**C.R. First Serve Process**

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| **Step** | **Description** | **Responsibility** |
| First Serve | First Serves are an easy, “no strings attached” way to explore areas of service while helping people to discover their interests, passions and how best to fit into the Celebrate Recovery community. It allows people opportunity to serve one time in a specific Team and then evaluate their thoughts on the experience. | CR Volunteer |
| Connect with the Volunteer | The Team Lead will contact the interested volunteer **within 10 days** of receiving the request.  It is extremely important to connect with this person. They have taken a step to connect with CR, and the expectation is that you will do your very best to reach this individual.  Try connecting 3 times.   1. Phone Call 2. Text 3. Email 4. Follow-up | Team Lead |
| Schedule First Serve | 1. Thank them for their interest in doing a first-serve 2. Schedule them for their first-serve 3. Ensure you have someone modeling the process for them, showing various opportunities to the interested volunteer   Note: The volunteer should **not** be given responsibility – this is an opportunity to observe. | Team Lead |
| Debrief with Volunteer | Follow-up with the Volunteer, to determine if the person found a fit on that specific Team.   * If not, inform the Ministry Director so the volunteer can be redirected. * If the volunteer is interested in continuing with this specific team, take necessary next steps (specific to each ministry) | Team Lead |