

How to Deal with a Problem Volunteer

1. Deal with the problem early: you might still be able to improve the volunteer leader's performance. If not, you will want the person to leave youth ministry quickly.
2. Gather accurate information about the leader's performance: conduct evaluations, observe performance, consult other veteran and trusted volunteer leaders. Consult with the pastor.
3. Reflect on the situation carefully and then act: if the volunteer is mismatched with a job consider alternative ministry assignments with youth or with other ministries in the parish community. But, don't recommend someone for another ministry if they are not suitable. Don't give someone else your problem!
4. Meet one-on-one with volunteer leader: present the information and your assessment of the situation, allow the volunteer leader to respond, give him or her a graceful way of resigning. If he or she does not see the situation repeat your analysis, then take action. In your one-on-one meeting be honest and caring. Make sure the volunteer leader understands that his or her ministry is not working out and why. Try to identify his or her positive attributes. Keep the discussion on his or her work performance – not the volunteer's personal life.
5. Deal with your feelings about firing a volunteer. Talk with other coordinators. Participate in a support-guidance group with your volunteer leaders. Pray!