



## Ministry Scheduler Pro (MSP) Guidelines & Protocols

- **Accessing MSP:** When a volunteer profile is created, an email goes out to them welcoming them to the program and gives them the link to log in. It is *highly recommended* that the volunteer bookmark that page for future use, or keep the email so that the link is accessible. Once a volunteer has logged in via a desktop, they can log in on the MSP app. If a volunteer needs their log in information sent to them again, they should contact the church office to have that emailed to them. Ministry leaders should be able to walk new volunteers through using MSP, and further questions can be directed to the office.
- **“Can’t Serve” Dates:** MSP schedules run for two months at a time. “Can’t Serve” dates must be submitted *no later than* the end of the second week of the previous month. For example, if the new schedule is for November & December, the “can’t serve” times must be submitted by the end of the second week of October. Allisen or Kim will send out reminders via announcements and the bulletin. While we will try to accommodate requests that come in after that date, it won’t be guaranteed and if scheduled, the volunteer will need to put in a sub request if they cannot serve.
- **Sub Requests & Finding a Replacement:**
  - **Volunteer:** If a time should arise when a volunteer can’t serve on a scheduled Sunday, they can submit a sub request. All volunteers\* qualified to fill the position will receive an email making them aware of the opening. The sub request should be done as early as possible to allow other qualified volunteers to see the request. If someone takes their spot on MSP, the original volunteer will receive an email saying the position has been filled. If the position has not been filled or the sub request hasn’t been submitted by **Friday at noon**, it is the volunteer’s responsibility to personally contact another volunteer until the position is filled and to be sure the changes are made on MSP as well. *\*Note: Just because a position hasn’t been filled doesn’t mean that all qualified volunteers are aware of the need. MSP will **not** generate an email to any volunteer already placed in the service elsewhere. For example, an open vocalist spot will not generate an email to a qualified volunteer already working in Sunday School, even though the time frames don’t overlap and the volunteer could feasibly do both.* Another important thing to remember is that if the volunteer is scheduled in more than one place and can’t serve (example: baker and barista), the volunteer must submit a sub request for **each** position. ***Until the position is filled, the responsibility IS on the volunteer, regardless of putting in a sub request or not.***
  - **Ministry Leaders:** Leaders: Ministry Leaders need to keep an eye on their areas to see if any sub requests are submitted in their ministries during the week. While it is the volunteer’s responsibility to ultimately make sure their open position is filled, the ministry leader may need to help in finding someone or may need to cover the position themselves if no volunteer is available. *Frequent absences should warrant some follow up with the volunteer to see how we can come alongside them.*
- **Serving Frequency:** We will not schedule a volunteer more than twice a month, or 4 times per schedule unless the volunteer has indicated that it’s ok to be scheduled more. If a volunteer desires a different frequency (once a month or once a scheduling period, for example), they should contact the office to set that preference. Some frequency preferences can be set by the volunteer, but they are more specific (specific time frames, ie: all of the month of December, for example).
- **Schedule Finalized:** All scheduled volunteers will receive an email telling them when the new schedule is finalized and will include their assigned serving dates. This will come out the 4<sup>th</sup> week of the month. Printed copies of the schedule are also available on the information table in the foyer, but will obviously not account for any changes made. Volunteers, if possible, should submit their sub requests when the schedule comes out if they are already aware of times they won’t be available that have arisen since the “can’t serve” date deadline. They can also request a trade and switch weeks with another qualified volunteer.