

Encounter



Education in Missions



Bring the Message ... to the Harvest!

PART-TIME & SHORT-TERM VOLUNTEER HANDBOOK

Part-Time & Short-Term Volunteer Handbook

Revised January 2020



For Christ's love compels us, because we are convinced that one died for all,
and therefore all died.

And he died for all, that those who live should no longer live for themselves
but for him who died for them and was raised again.

II Corinthians 5:14-15

Part-Time & Short-Term Volunteer Handbook

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Introduction

Section 1



On a warm, Mediterranean night the disciples eat their evening meal when quietly Jesus slips away from the table to wrap a towel around his waist. He loosens the sandal straps on the dusty feet of his followers and begins to gently wash the dirt and mud from their skin. When finished, he speaks these words.

“Do you understand what I have done for you?” he asked them. “You call me ‘Teacher’ and ‘Lord,’ and rightly so, for that is what I am. Now that I, your Lord and Teacher, have washed your feet, you also should wash one another’s feet.” (John 13:12-14, NIV)

The staff, volunteers, and interns that make ENCOUNTER possible are not employees. They are family, a part of the body of Christ serving together, a team who passionately desires to see people experience a genuine, maturing walk with the Lord Jesus Christ.

We are a group of servant leaders who believe in creating effective learning experiences that lead to an understanding of God’s creation, knowledge about the ever-unfolding story of humanity, and proficient communication skills.

We are convinced that learning and growing happens best in the context of loving, respectful relationships and strive to bring the peace, joy, and love of Christ into the Encounter experience.

We are committed to nurturing our own relationships with Christ continually growing in our trust, love, understanding, and obedience, knowing that as we abide in Him, He bears fruit through us.

We are dedicated to the belief that all people are God’s image bearers with passions, abilities and potential which should be encouraged, nurtured, and applied for the Glory of God and the furtherance of his redemptive work.

So come and join us.

If you are a committed disciple of Jesus Christ, willing to do what is needed, humble enough to serve without personal gain, and teachable enough to listen, learn, and grow, there is a place for you at ENCOUNTER.



Part 1: The Nuts & Bolts of Volunteering at Encounter

Part-Time & Short-Term Volunteer Roles and Responsibilities

Section 2

Encounter Part-Time Volunteers

Encounter Part-Time Volunteers commit to assisting the ministry at certain times covering particular responsibilities. Part-Time Volunteers may commit to serve on a regular basis for an entire ministry year or for a certain season. Volunteers indicate their service commitment on the “Part-Time Volunteer Commitment Form.”

Encounter Short-Term Volunteers

Short-Term Volunteers serve for a specific period of time within the ministry year. They perform a variety of tasks according to their skills and the needs of the ministry. These volunteers use the “Short-Term Volunteer Service Trip Details” form to communicate when they are available to serve.

Role and Responsibility:

- ✓ Serve cheerfully and to the best of their ability in their assigned tasks as the hands and feet of Jesus.
- ✓ Report promptly to any class or activity which they have agreed to serve in.
- ✓ Follow the ENCOUNTER Dress Code – Clothing should touch the top of the knees when standing and all the way up to the waist without slits or holes. Tops should fully cover the chest and include straps or sleeves over the shoulders. At no time should undergarments be visible or any clothing be worn which contains vulgarity or an offense to the Christian faith.
- ✓ Live and serve in agreement with the ENCOUNTER “Statement of Faith” and “ENCOUNTER Leadership Expectations”
- ✓ Play a vital role in the continuing improvement process of all ENCOUNTER ministries through the yearly Evaluate and Grow Cycle by proposing innovative ideas, voting on propositions, and enacting improvements

Schedule & Calendar

Section 3

Daily Schedule:

Tuesday through Friday, the ENCOUNTER workday begins promptly at 8:00 AM with our Regroup & Refocus (R.R.) Meetings and ends at 4:30 PM.

Hours for other ministry activities such as Bridge Trek Trips, Back to School Retreat, and Community Days will vary.

See the current “Personnel Calendar” for more specific details.

Time Off:

If you must be absent during a regularly scheduled commitment, please use the “Time Off Request Form” to let the office know and assist with finding a substitute if necessary. If a volunteer is ill, he or she should notify the office as soon as possible.

Finances & Resources

Section 4

Financial Responsibilities

ENCOUNTER Staff Members and Full-Time Volunteers are expected to raise or provide the funds necessary to cover personal living expenses, individual ministry expenses, airfare, medical costs, transportation, insurance, ect. ENCOUNTER: EDUCATION IN MISSIONS does not ask for additional funds from Volunteers to serve at ENCOUNTER. If Volunteers choose to eat at the ministry kitchen, stay in available ministry housing, participate on Bridge Trek Trips, or enroll their children in ENCOUNTER ACADEMY, they will pay the standard fees given to all other participants. ENCOUNTER: EDUCATION IN MISSIONS does not seek to make a profit on any of its activities. The ministry does aim to cover expenses while keeping costs as low as possible for all who wish to be involved.

Encounter Leadership Expectations

Section 5

Persons holding leadership positions (board members, administrators, coordinators, staff, volunteers, and interns) *in Encounter: Education in Missions are held to the following expectations....*

Core Values – While we are all continually growing in Christian maturity, Encounter leaders commit to adhering to the Core Values of the organization, recognizing wrong attitudes and actions, and seeking reconciliation with God and man as needed. Encounter leaders should seek to promote peace, restoration, and healing in the community and avoid words and actions that breed division.

Spiritual Growth – Participate actively with a local, Bible-believing church. Regularly set aside time to pray, read God’s Word, and worship.

Policies and Procedures – Follow and abide by the policies and procedures set forth in this handbook and other ministry and department handbooks and manuals.

Secondary Doctrines – In the matter of secondary doctrines (views concerning baptism, communion, works of grace, gift of prophecy, gift of tongues, security of salvation, end times events, ect...) we choose to accept that a variety of views will be represented. We do not diminish the importance of those topics, but we believe it is the duty of the local church to teach secondary doctrines.

In an effort to maintain unity and focus on the primary Christian doctrines as laid out in the “Statement of Faith”, we choose to put these topics aside while at ENCOUNTER. Teachers, guest speakers, and others in leadership positions are not permitted to teach secondary doctrines or discuss their personal secondary doctrinal views while participating in an Encounter activity. Likewise, activities such as baptism, healing services, and publicly speaking in tongues, which are associated with secondary doctrines, should take place at a local church and not at ENCOUNTER.

Drugs, Alcohol, and Tobacco – Abstain from any use of drugs other than for medical purposes. Do not drink alcohol to the extent of entering into a state of drunkenness. Refrain from the use of tobacco products on the Encounter property or while participating in Encounter activities.

Dress Code – While on the Encounter property or participating in Encounter activities, leaders should follow the same dress code guidelines required of students. Any type of clothing is acceptable that touches the knees when standing, covers the midriff area, and fully covers the area that would be covered by a standard tank top. Clothing should never reveal undergarments or any parts of the body considered to be “private” while the person is in any position.

Punctuality – Out of respect for the community, for the sake of efficiency, and to set a good example for students, leaders arrive to activities in a timely manner.

Sexual Purity – ENCOUNTER holds to the Word of God as the authoritative source governing right and wrong. Actively engaging in any sexual sins as defined by God’s Word is prohibited. This includes viewing pornography, sexting, or sexual relations towards any person outside of the covenant of a marriage between a male and female. To avoid the appearance of evil and ensure proper boundaries are maintained, prolonged physical contact or any contact involving intimate areas with others is not tolerated between unmarried persons. Married couples should also exercise discretion when in public.

Legal Adherence – Respect the local and national laws both inside and outside of Encounter activities. Show respect and cooperation with governing authorities.

Flexibility – Organization and preparation are important characteristics of Encounter Activities, but things do not always play out as planned in ministry. Leaders are asked to maintain an attitude of flexibility, recognize that God is ultimately sovereign over all circumstances, and refrain from grumbling when faced with unplanned discomforts and inconveniences.

Discretion – Leaders should always exercise appropriate discretion in speaking about the business of Encounter, avoiding gossip about persons in the ministry, and not sharing information which has not been made public knowledge.

Conflict Resolution Policies and Procedures

Section 6

The overarching principle for resolving conflict within the Encounter community follows the guideline presented in Matthew 18:15-17. When living and working within community hurt feelings, miscommunication, unloving interactions, and conflict will arise from time to time. And these can be great opportunities for growth if handled God's way or situations that cause lasting damage to ourselves and others if we choose to go our own way.

PRAY ABOUT THE ISSUE We must all make personal choices about how to respond to conflict, and the first response should always be to pray about the issue with an open, teachable heart. Often the Holy Spirit reveals to us truths and alternative perspectives that make us rethink that troublesome interaction with the other person.

CALLING THE FIRST MEETING If a person feels that they need to address the issue, it will be discussed in face to face meetings, rather than through emails or other written communication. If a leader receives an email or letter containing complaints or concerns, the response of the leader will be to kindly help arrange a time and place for the sender and involved parties to discuss the issue.

ARRANGING THE SECOND MEETING Meetings addressing issues at ENCOUNTER should include the parties directly involved. The Coordinator or Administrator should be called in only after the people involved have attempted reconciliation without a third party.

MEETINGS WITH ADMINISTRATORS If an ENCOUNTER community member would like to discuss issues with the Administrator that pertain directly to one of the ministry departments (ENCOUNTER ACADEMY, BRIDGE, or ENGLISH BIBLE CLUBS), the Coordinator must be present. Other involved parties must also be present.

THE ROLE OF THE BOARD The Encounter Board does not play a role in solving personal conflicts within the Encounter Community. Community Members are not permitted to address their issues directly to Board Members. Any communication of this nature received by a Board Member will be passed to the Administrator(s) and sorted out with the appropriate parties.

ADMINISTRATION FEEDBACK FORM Encounter Community Members may anonymously complete the Administration Feedback Form detailing the circumstances of their conflict if it is felt the issue was not resolved or handled satisfactorily. These forms are given to the Board to evaluate the job performance of the Encounter Administration and provide accountability.

DISCRETION AND REFRAINING FROM GOSSIP Maintaining discretion and refraining from gossip while in the midst of a conflict resolution process is imperative for community health and ministry effectiveness. Encounter community members must not share the details and information about the conflict with other Community Members. This constitutes gossip and slander and demonstrates a lack of love and a spirit of retaliation and self-justification that will not be tolerated at Encounter. Encounter Community Members may confidentially discuss ministry related issues with a neutral counselor outside of the Encounter Community with the intention of receiving biblical guidance and counsel.

Conflict remains and grows when accompanied by pride, mistrust, and a lack of transparency.

We do not want to create a community in which people feel as if meetings are taking place behind their backs. Face to face discussions ensure that we are treating the parties involved with the utmost level of respect as a person of value and worth despite the conflict. We are more likely to write things we would never say to someone's face, so save the writing for positive communication. We want to always strive to make our words and actions uplifting and beneficial to all even in the midst of conflict resolution.

Refusing to follow the Conflict Resolution Policies and Procedures may result in temporary suspension from the Encounter Community.



Child Safety Policies and Procedures

Section 7

ENCOUNTER: EDUCATION IN MISSIONS seeks to provide a safe and secure environment for the children (persons 0-18) who participate in the programs and activities. Persons accepting a Volunteer position with Encounter, agree to protect and care for the children within the ministry community in alignment with biblical precepts and local laws.

Providing Children with Supervision

While on the Encounter campus during regularly scheduled hours, children are under the supervision of the Encounter Staff, Volunteers, and Interns. Encounter personnel should ensure that children are supervised, and the environment is free of hazards. At no time on the Encounter campus or during an Encounter activity should children be left without adult supervision.

Maintaining Cleanliness & Health

ENCOUNTER is committed to providing children with appropriate care in the event of illness and to preventing the spread of illness to other children. Children who demonstrate or report illness will be moved to a separate comfortable area for rest. Over the counter medications may be administered by the Encounter personnel as deemed appropriate provided such allowances are granted by parents on the child's health status form. In emergency situations children will be taken to a hospital by the quickest means possible and parents will be immediately informed.

It is the responsibility of Encounter personnel to ensure that students are not sharing drinks and food, hands are being washed thoroughly before meals and after putting fingers in the mouth or nose, and items that have been "tasted" are placed into a separate container for proper cleaning. Personnel also assist with daily cleaning and sanitizing of the facilities.

Protecting Children from Abuse

For purposes of this policy, "child abuse" is any action (or lack of action) that endangers or harms a child's physical, psychological or emotional health and development. Child abuse occurs in different ways and includes the following:

- **PHYSICAL ABUSE** – any physical injury to a child that is not accidental, such as beating, shaking, burns, and biting.

- **EMOTIONAL ABUSE** – emotional injury when the child is not nurtured or provided with love and security, such as an environment of constant criticism, belittling and persistent teasing.
- **SEXUAL ABUSE** – any sexual activity between a child and an adult or between a child and another dominating child, including activities such as fondling, exhibitionism, intercourse, incest, and pornography.
- **NEGLECT** – depriving a child of his or her essential needs, such as adequate food, water, shelter, and medical care.

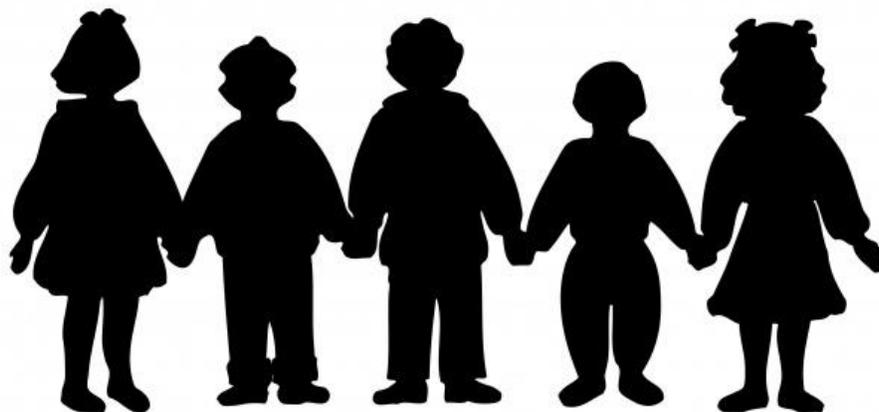
Children may be abused by adults or other children. Any form of child abuse from an Encounter personnel will not be tolerated, and personnel have a responsibility to step in when they suspect a child in the community is being abused. In the interest of maintaining transparency, Encounter personnel are not permitted to be alone in a room, vehicle, or other isolated place with any Encounter students. Doors should be kept open to rooms, meeting spaces should be visible, and physical touch limited to cultural greetings, brief side hugs, and a comforting hand on the shoulder.

Preparing Students for Emergencies

Encounter personnel assist and lead students in learning the appropriate procedures in the event of a lock down or evacuation. Drills are held bi-annually.

Child safety topics will be addressed more thoroughly during Start Up, and Staff and Full-Time Volunteers will complete Child Abuse Prevention Training.

Adapted from template provided by www.ChurchSafe.com



Part 2: More About Encounter:
Education in Missions

Mission, Vision, & Beyond

Section 8

The Mission

Connecting people to Christ,

Promoting education, and

Supporting workers in the harvest.

The Vision

ENCOUNTER: EDUCATION IN MISSIONS LEARNING CENTERS will stretch around the world creating opportunities for Christ-centered education which leads to...

Making disciples of all nations

Supporting cross-cultural missionaries

Encouraging skill acquisition, cognitive development, and critical thinking in children and youth.



The Philosophy

ENCOUNTER: EDUCATION IN MISSIONS is founded on the belief that Christian education is...

- An effective platform for teaching people who God is and what it means to be a disciple of Jesus Christ
- A means of helping cross-cultural missionaries serve and thrive in needy areas around the world
- A key to breaking the chains of generational poverty and building a dynamic, healthy local church



Key Verse

Then he said to his disciples, “The harvest is plentiful, but the workers are few. Ask the Lord of the harvest, therefore, to send out workers into his harvest field.” – **Matthew 9:37-38**

Non-Discrimination Statement

ENCOUNTER: EDUCATION IN MISSIONS does not discriminate on the basis of race, color, age, national origin, or disability.

Core Values

We show love and respect for others by...

- Sharing the truth in love
- Choosing kind, considerate words and actions which will bless others
- Keeping appropriate physical boundaries
- Avoiding gossip, boasting, and slander
- Actively listening and seeking to understand others
- Practicing forgiveness in our relationships
- Choosing to see current strengths and future potential in others
- Submitting to authority as unto the Lord

We demonstrate godly character in ourselves by...

- Committing to personal growth and Christian maturity
- Praying continually through ups and downs
- Working diligently at the tasks assigned to us
- Choosing faith and optimism in the face of challenges
- Sacrificing our time, comfort and convenience for the benefit of others
- Not thinking of ourselves as above others
- Being willing to do any job to the best of our ability
- Refusing to harbor bitterness or hold grudges in our heart
- Exercising patience in the face of setbacks and delays
- Showing perseverance in tasks and relationships
- Possessing a teachable spirit that responds well to correction
- Cultivating an ever-deepening, trusting, dependent relationship with the Father

Statement of Faith

Section 9

We believe the Bible to be the inspired, the only infallible, authoritative Word of God.

We believe that there is one God, eternally existent in three persons: Father, Son and Holy Spirit.

We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.

We believe that for the salvation of lost and sinful people, regeneration by the Holy Spirit is absolutely essential.

We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life.

We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.

We believe in the spiritual unity of believers in our Lord Jesus Christ.

As adopted by the National Association of Evangelicals

Overview of Ministries

Section 10

Encounter Academy

The purpose of ENCOUNTER ACADEMY is to see children, youth, and adults grow and develop cognitively, socially, spiritually, physically, and emotionally by providing educational activities and support for expatriates who speak English as their first language. The program is targeted first at providing services to native English-speaking missionary families and then to other children, youth, and adults in need of English education. ENCOUNTER ACADEMY is not designed to accommodate families desiring their children to receive an English education as a second language. During the admissions process, need for a highly subsidized English education must be verified for admittance. ENCOUNTER defines a family to be in need of an English education when at least one parent in a native English speaker, English is a dominant language of the home, and legal ties to English-speaking countries are present.

The ENCOUNTER ACADEMY program is designed to allow families the flexibility to build a school plan that works for them. Families pay a fee for each block in which they enroll students as well as for other educational activities and services. Fees are kept to a minimum to ensure accessibility for as many families as possible. The curriculum is

intentionally designed in such a way so that all learning tasks may be completed at the ENCOUNTER LEARNING CENTER or from home keeping in mind that internet may be very limited for students and electricity availability irregular.



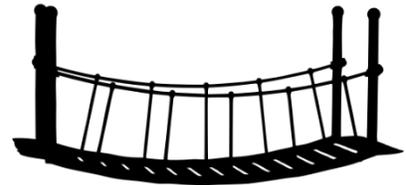
ENCOUNTER ACADEMY classes, activities, and curriculum point students to the Father and His Son Jesus Christ as revealed in God's Word, cultivating in students a desire to know Him, love Him, and serve Him. They are intended to serve as a tool, platform, and space for helping students grow and mature. The first priority of Encounter Staff, Volunteers, and Interns is the holistic development of students in the context of loving support and respect for parents.

ENCOUNTER ACADEMY is a place where grace, forgiveness, and second chances as well as discipline, correction, and high expectations exist believing that God is a patient Father who desires all of us to mature and grow. It is a place that offers a rigorous education while also offering programs and courses in which a wide variety of students can develop and experience achievement. Emphasis is not placed on advancing from one grade to the next with a peer group, but rather challenging each student as individuals while also learning as a community.

Bridge

BRIDGE exists to open the doors for young adults (ages 16-25) to assist missionaries now, while also preparing and mobilizing the next generation of goers and senders for the future. Whether God leads these young people to pursue a career in overseas missionary work or stay home, ENCOUNTER believes early discipleship plays a critical role in shaping the lives of the next generation. These goals are accomplished in the Bridge Program through part-time ministry internships, academic studies, Christian community living, and on campus discipleship classes.

The Bridge Program is designed for a minimum one-year time commitment starting in July and ending in June, but students may continue in the program for multiple years. Students only able to participate for one semester will be considered on a case by case basis, but priority will be given to students able to commit for a year. Bridge Students must speak English fluently.



Students live on the ministry campus along with assigned dorm parents. The Encounter personnel assist students in preparation, ensure to their well-being while in country, and serve as loving mentors.

Each Bridge Student is enrolled in academic classes with at least a half time course load. These classes may be through ENCOUNTER ACADEMY if still completing high school credits or through an institution of higher learning. The Bridge schedule includes time to work on classes in the Study Zone with the assistance of Staff Members. Support, mentoring, and accountability is also provided to realize each student's goal of successfully completing coursework.

A network of ministry partnerships with BRIDGE, allows students to choose from a variety of internship positions in which to serve. Students commit to internship positions for one semester at a time and receive training in good employee practices through ENCOUNTER. ENCOUNTER also plays the role of mediating between conflicts

which may arise between Interns and Missionaries. ENCOUNTER is also responsible for arranging transportation to and from the ministry location for students. A portion of the Bridge Program Fee is given to the ministry with which the student is interning to help cover ministry costs and materials. It is of utmost importance that the reputation and work of local ministries is not hindered by the presence of a Bridge student, and ENCOUNTER seeks to be a supportive productive partner for these other ministries.

English Bible Clubs

The purpose of ENGLISH BIBLE CLUBS is to bring activities to the children and youth of the local community which will strengthen cognitive development, teach and reinforce productive skills, and provide knowledge about God and His world. ENGLISH BIBLE CLUBS meet for 90-minutes weekly during the four eight-week quarters of the ENCOUNTER ACADEMY schedule.

ENCOUNTER's aim is to see many children benefit from this program therefore, any involvement fee should be kept at a minimum and not be a hindrance to participation.

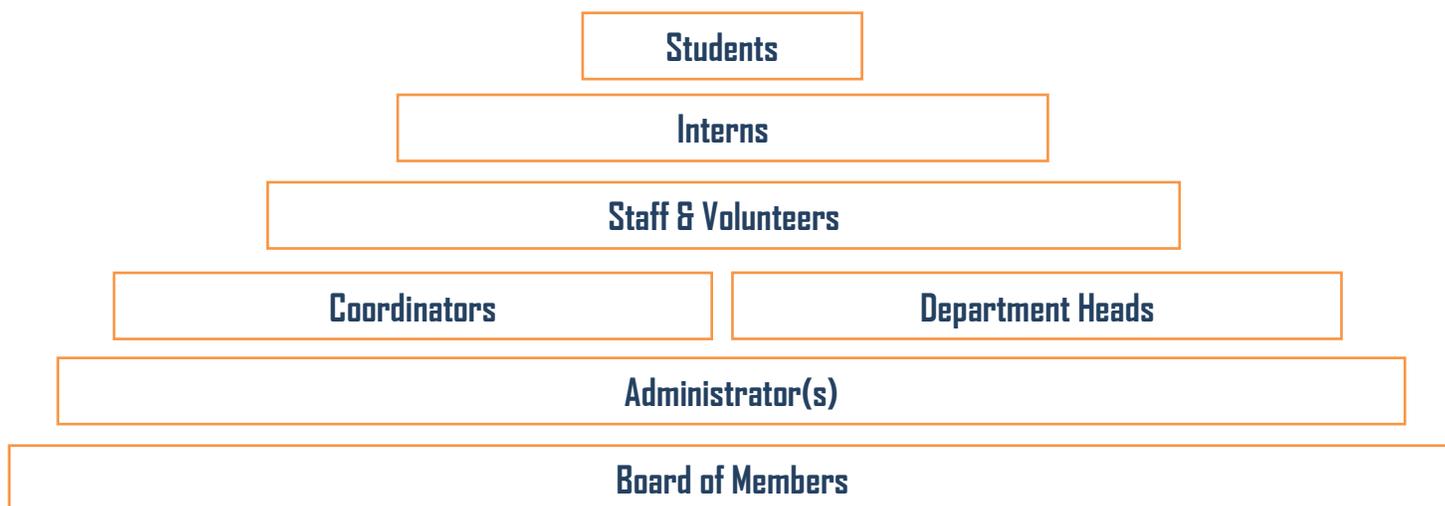
Participants are encouraged to increase their English fluency through, songs, games, and conversation. Critical information and foundational spiritual truths will be provided in both English and the dominate local language to ensure full understanding.



Encounter Staff Members, Volunteers, and Interns actively seek to teach and disciple in the context of developing loving relationships with students.

Organizational Chart

Section 11



The Inverted Leadership Pyramid

The **ENCOUNTER Organizational Chart** is based on the conviction that Jesus called leaders to be servants rather than to enjoy benefits of hierarchy. Therefore, the members of the Encounter Community with the heaviest loads of responsibility are at the bottom, indicating that their task is to carry out their duties sacrificially for the benefit of those they support.

BOARDS OF MEMBERS is the foundational body of leadership given the task of appointing and supporting Administrators and setting vision and direction for the future. Board members may also serve in a dual capacity as Administrators, Coordinators, Staff Members or Volunteers. Board Members may not receive financial compensation for their services.

ADMINISTRATORS(S) are one to three persons appointed to the task of overseeing and carrying out the day to day operations of ENCOUNTER. They support Coordinators, Department Head, Staff, Volunteers, & Students by providing mentorship, direction, encouragement, and correction. Their sacrificial love and care for the ENCOUNTER community lays the foundation for a warm and accepting atmosphere. Despite their

heavy responsibility, there is no task too lowly for an Administrator, and an Administrator should never ask a Coordinator, Department Head, Staff, Volunteer, Intern, or Student to do a task they would be unwilling to undertake themselves. Administrators serve as members of the board and may also serve in dual capacity in another position(s) on the organizational chart. Administrators may not receive financial compensation for their services.

COORDINATORS & DEPARTMENT HEADS see to the management of the various ministries and departments of ENCOUNTER. Like administrators they support Staff Members, Volunteers, and Interns through mentorship, direction, encouragement, and correction and are also key players in setting a welcoming, Christ-focused atmosphere at ENCOUNTER. Coordinators and Department Heads may also serve in a dual capacity as staff in other ministry departments. Coordinators and Department Heads may not receive financial compensation for their services.

STAFF MEMBERS & VOLUNTEERS serve Interns, Students, and others benefiting from the ministry of ENCOUNTER by carrying out the tasks of each ministry department to the glory of God. At times Staff and Volunteers are appointed to lead a committee, project, or event. Other Staff, Volunteers, Interns, Coordinators, Department Heads and Administrators should follow the leadership of the appointed Staff Member in the activities relating to that appointment. Staff and Volunteers may also serve in a dual capacity in another position(s) on the organizational chart. Staff Members & Volunteers may not receive financial compensation for their services.

INTERNS are young adults learning while serving. They support Students and other members of the Encounter Community by using their skills and abilities to carry out the mission of the ministry. Interns may not receive financial compensation for their services.

Supporting the Leadership of Others – From the Board making directional decisions to the Intern assigned to oversee a school activity, members from the Encounter community are regularly asked to step into leadership positions. We enable our fellow missionaries to lead and serve by joyfully submitting ourselves to their directives. Criticizing their performance to others, complaining about their actions, or failing to provide full-hearted cooperation, tears down community members and creates a hostile atmosphere. We support our co-workers through an encouraging spirit and by refraining from giving negative opinions at the inappropriate time to the inappropriate people.

More specific job descriptions are located in the "Roles and Responsibilities" sections in the various Encounter handbooks and manuals.

Evaluation, Review, & Improvement Processes

Section 12

We endeavor to continually increase the quality and effectiveness of our ministry programs and seek to grow in skills and maturity through Encounter's yearly Evaluate & Grow Cycle. In this cycle feedback and evaluations are collected from August until June. In July Encounter personnel come together to discuss, create, rethink, and innovate. New initiatives are agreed upon through private voting, and then put into motion in the following weeks for a new ministry year. The Evaluate & Grow Cycle also includes the bi-annual Evaluation & Growth Conference for Encounter Community Members.

Feedback Forms

These forms are designed to provide Encounter Community Members with an ongoing channel of communication. They are intended to be completed anonymously and cover a wide range of ministry areas. Forms may be completed at any time by any Community Member and placed in the Feedback Forms Box. At times groups of Community Members may be specifically asked to complete a Feedback Form. Feedback Forms are greatly valued and used to improve the programs of the ministry. Submitted forms are regularly disbursed to the appropriate persons for review. After review, a Feedback Form Response Card is completed and attached to the form detailing the next action which will be taken in response to the feedback provided. Feedback Forms should not be used to resolve conflicts between specific individuals.

Program Improvement

Feedback forms as well as program evaluations assist Encounter personnel in making ongoing improvements to the Encounter programs. It is the duty of the Administration, Coordinators, and Department Heads to carefully review Feedback Forms and summarize key areas in need of improvement. Key areas will be brought before the Encounter personnel during the July Encounter Servicing Weeks, and they will be part of the discussion and voting on program changes. Approved changes will be made by assigned Encounter personnel.

Votes are weighted according to the position of the Encounter personnel.

Voting Weights	
Staff Member	1
Full-Time Volunteer	.5 (.75 after 2 years of service)
Part-Time Volunteer / Intern	.25

Evaluations

All Encounter personnel, Bridge students, and Senior High School students are regularly evaluated for the purpose of ongoing growth and accountability. In order to get a more complete picture, Encounter uses a 360-evaluation process, meaning besides supervisors giving evaluations, parents, students, and coworkers are randomly selected to complete evaluations on personnel as well.

All evaluations completed by persons other than director supervisors shall be completed anonymously. The Evaluation & Growth Conference is conducted by immediate supervisors. The purpose of the conference is to help Encounter Personnel identify areas of strength and weakness and develop a Growth Plan for the next semester.



Part-Time Volunteer Commitment Form

To be completed before beginning a work schedule at ENCOUNTER: EDUCATION IN MISSIONS

Part-Time Volunteers provide services to ENCOUNTER: EDUCATION IN MISSIONS on a regular basis for a predetermined number of hours. They attend RR Meetings and Encounter Servicing Week Classes whenever possible. If they need to be absent during their regularly scheduled work hours, they inform the office through the Time Off Request Form and assist in finding a substitute if needed.

I _____ (full name of volunteer) commit to serving with ENCOUNTER: EDUCATION IN MISSIONS as a Part-Time Volunteer starting on the date of _____ and ending on the date of _____ . During those dates, I commit to work during the following days and times.

Day	Time
Tuesdays	
Wednesday	
Thursdays	
Fridays	
Other:	

I commit to upholding the expectations of a Part-Time Volunteer. I understand that this position does not include any monetary compensation from ENCOUNTER: EDUCATION IN MISSIONS.

Signature: _____

Date: _____

Housing Plans (Please let us know if you would like assistance finding housing for your stay.)

Address	
----------------	--

Meal Plans: The Encounter Learning Center serves lunch and breakfast Sunday - Saturday. Order meals or bring a sack lunch.

Date	# of Child Size Breakfasts	# of Adult Size Breakfasts	# of Child Size Lunches	# of Adult Size Lunches
Total Costs	Write the total # x \$1.25 below	Write the total # x \$1.75 below	Write the total # x \$1.75 below	Write the total # x \$2.25 below
Add all sums in the boxes above to find Amount Due	Total Amount Due:			Payment is submitted here. https://www.encountereim.com/donate

I commit to upholding the expectations of a Short-Term Volunteer. I understand that this position does not include any monetary compensation from ENCOUNTER: EDUCATION IN MISSIONS.

Signature: _____

Date: _____

Time Off Request Form: Part-Time Volunteers

Requests should be submitted no less than two weeks in advance of absence or as soon as the appointment is made.

Please remember that if time off is granted it is the responsibility of the requestee to ensure responsibilities are covered and to communicate those plans with supervisors. Please fill out individual forms for couples.

Name of Requestee: _____

Date(s) Requested: _____

Purpose: _____

The following chart may be completed after submission to the supervisor, but it is the requestee's responsibility to see that the chart is filled out completely.

Responsibilities Needing Substitute Due to Absence	Dates	Substitute

Signature of Requestee: _____ Date: _____

Approval Signature of Supervisor: _____ Date: _____

Photo Opt Out Form

This form is completed and submitted to the Encounter office or info@encountereim.com only by those persons NOT wishing to grant the ministry or Encounter Community Members permission to use their photo in printed or electronic publications.

I _____ (full name) do NOT give permission for ENCOUNTER: EDUCATION IN MISSIONS or other ENCOUNTER Community Members to use my photo in electronic or printed publications.

Signature: _____ **Date:** _____

Internal Use:

Request noted and communicated by: _____

Date: _____

Evaluation Form: Part-Time Volunteer

Person Evaluated: _____

Date of Completion: _____

Teaching

Prepares for classes adequately, understands the content or learning activities for the class, and ensures needed materials are available.	Always Occasionally	Most of the Time Never N/A
Ensures activities in the curriculum are completed while also integrating variations, additional connections to learning, and biblical worldview where appropriate.	Always Occasionally	Most of the Time Never N/A
Asks higher-level thinking questions in class or while tutoring. Gives students wait time to process and respond. Allows students to add to the lesson with questions, comments, and examples.	Always Occasionally	Most of the Time Never N/A
Uses formative assessment forms to record ongoing progress of students. Consults formative assessment records to more effectively teach and tutor students.	Always Occasionally	Most of the Time Never N/A
Is able to hold the attention of students in a group setting and knows how to refocus attention when needed.	Always Occasionally	Most of the Time Never N/A
Communicates expectations and directions well to students when in a class or while leading a group.	Always Occasionally	Most of the Time Never N/A
Minimizes distractions and keeps a robust pace in the class. Holds to high academic expectations.	Always Occasionally	Most of the Time Never N/A

Discipleship of Students

Creates a positive climate of trust and teamwork when leading a group of students.	Always Occasionally	Most of the Time Never N/A
Utilizes opportunities to build positive relationships with students, ask questions, and speaks about spiritual topics.	Always Occasionally	Most of the Time Never N/A
Does not ignore un-Christlike attitudes and actions from students, but sets high expectations and addresses behaviors as needed.	Always Occasionally	Most of the Time Never N/A
Speaks with students privately when their behavior is in question. Effectively asks questions and listens actively to understand situations. Gives disciplinary consequences to students in a spirit of love.	Always Occasionally	Most of the Time Never N/A

Relationships & Communication

Demonstrates greater interest in listening and understanding others than making known their own thoughts, feelings, and ideas.	Always Occasionally	Most of the Time Never N/A
Forgives easily and is not easily offended or angered by others.	Always Occasionally	Most of the Time Never N/A
Chooses to look for the good in others. Avoids gossip. Is not overly negative or critical when working with others.	Always Occasionally	Most of the Time Never N/A
Maintains a good reputation in the community as fair, consistent, and others centered.	Always Occasionally	Most of the Time Never N/A

Work Habits / Professionalism

Follows the policies and procedures of the ministry with a positive attitude.	Always Occasionally	Most of the Time Never N/A
Attends required activities, follows dress code, arrives promptly, and informs supervisors when unable to attend an activity.	Always Occasionally	Most of the Time Never N/A
Works diligently throughout workdays, events, and activities. Puts the needs of others and the ministry above personal comforts.	Always Occasionally	Most of the Time Never N/A
Refrains from complaining about assigned tasks. Completes work joyfully and willingly.	Always Occasionally	Most of the Time Never N/A
Submits to the authority placed over them in the ministry joyfully and willingly.	Always Occasionally	Most of the Time Never N/A

Christian Character and Maturity

Displays the fruits of the spirit. (Love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control)	Always Occasionally	Most of the Time Never N/A
Regularly participates with a Bible-believing church and takes time for daily personal devotions.	Always Occasionally	Most of the Time Never N/A
Possess a teachable spirit eager to learn and grow.	Always Occasionally	Most of the Time Never N/A
Secure in his or her position in Christ and desires to see others come to know the Lord.	Always Occasionally	Most of the Time Never N/A

In your opinion, what is one area in which he or she is doing very well?

In your opinion, what is one area in which you believe he or she can grow?

Other Comments:
