

Options For Monitoring And Maintaining The CM Service Rosters

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Premise

The work of monitoring and maintaining the service rosters is a critical task. It is, in many ways, the “backbone” of the children’s ministry. As the ministry grows, and becomes more complex, this job becomes overwhelming if all of the “I can’t make it” or “I’m sick” phone calls or texts for the whole CM team come to one person! If that person has a significant benefit package that includes periodic cruises to Hawaii and strong stock options in the church, they may survive the challenges. As the CM team grows and the number of services increases, you might want to consider other options for this very important task.

Option #1 – “One For All”

1. This is the stage in which most churches and CM programs begin. There is one person who supervises all the CM volunteers and their service schedules.
2. If a CM team member can’t serve during his/her scheduled service time, he/she calls or texts the one person who is in charge of setting and maintaining the service rosters for all of the CM team.
3. The person who receives the calls and texts frantically calls other cleared CM team members to fill the need.
4. If needed, the one person can combine classes of children to guarantee that there are 2 cleared adult CM team members in each room. This creates a “combo” class that has significant implications for the lesson presentation, age group mixing, etc.
5. If the one person who receives the calls or texts is able to step into the “hole” that is left by the absent CM team member, he/she will. This is a dangerous situation, though. If this is repeated on a regular basis, the person who is responsible for organizing the service schedules may become discouraged and quit!

“Pros”

1. One person sees the “big picture” of each service.
2. The CM team knows who to notify if needed.
3. There are no “surprises” other than team members not showing up on time.
4. The processing of sub requests is done by 1 person.

“Cons”

1. There is significant pressure on one person to process all requests and produce every service roster.
2. The CM team members may not take personal responsibility for being absent.

Option #2 – Service Supervisors

1. “Service supervisors” are created. These service supervisors take responsibility for the CM team rosters/schedules for only one service. If there are 2 Sunday morning services and 1 midweek service, there would be 4 service supervisors.
2. The service supervisor generates the service roster for each week. This is a coordinated effort between the CM Director, Assistant Director or area coordinators.
3. The service supervisor receives calls or texts from the CM team members, of all departments, regarding the need for substitutes, etc.

“Pros”

1. One person sees the “big picture” of each service.
2. There are no “surprises” other than team members not showing up on time.
3. The processing of sub requests is done by 1 person for each service.
4. A single pre-service prayer time generates a “whole team” feel.

4. The service supervisor fills the “holes” in the CM service roster for that service from the list of other CM team members who are available for that service. If there is a rotation plan, the service supervisor can access the list of CM team members who are on rotation. The service supervisor can also direct those CM team members who are “floaters” and who come to the check-in area before the service.
5. “Last minute” texts are “juggled” by the service supervisor, and the CM team members are adjusted during the pre-service prayer time.

- “Cons”**
1. There is significant pressure on one person to process all requests and produce every service roster.
 2. The department coordinators are “out of the loop,” and aren’t utilized at all. This may produce a lack of “ownership” on their part.
 3. There may be too much to “juggle” in one short pre-service prayer meeting.

Option #3 – A Centralized “Substitute Coordinator”

1. All of the substitute requests and needs are sent via text, phone, or email to one “Substitute Coordinator” who processes the requests and contacts the floaters or substitutes.
2. The “Substitute Coordinator” generates the service rosters that reflect the substitute, floater, and greeter placements.
3. The service supervisors “juggle” team members and last minute requests or surprises during the pre-service prayer time.

- “Pros”**
1. One person sees the “big picture” of each service.
 2. One person processes all requests.
 3. All subs and floaters are contacted by one person.

- “Cons”**
1. This is a significant responsibility for one person! It is never-ending!
 2. The department coordinators are “out of the loop,” and aren’t utilized at all (no ownership).
 3. There is too much to “juggle” in one short pre-service meeting.

Option #4 – Department-based Operation

1. The substitute requests for each department are sent directly to the department coordinator.
2. The department coordinator processes the requests, calls the substitutes and floaters, from within that department only, and places team members into the service roster.
3. The department coordinator monitors and maintains the entire placement process, and only contacts the CM Director or Assistant Director if a substitute request cannot be satisfied.
4. The department coordinator prints 2 copies of the final service roster, and brings them to the service.
5. The department coordinator gives a copy of the department service roster to the service supervisor before the pre-service prayer time.

- “Pros”**
1. The coordinators “own” their department service needs.
 2. More personal connection to the team members, which may reduce “frivolous” sub requests.
 3. The coordinators have a better understanding of their teams.
 4. The requests for substitutes, from the entire team, don’t all go to one person!
 5. The coordinators can “personalize” the pre-service meetings to their own department.
 6. Will force the coordinators to establish “department service supervisors.”

6. The department coordinator runs the pre-service prayer time for his/her own department, in one of the department classrooms.
7. The department coordinator “juggles” any last-minute surprises within his/her department.
8. The department coordinator will contact the service supervisor if there is a team member need that can’t be satisfied, and a room cannot be opened.
9. The service supervisor will contact other department coordinators on site to seek a solution to the team member need.
10. The department coordinator is encouraged to develop “department service supervisors” to run certain services for the coordinator.

“Cons”

1. There is a risk that the service supervisor may not know all of the substitutions for every department.
2. There is a risk that some needs are not satisfied.
3. No “whole team” feel during pre-service prayer times.
4. Coordinating subs and floaters may be complicated.
5. Would require that coordinators be at every service until “department service supervisors” are established.