

# VOLUNTEER FAQ



*The below info should answer many of the questions that you may have about what it means to volunteer at Momentum 2019. Before filling out the application online, we ask that you read this information in its entirety to fully understand the commitment and opportunity. Thank you for your willingness to serve with us at Momentum 2019!*

## WHO CAN VOLUNTEER TO HELP AT MOMENTUM 2019?

In order to make Momentum possible, we will need volunteers who are willing to serve throughout the entire conference in various roles. You may apply to volunteer if you have been out of high school at least one year.

## WHAT IS THE APPLICATION PROCESS FOR VOLUNTEERING AT MOMENTUM 2018?

To begin the process, fill out the volunteer application online. Please complete the volunteer application **after** reading this FAQ. After filling out the application we'll touch base with you shortly. If you don't receive this confirmation email, please let us know by emailing [erin@cenational.org](mailto:erin@cenational.org). We will be happy to continue to accept volunteers as space allows.

## WHAT IF I AM ACCEPTED TO VOLUNTEER, BUT THEN AM UNABLE TO ATTEND?

If you apply and then find out that you cannot serve, please contact us no later than June 1 so we can fill your position. We ask for this timeframe so that we can avoid turning away others who are able to volunteer. No-shows create significant challenges for our volunteer team leader, so the most advanced notice we can have, the better. We realize that last minute emergencies sometimes arise and alter your availability to serve.

## WHERE WILL I STAY?

Momentum volunteers stay on campus in Adult/Staff/Volunteer housing separate from youth group housing.

## WHAT IS THE COST?

Momentum underwrites a large portion of the registration cost for volunteers as they have significant serving roles each day. This special reduced rate that Volunteers pay is \$215 which includes your housing and meals for the week. As there are 25 volunteer positions available, payment of the initial \$75 deposit is the determining factor of securing your volunteer spot. Any registrations without a deposit paid by June 15 will be considered an available position to be filled by someone else. Deposits are only refundable up until June 15. After June 15 deposits are non refundable.

## WHAT IF I HAVE TO CANCEL?

If you need to cancel your Momentum Volunteer registration please contact [momentum@cenational.org](mailto:momentum@cenational.org) (whether you've submitted payment or not). Deposits are only refundable up until June 15. After June 15 deposits are non refundable. Anything paid above the \$75 deposit will be refunded in the way it was paid (to either the credit card used or by check if paid by check.) No refunds are issued after the start of conference on July 16, 2019.

## **HOW MUCH OF THE CONFERENCE WILL I BE ABLE TO ATTEND?**

We want you to be able to attend as much of Momentum as possible, but also know that some programming may overlap with your volunteer responsibilities. Please come willing to serve and fully aware that there may be times you will be limited from attending sessions or other programming due to volunteer responsibilities.

## **WILL I BE ABLE TO PARTICIPATE IN ON MISSION OPPORTUNITIES**

ON MISSION is the off-campus ministry aspect of Momentum. Volunteers may have assigned responsibilities to aid in the ON MISSION initiatives. As such, it is possible that you may be used in off-campus ministry, but please don't sign up for a specific ministry as we will use you where help will be most effective.

## **WHAT MEALS ARE PROVIDED FOR VOLUNTEERS DURING THE CONFERENCE DAYS?**

All meals (breakfast, lunch, and dinner) are provided for volunteers through the campus cafeteria from dinner on Tuesday, July 16 to breakfast on Sunday, July 21 as a part of the volunteer cost. Breakfast is served in the mandatory morning staff meeting that volunteers are required to attend.

## **WHEN SHOULD I ARRIVE AT MOMENTUM 2018?**

You will need to arrive in time to attend a mandatory volunteer meeting the afternoon of July 16 shortly before the staff orientation meeting at 5:30 p.m.

## **WHAT IS MY SCHEDULE?**

Your schedule for the duration of conference will depend on your specific role assignment(s), which will be covered during the orientation meeting. You should be prepared to be available for any shift. Please note that volunteers will have multiple assignments to most efficiently use your time and to best serve the conference. If you are able to serve earlier than July 16, we appreciate for you to help us with load-in. Further details about load-in will be communicated closer to July to volunteers who indicate that they are able to serve in this capacity.

## **WHAT IS LOAD-IN?**

It takes time and people to set up for Momentum. If you are able to serve before July 16, we can use your help for "load-in," unpacking boxes, hanging signs, and preparing the environment for youth groups to arrive. If you would like to help with load-in, please indicate so by emailing [momentum@cenational.org](mailto:momentum@cenational.org) after you've registered and paid your deposit. (Load in typically starts on the Sunday prior conference - July 14). Momentum will cover lodging and meals for any pre-conference time.

## **WHAT IS LOAD-OUT?**

As Momentum ends and students head home, our team begins to break down the conference environment. We realize that a majority of our volunteers travel with a youth group, for those that can be available until noon on Sunday, July 21 to assist with load-out, we appreciate the assistance and will cover your lunch.

## **WILL I BE ABLE TO PARTICIPATE IN OTHER ACTIVITIES?**

Volunteers may not participate in student activities such as afternoon auxiliary options (Your Day, Your Way), sports tournaments, MGT, etc. While we want our volunteers to have a great Momentum experience, we ask that you focus on being available to serve. If a volunteer's youth group is present at Momentum, it is the youth group's lead youth pastor's choice if volunteers may participate in nightly "youth group time."

## **WILL I BE ABLE TO CHOOSE WHAT CAPACITY I SERVE IN?**

While the best help is where it's needed the most, you will be able to list your skills in the application and these will be taken into consideration as we schedule shifts for the week.

## OTHER QUESTIONS?

Please email [momentum@cenational.org](mailto:momentum@cenational.org) and someone will be in touch with you as soon as possible.

**Sessions** – Volunteers help in the main sessions in and around the Chapel in areas such as greeters, ushers, and backstage hands. Volunteers here have continual interaction with large groups of students and are cheerful and welcoming as students enter the arena.

**Check-In** – Volunteers who are able to arrive to the conference early can help welcome groups and help lead contacts check-in as they arrive at Momentum 2019.

**Auxiliary Tech** – Volunteers with specific skills can help to complement the Momentum video and audio team as well as the communications team with photography and writing.

**Afternoon Activities** – Volunteers help prepare and run afternoon options such as Momentum's Got Talent, sports tournaments, set up for group games, overseeing the open play activities, and other on campus options.

**Hosting** - Volunteers help host Power Tracks and seminars by welcoming students at the door and helping to count the number of attendees.

Volunteers at Momentum generally cover many areas throughout the day and help in great ways to make the conference a success.