



VOLUNTEER GUIDELINES

Volunteers that are volunteering for the entire conference will be asked to serve for three six-hour shifts spread across the conference. Each shift includes a thirty minute break. Some departments are only open during breaks and lunches so shift hours and frequencies will vary for those departments. Volunteers will need to attend a Team Briefing on Wednesday 15th August at 2pm and a team meeting on the days that they are serving.

REGISTRATION DEPARTMENT:

Registration is the first area that all visitors will visit. This is where delegates register and if anyone loses their wristband, meal ticket or has a problem with their event ticket they visit registration for a replacement or for instructions regarding their ticket. The registration team also ensure that they know who everyone is on site and that each person has registered. Registration is also the Information point point. Volunteers for this department need to be patience and friendly and able to stay focused, calm and polite when dealing with large numbers of people during very busy periods. Volunteers on registration will be on shift for 6 hours with a thirty minute break.

Core duties:

- Registering volunteers and delegates
- Issuing wristbands / name badges / food tickets
- Updating visitor lists
- Answering general enquiries / directing visitors
- Giving out any relevant literature/material
- Please ensure there is always someone on registration and that all visitors are treated with love and honour.
- Familiarising yourself with the site map and event schedule so that you can help visitors efficiently.
- Before each duty ensuring the registration area is tidy. Ensuring you have all resources ready and at hand in an orderly manner. Ensuring all lists are updated.
- At the end of a shift ensuring you update all your lists and sort out resources and replenish accordingly. Making sure everything is set up for the next shift and left tidy.

HOSTING DEPARTMENT

The hosting department serve as hosts, helpers and watchmen. You will be welcoming visitors into the tents during the various sessions and co-ordinating entry during the workshop sessions. You will also have a presence in the registration tent at the start of the conference where you will be aiding a smooth registration experience for all our visitors. You will also be supervising and co-ordinating lunch and supper queues. You will be supervising the tents and ensuring the flow of the Holy Spirit is not hindered in anyway during the sessions and in general you will have a presence in the tents and on the grounds so that everyone knows there is someone there they can go to if needed. The hosts are paramount in ensuring everyone is welcomed, comfortable and honouring to one another. Hosts will also be requested to support in the registration, meeting and greeting visitors who arrive to register. Volunteers on hosting will be on shift for 6 hours with a thirty minute break.

Core duties:

- Welcoming and greeting all visitors warmly during the sessions, at registration and at the lunch queues.
- To supervise the orderly flow of the lunch and supper queues.
- To keep the tents as clean and tidy at all times.
- To neatly distribute all envelopes and leaflets on seats.
- If people have brought flags/banners ensuring they take care when using them and using them in a designated area.
- To help facilitate the offering and communion.
- To hand out small cards and pens for visitors to fill in during keys times in the meetings.
- Answering general enquiries / directing visitors around the tent.
- Ensuring children are not left unsupervised.
- Being sensitive to and maintaining an atmosphere conducive to the flow of the Holy Spirit.
- To help at the altar IF YOU HAVE BEEN DESIGNATED to help in ministry.

HOSPITALITY CAFÉ

The hospitality department offers drinks, meals and snacks at break and lunch times to Chosen Team members and serves one of our conference guests. The hospitality area is open most of the times so would require volunteers to serve at break times and lunch times and to replenish and tidy the area throughout their shift at regular intervals. Volunteers on hospitality will be on shift for 6 hours with a thirty minute break.

Core duties:

- Preparing and serving snacks and beverages to Chosen Guests and Core Team volunteers
- Regularly replenishing water, coffee, tea, milk and sugar.

- Replenishing snacks and biscuits
- Keeping area clean, tidy and safe
- At the start of each shift please ensure you have completely stocked up everything and that surfaces are clean and wiped down. At the end of each shift ensure all areas are clean and orderly and all utensils are ready to use.

GENERAL CAFÉ

The general café offers breakfast, snacks and beverages at break and lunch times and after the evening service. The general café is usually open during break times, lunch times and during seminars. Volunteers would be required to serve during these times throughout the conference.

Core duties:

- Preparing and Serving drinks and snacks
- Regularly replenishing water, coffee, tea, milk and sugar.
- Replenishing snacks and biscuits
- Keeping area clean, tidy and safe at all times
- Cashing up donations after each day – you will need to hand any donations to Jhean. Please do not hold onto the funds and do this as soon as you have cashed up.
- At the start of each shift please ensure you have completely stocked up everything and that surfaces are clean and wiped down. At the end of each shift ensure all areas are clean and orderly and all utensils are ready to use.

CAMPSITE HOSTS

The campsite host is responsible for facilitating a loving, peaceful, orderly and honourable environment in the campsite area. Volunteers will be welcoming all campers and helping them to settle in. They must be available to help delegates with setting up or taking down their tents and with any problems or queries they may have during their stay. You will ensure the Camp Sites are kept clean and well maintained and that noise levels are not too loud. If you are on Camp Hosting duty and are not at the actual camp site you will need to be on call. Campsite hosts will be on shift for 6 hours.

Core duties:

- Welcoming and greeting all visitors warmly when dealing with any campsite queries.
- To help with any queries and offer assistance to all campers.
- To direct Campers to appropriate pitches if needed.
- To help campers set up and take down their tents if needed.
- To keep the Camp Sites as clean and tidy as possible – ensuring rubbish is disposed of correctly at regular intervals.

- To ensure the Campsites are maintained in an honourable, peaceful and orderly manner.
- To ensure camps are used honourably – with tents being same sex.
- Please familiarise yourself with the site map and event schedule so that you can help visitors efficiently.

HOUSEKEEPING

Housekeeping is responsible for keeping all areas of Chosen Camp tidy and ensuring washrooms are regularly replenished. Housekeepers are not required to stay in one place. Housekeepers check the various areas at hour long intervals during their shift and then be free in between. Shifts are six hours long.

Core duties:

- Litter picking and disposing of rubbish.
- Keeping all loos and showers clean.
- Keeping all loos replenished with loo paper and soap.
- To keep the Camp Sites as clean and tidy as possible.
- To keep the Main Tent and Smaller Tents clean and tidy particularly before and after the sessions.
- To familiarise yourself with the site map and event schedule so that you can help with queries efficiently.

SECURITY

The security team are crucial in ensuring the entire camp is kept safe. You are watchmen over CHOSEN. Security are stationed at the main entrance into the camp, the car park, the camp grounds and around the Main Tent. Security would also need to keep an eye on the Campsite area and will also be requested to assist the very first part of night security when the Camp closes. Shifts are six hours long with a thirty minute break.

DRIVERS / CAR PARKING ATTENDANTS

The Car Park attendants are crucial in ensuring the car park is effectively manned and all vehicles are parked in an orderly manner allowing the easy flow of traffic and efficient use of the car park space. Car park attendants ensure drivers are parking safely and in a practical manner so that their vehicle will not cause any obstructions. They are the first people that some of the visitors to CHOSEN will encounter so the way that car park attendants receive vehicles and their drivers is incredibly crucial. During the later hours of

the night when it is quite dark car park attendants are responsible for safely co-ordinating the flow of traffic in to and out of the car park. Shifts are six hours long with a thirty minute break.

RESOURCES DEPARTMENT

The resources team sell books, CDs and teachings. The resources table is open during breaks, lunches and during free periods and seminars.