhaps over coffee?) will suffice. In other cases, especially in periods of change either in the role or of the individuals, then more time may be required. For many roles an exchange of Emails or 'corridor chat' may suffice, provided both sides are happy with this. For specific roles (such as Trustees, Finance, Small Groups) where the Volunteer is hard to replace we strongly recommend a face to face meeting.

The discussion can follow a path directed by the 2 individuals, but it is suggested that these points be touched on:

- Thanks!
- How are you feeling about your involvement in this ministry?
- Is there anything we can do to help you in this role, and to feel even better about it?
- Is there any training or mentoring we (or you) could offer?
- How long do you see yourself continuing in this role?
- Any suggestions as to how we could improve?

We plan to set up ChurchSuite so that each year a reminder is sent to volunteer and Principal Contact, along with these notes. Then the Principal Contact simply has to 'sign' to agree that an appropriate discussion (whether face to face or by Email) has taken place, and an Email will be sent to both confirming this.