

PEER Servants Volunteer Job Description

Overview

A PEER Servants volunteer is committed to glorifying God by using his or her talents or skills to strengthen the global church through economic development. This takes place by partnering with our brothers and sisters in Christ around the world to establish micro-enterprise development (MED) programs. These MED programs provide a means for staff and entrepreneurs to be strengthened financially in our partnering countries, while also providing a means for our volunteers to be strengthened spiritually in their commitment to follow Christ by exercising those talents or skills here.

Specific Responsibilities/ Membership Profiles

Each PEER Servants volunteer has a Membership Profile and becomes a member of three teams – a Program Team, a Service Team, and a Neighborhood Team.

Example: Mariya Kutwal lives in the DC area and focuses on helping our partner in Peru more effectively and efficiently use computers and software to administer and account for their MED program. Her Membership Profile is as follows:

- ◆ *Program Team: Latin America*
- ◆ *Service Team: Capacity Building*
- ◆ *Neighborhood Team: Washington, DC*

Program Teams focus on the **region of the world** in which the volunteer partners. There are currently six Program Teams – Africa, Asia, Caribbean, Eurasia, Latin America, and USA. Each PEER Servants volunteer chooses one Program Team. Program Teams meet generally monthly (either in person or via conference call) and are comprised of volunteers focusing on at least one of the services PEER Servants offers to its partners. On the Program Teams other than Team USA, those services include the following:

- ◆ Consulting
- ◆ Training
- ◆ Funding
- ◆ Capacity Building
- ◆ Program Reporting
- ◆ Networking
- ◆ Spiritual Empowering

On Team USA, those services include the following:

- ◆ Communications
- ◆ Financial Management
- ◆ Program Reporting
- ◆ Research
- ◆ Corporate Fundraising
- ◆ Corporate Strategy
- ◆ Human Resources
- ◆ Travel Coordination
- ◆ Office Management
- ◆ Event Planning

Specific information on each of the Program Teams is as follows:

- ◆ Team Africa
 - Partnering Countries: Nigeria and South Africa
 - Monthly Meeting/Conference Call: 2nd Tuesday Evening of the Month
- ◆ Team Asia
 - Partnering Countries: India, Thailand, and two Undisclosed Countries

- Monthly Meeting/Conference Call: Last Friday Evening of the Month
- ◆ Team Caribbean
 - Partnering Countries: Bahamas and Haiti
 - Monthly Meeting/Conference Call: 3rd Wednesday Evening of the Month
- ◆ Team Eurasia
 - Partnering Country: Moldova
 - Monthly Meeting/Conference Call: Last Sunday Afternoon of the Month
- ◆ Team Latin America
 - Partnering Countries: Mexico, Peru, and Brazil
 - Monthly Meeting/Conference Call: Last Sunday afternoon of the Month
- ◆ Team USA
 - Monthly Meeting/Conference Call: Varies by Function

Service Teams focus on the **function** that the volunteer offers. There are currently ten Service Teams – Consulting, Training, Funding, Capacity Building, Relationship Managing, Program Reporting, Networking, Spiritual Empowering, Corporate Support, and Volunteer Support. Each PEER Servants volunteer chooses one Service Team. Service Teams meet in person at least quarterly (at the quarterly volunteer training, and sometimes via a monthly conference call) and are generally comprised of volunteers from different Program and Neighborhood Teams.

Specific responsibilities on each of the Service Teams is as follows:

- ◆ Consulting
 - Become an expert in MED.
 - Attend seminars/MED courses.
 - Research latest on MED/MFI developments.
 - Visit other MED programs to learn what we can.
 - Network with other MFI practitioners to learn what we can.
 - Provide consultative services to partners in region.
 - Help establish initial design of program with partner.
 - Refine design as we observe actual experience.
 - Train other Program Team members in MED developments and best practices.
- ◆ Training
 - Work with partner's staff to train them in how best to operate their MED program.
 - Work with partner's board to train them in how best to govern their MED program.
 - Create staff training curriculum.
 - Create entrepreneur training curriculum.
 - Work with partner's staff to implement an entrepreneur training program (pre- and post-loan sessions).
 - Refine distance learning applications to the realm of MED.
 - Create staff development/coaching plans for each staff member given needs of organization/program.
- ◆ Funding
 - Prepare educational material about partner's program.
 - Prepare updates for submission to quarterly newsletter.
 - Prepare Powerpoint and other multimedia presentations to effectively present work of partner and program.
 - Develop initial relations with churches, foundations, and other prospective supporting entities.
 - Submit grant proposals to prospective supporting entities.
 - Maintain close relations with key supporters and provide regular updates

to meet or exceed reporting requirements.

- ◆ Capacity Building
 - Create administrative efficiencies in partner's operations – e.g., introducing MIS (LoanPerformer) as a means to grow.
 - Create an internal accounting infrastructure and prepare partner for external audits.
 - Establish the financial blueprint for the partner's program to become financially sustainable and create/implement/manage tools to allow the partner to track the path to sustainability.
 - Review proposed partnerships with partner to determine if it is in everyone's best interest to pursue the partnership and, if so, pursue.
 - Research and apply appropriate technological advances for partner.
 - Optimize access to fixed assets (e.g., more efficient and effective office space) of partner.
 - Assist partner as they expand their focus beyond MED.
- ◆ Relationship Managing
 - Act as relationship manager with a given partner identifying key issues for the partner and involving, as appropriate, team members to address those issues.
 - Work with team leader to organize partner agenda in monthly team meeting.
 - Schedule monthly phone contact and even more frequent e-mail contact with partner to encourage them in their ministry, discuss current status of the program, and identify areas for improvement.
 - Document monthly phone calls and distribute call summary as a means of allowing all Program Team members to remain updated on status of partner's program and our support of it.
- ◆ Program Reporting
 - Establish regular reporting framework, review monthly written reports, summarize reports for team members, prepare reports-related questions for monthly phone calls, and submit reports summary to PEER Servants Program Reporting Coordinator.
 - Establish "best practices" in reporting for our partners.
 - Review and implement reporting software applications that can make the time our partners commit to reporting as efficient as possible.
- ◆ Networking
 - Establish means for partners to learn from each other by developing primary and secondary networking relationships with other PEER Servants partners through periodic e-mails, phone calls, and visits.
 - Organize networking events, including periodic local and PEER Servants-wide conferences.
 - Identify and pursue opportunities for networking with other organizations and conferences outside of the PEER network.
- ◆ Spiritual Empowering
 - Establish means to assure that PEER Servants partners, programs, entrepreneurs, volunteers, and supporters are being prayed for regularly.
 - Encourage the partner's staff and board with periodic passages of scripture and notes that keep their focus on Christ.
 - Work with partner's staff to develop a discipleship program for the entrepreneurs to strengthen them in their faith and prepare them to become strategic stewards of their growing resources.
- ◆ Corporate Support
 - Prepare the quarterly newsletter.
 - Maintain the sponsor address list.
 - Prepare brochures describing the ministry.
 - Create and update the website.
 - Archive pictures taken by volunteers on trips to partners.
 - Send receipts to donors.
 - Prepare and submit financial and government reports.

- Establish the corporate strategy for growth and branding.
- Prepare business stationery, business cards, and other organizational materials.
- ◆ Member Support
 - Create materials to recruit new volunteers to PEER Servants.
 - Represent PEER SERVANTS at missions conference to recruit new volunteers.
 - Manage membership development program to better equip members to serve.
 - Create personnel policy to apply to future full-time staff.
 - Manage payroll and benefits system for future full-time staff.
 - Arrange for member travel services – flights, visas, medical requirements, etc.
 - Plan and host major events for members.

Neighborhood Teams focus on the **place of residence** of the volunteer. Neighborhood Teams can be very large (Team Boston has more than 60 members) or, at least initially, a member or two. Ideally they should be at least 5 members and provide a group with which the volunteers can meet at least monthly to pray and have fellowship together. Team Boston is the most active Neighborhood Team, but there are growing teams throughout the world that each volunteer could join or, if there is not a team in their neighborhood, even start.

Time Commitment PEER Servants volunteers range widely in their time commitment to the organization, ranging from no more than an hour per week to well in excess of 20 hours per week. The time commitment is up to the volunteer given the responsibilities he/she has accepted and the competing priorities for his/her time. While PEER Servants strongly values committed volunteers, it welcomes anyone who is willing to apply their talents and skills to strengthening the global church through economic development.

Specific meeting time commitments are generally as follows:

- ◆ Program Teams: 1-3 hour monthly team meeting (generally including a meal if a longer meeting)
- ◆ Service Teams: Half-day quarterly training meeting and occasional monthly phone calls
- ◆ Neighborhood Teams: 2-3 hour monthly prayer meeting (generally including refreshments and fellowship)

Financial Commitment None. Volunteers are not required to give to PEER Servants. That said, PEER Servants does have virtually all of their administrative, travel, and communications expenses covered by PEER Servants volunteers. PEER Servants volunteers generally cover their own cost of travel, pay for phone calls to partnering countries, and host each other when volunteers come to their neighborhood. We strongly support each other financially so that there is no lack within the organization. No prospective volunteer should be discouraged from joining PEER Servants due to lack of financial provision. We warmly welcome all who want to serve and unite to use the resources God has given us the best way possible.

General Commitment Each PEER Servants volunteer is expected to commit to the following:

- ◆ Pray for each other and our partners regularly.
- ◆ Desire to use their talents and skills to bless others so that the global church can be strengthened.
- ◆ Desire to allow others to use their talents and skills to bless them so that they can be strengthened in their desire to follow Christ.
- ◆ Commit to living their entire life in a way that will bring honor and glory to God.