POSITION TRAINING

PWOC LDP

Leadership Development Program

Administrative Coordinator

Welcome Leader,

Working on a PWOC Board can be such a delight!

This training is designed to set the correct trajectory for your position to set you up for success. Take the time to think through each element. Consider how the information applies to you and to your military installation. Ask questions! Track down answers. Be proactive.

As you are making plans for the year, be sure to include self-care. Put God and your health first—take care of yourself and your family! Your service in PWOC should be a blessing to your other areas of responsibility—if it is not, step back and make adjustments. Course corrections will be needed throughout the year.

May God bless you and direct your steps,

Your PWOC Sisters in Christ

PWOC LDP
Leadership Development Program

Summer Homework

READ **the PWOC Ministry Manual:** This will give you a great overview of the ministry of PWOC along with helpful tools and information.

CHECK OUT **theHubPWOC.net** for great resources and specifics for your position.

ASSEMBLE **a support team:** Ask 1-2 women to cover you in prayer throughout the year. It is helpful to ask non-local women so they can be objective in giving advice as needed.

COMPLETE **task items such as:** 1) Registering in a volunteer hours system, 2) Completing a Background Check for working with children, or 3) Taking a Food Handler's Course.

WATCH **the Personality Module** in this Leadership Development Program, unless your Board plans to do this training together.

A note about your Board Position Notebook:

In an ideal PWOC world, you were handed a super helpful position notebook (sometimes called a “continuity binder”) filled with everything you need to know, specific to your Board position, at your local installation. If you are one of the lucky ones, make your notebook even better by including all you learn this year. Add your own notes and resources to those of your predecessor.

If you do not have a position notebook, begin creating what you wish you would have received. Collect contact information for your key people. Record local protocol. Create event AARs. Write great Board Reports. Give the advice you wish you would have had. At the end of your term, you will have a valuable resource to hand over to your successor.

Position notebooks can be hardcopy, digital, or a hybrid. For more information and a list of items to consider including, see the section: **Keeping a Position Notebook** in Chapter 1 of the PWOC Ministry Manual.

PWOC LDP
Leadership Development Program

Administrative Coordinator

The Administrative Coordinator provides the communication structure to support spiritual growth within the PWOC community—first to the Board and then to the body. Your administrative abilities will bring order and clarity to the ministry of PWOC; your work is essential for the smooth operation of the ministry! Be encouraged that you will be used by the Lord in a mighty way in your PWOC and in your community!

The following slides will help you "unpack" your position. The first line item on each slide comes directly from your position description in the PWOC Ministry Manual, followed by suggestions, questions, and comments to help you see how each element may play out at your installation. Text that appears in gold refers to resources in the PWOC Ministry Manual (PWOC MM) or the PWOC Leadership Development Program (PWOC LDP).

Administrative Coordinator

1. **Handles official PWOC correspondence as directed by the President.**

   - Meet with your President and discuss expectations regarding what correspondence will be handled by your position. Consider all the outlets available. Will you respond to e-mail on her behalf, or does she prefer to do that herself? Your initial conversation will likely not cover all aspects of correspondence. Keep talking and clarifying expectations as the year progresses.
   - Who are the personnel you will likely interact with? Director of Religious Education (DRE), office staff, PWOC Chaplain Sponsor, who else? Do you have their contact information? Introduce yourself!

Administrative Coordinator

2. Coordinates with Publicity to determine which position handles the various social media outlets (i.e., define position boundaries).

- Meet with the Publicity position to determine which social media outlets will be monitored by her as opposed to you. It is wise to have both of you with administrative rights on social media accounts to aid in monitoring and posting.
- Once the boundaries are determined, set your notifications to alert you when a message, post, or information arrives to the account. If it is a concerning notification, contact Publicity and your President as necessary.
- Know which women in the PWOC body do not want their photos published online. Be careful not to post pictures of children without their mothers' express permission.

Administrative Coordinator

3. Uses grammatical and editorial skills to ensure quality of printed documents and information posted online.

- Nothing is quicker to be pointed out than a grammatical error on promotional materials. Utilize online tools or set your standards in your software to catch misspellings and grammatical errors.
- Ask someone with strong writing skills to preview materials before they are sent out to the PWOC body/community, even if you are confident they are correct!
- Be especially vigilant on items such as a flyer, trifold, or postcard that will be printed in mass quantities.

PWOC LDP
Leadership Development Program

Administrative Coordinator

4. **Follows installation and Chapel guidelines as well as OPSEC (Operational Security) guidelines when posting online.**

   - We must be vigilant to keep our service members and their families safe! Monitor posts and comments on social media that could jeopardize OPSEC and remove immediately. Watch for posts that mention specific locations, dates, deployment plans, or any other critical information that could be used against our military force or their families. Be cautious about innocent posts, such as, “praying for _____,” that could inadvertently reveal information.

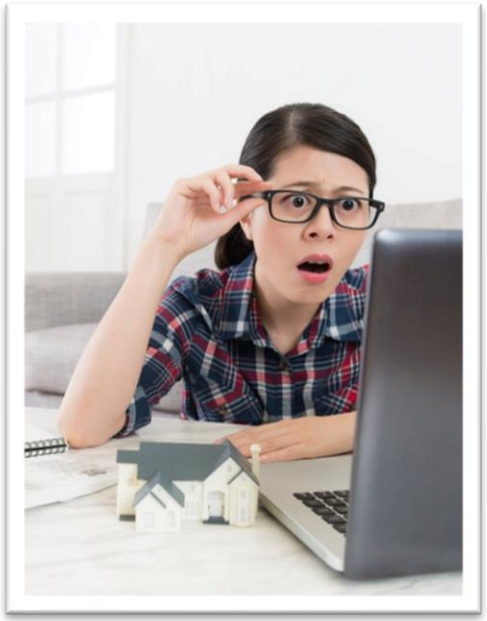
   - Aside from OPSEC, what are the rules for posting online? Meet with your President and PWOC Chaplain Sponsor to set up parameters as to what can and cannot be posted on social media.

PWOC LDP
Leadership Development Program

Administrative Coordinator

5. Monitors social media outlets. Removes inappropriate content as necessary.

- With the help of the Publicity position, and perhaps other representatives on the Board, diligently monitor your social media accounts. It is wise to require an administrator to review/accept posts from the PWOC body (or general public) before they are published.



- Ensure that you have given trustworthy individuals administrative rights to your social media accounts to help remove anything or anyone that is not appropriate. Be cautious of adding unknown people to the Facebook closed groups for your PWOC. Set up security questions that must be answered to officially join the group.
- Remove angry comments, anything that might cause alarm, anything that could jeopardize OPSEC, along with anything else that seems inappropriate in representing a women's ministry.
- When necessary, consider setting your social media posts to not allow comments.

Administrative Coordinator

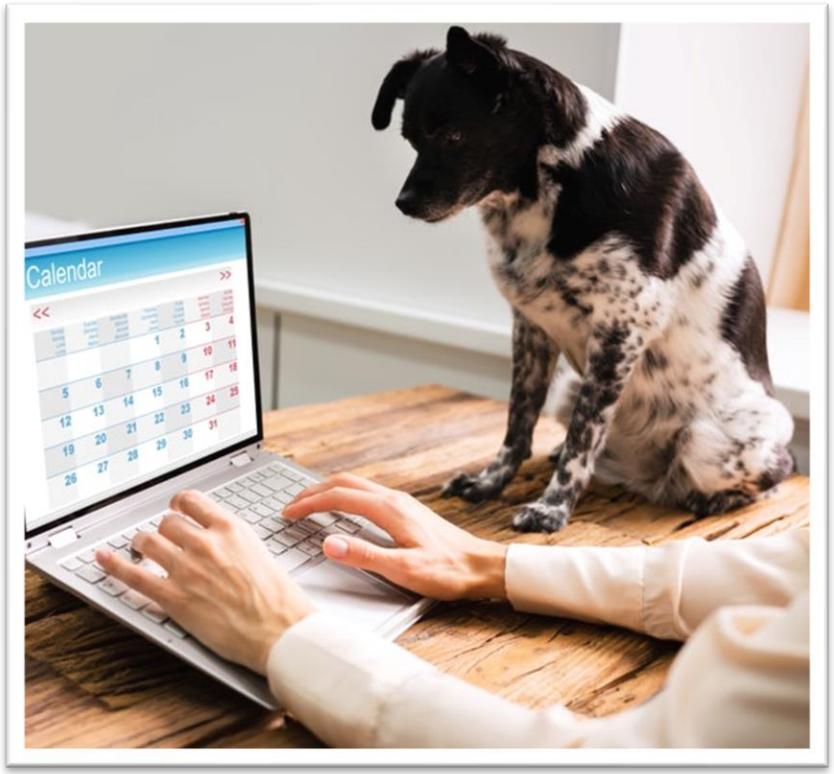
6. Works with the President to create and maintain the annual calendar. Works with Publicity to get the word out about upcoming calendar events.

- Be sure to consult all relevant local calendars (i.e., schools, Chapel Community, Military Community).
- It is good practice to share a draft of the calendar with your Board and Chaplain Sponsor before finalizing it. Make sure your Chaplain Sponsor and office staff have a copy of the finalized PWOC calendar.
- Items to consider including: Board meetings/trainings/ retreats, summer meet-ups for the PWOC body, regular PWOC days, Program days (plus setup day/time), Bible Study Facilitator Training (fall and spring), retreat for the PWOC body (fall/spring), and holidays. What else should go on your calendar?
- Your President may also want to schedule in Board get-togethers, a Christmas party, and an end-of-the year Board event.

PWOC LDP
Leadership Development Program

Administrative Coordinator

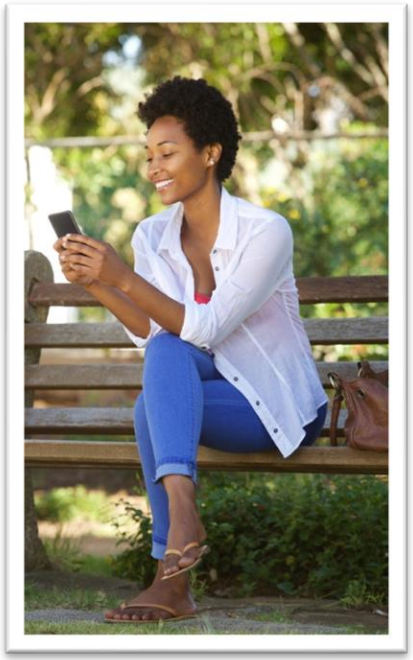
7. Notifies all Board members of upcoming Board Meetings and scheduled activities.



- Consider yourself the keeper of the PWOC calendar. Try to stay 1-2 weeks ahead. Give the Board a heads-up for due dates, meetings, and events. Set calendar reminders for yourself so that you can remind others at the right time, well in advance. Always be watching the calendar for what is coming up next.
- What mode of communication will you use for reminders? How will you know if everyone is tracking?

Administrative Coordinator

8. Works with military personnel and Chapel staff to reserve buildings and classroom spaces needed for Bible studies, Board Meetings, Facilitator Training, special events, and other calendar items. Coordinates with other Board members to make sure space is reserved for events they are planning.



- It is important to know the procedure for reserving facilities from the start. Find out who is the reservation point of contact (POC) for each building PWOC will use this year. Is there a form to fill out? What is the POC's preferred avenue of communication for reservations? Ask if you can book rooms and facilities for the entire semester or year, noting the days PWOC will not meet.
- Each time a Board member begins discussions of an event, inquire about their desired location and follow procedures to reserve that space for their date.

Administrative Coordinator

9. Creates and maintains a current Board Member Roster.

- Ask your President what she would like included on a Board roster. Some items to consider: *personal e-mail, Board position e-mail (if different), phone number, physical address, mailing address (if different), birthday, anniversary, name of spouse, names and ages of children.* You may also want to include each Board member's preferred method of communication as well as the deployment status in their home. This is a lot of private information, but the Board will be doing life together this year and will need the roster to connect in meaningful ways.
- Consider creating a form for Board members to provide requested information.
- Keep the roster updated throughout the year as Board members move, step down, or new members are added. Send a digital copy of the updated roster to the Board or post it in your private Facebook group or other media outlet used by the Board.

Administrative Coordinator

10. Assists Board members in registering in the volunteer hours system (e.g., VMIS) used by the military installation (if applicable).

- Your Director of Religious Education (DRE) or other Chapel staff member may be able to assist you with the registration process.
- Reporting hours is a way to demonstrate that PWOC has value in the Military Community (i.e., if x-number of people are willing to invest x-number of hours, it is proof that PWOC is meeting a need).
- Consider combining volunteer hours with the monthly Board Report to help your Board members get in the habit of regular recording.
- Find out who verifies the monthly volunteer hours online for the system your military installation uses—it might be you!

PWOC LDP
Leadership Development Program

Administrative Coordinator

11. Assists the President with administrative details for carrying out meetings and events for which the President is responsible.

- Meetings held by the President, such as Board Meetings, can run much smoother with your input! Your President may or may not be skilled in administration. Be prepared to support her as needed.
- How can you collect reports for her to easily access? Consider using an online tool such as Google Drive to create a folder of relevant materials.
- Contact military personnel for access to a copier before meetings. Make printouts of the meeting agenda, calendar, Board Report Summary (see PWOC MM section: ***Board Report Summary: A Time-Saving Approach***), or any other needed documents. Save copies for anyone who is absent at the meeting.
- Are you able to make photocopies for free? Where? Do you need to provide paper or ink? Can you acquire paper from the Chapel to print at home? Can you purchase ink with a Purchase Order for your personal printer?

PWOC LDP
Leadership Development Program

Administrative Coordinator

12. Provides Board members with required forms and other resources as needed.

- Ask your President which Board report she prefers to utilize. In the PWOC Ministry Manual Appendices, you will find a ***Summer Board Report***, ***Standard Board Report***, ***Perspective-Oriented Board Report***, and ***Vision-Oriented Board Report*** forms.
- Provide and collect After Action Reports (AARs) for larger events such as a retreat, Program, Facilitator Training, Inreach or Outreach event, leadership training, a prayer event, or any other activity that is more involved than the normal PWOC day. Whichever Board member oversees the event is the one that should fill out an ***Event After Action Report*** (PWOC MM Appendix).

PWOC LDP
Leadership Development Program

Administrative Coordinator

13. Sets a deadline for Board Reports. Collects Board Reports and Event After Action Reports. If applicable, follows the President's guidance in using them to prepare for the Board Meeting.

- Agree on a deadline for Board Reports with your President. Notify the Board well in advance. Send reminders. Decide which version (see PWOC Ministry Manual Appendices) of Board Report you will use (Summer, Standard, Perspective-oriented, or Vision-oriented). Send the Board a digital version.
- Request Event AARs from Board members who led events over the past month. What is the deadline for an AAR after an event? One week? Two?
- Consider using Google Drive or another platform to collect all paperwork: Board Reports, Event AARs, agenda, calendar, a Board Report Summary (see below), along with anything else associated with the Board Meeting. This makes it easy for your President to review.
- Read ***Board Report Summary: A Time-Saving Approach*** in the Board Meeting section of the PWOC Ministry Manual for information on creating a Board Report Summary and other helpful hints.

PWOC LDP
Leadership Development Program

Administrative Coordinator

14. Takes and maintains detailed notes of all Board Meetings. Sends Board Meeting notes to the PWOC Board for review and approval in a timely manner. Provides a digital copy of the Board Meeting notes for Board members to include in their position notebooks.

- Board Meeting minutes record what was discussed and what was decided, which provides a point of reference and accountability for the Board. Your President may have specific requests of what to include in your notes.
- Within a few days of the meeting, type and organize these notes and send them out to the Board for approval. Allow for feedback and corrections. Make the appropriate changes and then send a final Board Meeting Notes document to each member for their records.

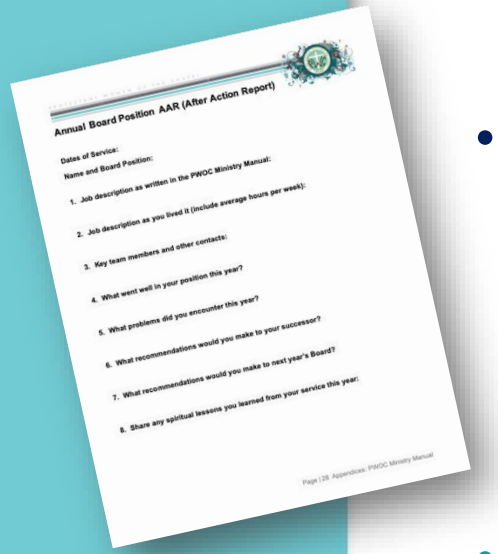
Administrative Coordinator

15. Completes any requested reports, submits them to the President for review and approval, then sends them to the requestor.

- At times, an outside source may need pertinent information from the local PWOC. An example of this might be the Director of Religious Education (DRE) requesting the names of women who volunteer. When a report such as this is requested, make sure your President is aware, has the opportunity to contribute to the report, and is cc'd on all e-mail correspondence.
- Regular reports beyond what is described in the PWOC Ministry Manual may also be needed. An example might be reporting PWOC's weekly attendance to the PWOC Chaplain Sponsor who may be required to provide that information to his/her superior. Coordinate with the appropriate people to get the information you need—in this example, the Participation and Watchcare positions. Keep the President informed. Include her on e-mails.

Administrative Coordinator

16. Collects Board Position AARs at the end of the PWOC year.


Annual Board Position AAR (After Action Report)

Dates of Service:

Name and Board Position:

1. Job description as written in the PWOC Ministry Manual:
2. Job description as you lived it (include average hours per week):
3. Key team members and other contacts:
4. What went well in your position this year?
5. What problems did you encounter this year?
6. What recommendations would you make to your successor?
7. What recommendations would you make to next year's Board?
8. Share any spiritual lessons you learned from your service this year:

- As you approach the end of the PWOC year, each Board member is required to fill out an ***Annual Board Position AAR*** (see Appendix in the PWOC MM). Provide it digitally to each Board member to fill out and return to you. Set a deadline. Send reminders.
- As AARs are submitted, skim them to see if any additional or helpful information should be added—you may remember important elements from their service that are not represented in their AAR and can request a revision. These reports are an asset to the Incoming Board since they give an overview of each position as the Board member experienced it. A Board Position AAR will contain best practices and lessons learned. It will save the Incoming Board time and frustration.
- Encourage Board members to include their Board Position AAR in their position notebook. Be prepared to give reminders about the notebooks! Refer them to the section entitled ***Keeping a Position Notebook*** in Chapter1 of the PWOC Ministry Manual.

PWOC LDP
Leadership Development Program

Some final thoughts...

A ministry can be ruined for lack of organization.

Never underestimate what you bring to the table!

Some of your teammates will need your administrative skills more than others; be flexible and gracious.

If you see disorder and confusion, address it.

Do what you do with all your heart and do it for Jesus!

Blessings on you, Sister!

PWOC LDP
Leadership Development Program