

Wooddale Church is home to 10,000 members and attenders. The organizational model is structured such that volunteers are the focus of all aspects involved in running the church. From assisting in accounting, to leadership and refugee resettlement, volunteers are involved in every capacity and add value to Wooddale Church. Full-time staff members ranging from executives to building maintenance are expected to recruit, train, and manage over 3,000 volunteer positions. The dashboard I created gives a metric based volunteer snapshot to assist program decision makers in gaining valuable information in the recruitment of volunteers.

Every Monday morning at Wooddale Church, the executive team meets with the department heads. In this meeting a range of topics are discussed, from the financial performance of the church to volunteer staffing. Wooddale policy states that when a volunteer is being recruited for a position, they must be cleared in the weekly meeting. Information on members and attenders, ranging from membership status, attendance, job background, strengths and weaknesses, passions and other information, is stored in a database called Fellowship One (F1). Unfortunately, there is not enough time in the Monday meeting to scroll through F1 and analyze potential volunteers' information. I created a dashboard that summarizes key volunteer information so leaders can make a quick, well-informed decision in the recruitment and staffing of volunteer positions.

My dashboard is not a detailed synopsis, rather it provides five key metric-based analyses to paint a pragmatic picture of a potential volunteer. Membership status is conveyed using a traffic light graphic. The metric being measured and displayed is official church standing. The second metric measures monthly church involvement and is presented as a gauge. Career background information is measured on a timeline and displays duration of employment and career titles. The penultimate metric ordinaly ranks strengths and weaknesses based on Gallup's *Strengths Finder*. Lastly, volunteers'

passions are presented and ranked in an ordinal fashion. Through the five metrics listed, a leader has the necessary data to make a decision on whether to move forward with recruiting a specific volunteer.

Each graphic in my dashboard reveals pivotal information. The membership traffic light graphic is logically first. For the vast majority of volunteer positions, one must be a member. If a volunteer candidate is “unknown”, leaders cannot move forward with the recruitment process. Knowing the level of church involvement reveals whether a potential volunteer needs a nudge to stay a part of the Wooddale family or perhaps needs a break to not incur volunteer burnout. The career information graphic allows leaders to synergistically apply workplace skills to a specific volunteer position. In the dashboard example, Caitlyn’s accounting experience could lend expertise to recording, categorizing, or organizing information for different programs. Knowing volunteers’ strengths and weaknesses allows a leader to put volunteers’ in positions that will be a good fit. One can clearly see Caitlyn’s strengths lie on the organizational and strategic side of programming, and not in teaching or relationship building. Volunteers give of their time when they are passionate about what they are doing. The “area of passion” graphic allows leaders to learn about volunteers’ and plug them into programs that serve their interests. Also, strategically placing the area of passion graphic below the career information graphic allows decision makers to vertically view the two most important aspects from a volunteer’s perspective. One can directly leverage career experience with area of passion to maximize value in a volunteer position.

Through my dashboard, leaders can aptly decide on a recruiting process to maximize volunteer experience and add value to Wooddale Church.