

INTOUCH ROLES

Welcome InTouch Serve Team Members, you are the heartbeat of the entire ministry. To make sure everyone is clear on our procedures and everyone's time is used as effectively as possible, below are the instructions regarding the InTouch Area.

Let's always give praise to our Lord and ask for wisdom and guidance as we serve in His ministry. All Serve Team Members get together 30 minutes before opening to have a devotional and prayer time, and prepare for our Guests.

Serve Team roles:

- 1) Team Leader
- 2) InTouch Counselors

NOTE: If circumstances warrant, it's possible that a Serve Team Member may be asked to help in another ministry area. It is our hope that anyone who is asked will say "Yes", and serve with a willing and cheerful spirit.

Serve Team Member duties:

- 1) Team Leader** - Responsible for coordinating InTouch Counselors and InTouch process.
- 2) InTouch Counselors** -
 1. Retrieve the next Guest's folder from the check-in desk .
 2. Take a moment to look through the folder.
 - a. Call the guest/family by name and introduce yourself.
 - b. Escort back to InTouch space.
 - c. Make sure you have the right folder(s) for the person(s) sitting in front of you.
 - d. Review the InTouch Record to get up to speed on family history.
 3. Complete the Food (and Clothing if applicable) Claim Ticket and give it to the Guest.
 4. First time Guests - Explain the Lighthouse policies, procedures and hours open.
 5. Proceed with InTouch Interview
 - a. Ask the number of family members in home, note any changes.
 - b. Review any new Lighthouse information, items or specials from our daily briefing.
 - c. **Use InTouch Record to conduct the interview.**
 - d. **InTouch person leads in Prayer with them, holding hands if appropriate.**
 - e. **Thank them for coming to the Lighthouse at Compassion Christian Church.**
 6. After the session, communicate the discovered needs with the appropriate Serve Team Members.
 - a. Please ensure the InTouch Record is in the folder and completed (Help provided, referrals given, etc.).
 - b. Confirm Guest has their Lighthouse Ministry Claim Ticket for Food (and Clothes if applicable).
 7. Return the Guest's folder to the appropriate basket at the check-in desk.
 - i. **Guests with no need for follow up go in the basket to be filed.**
 - ii. **Guests with follow up needed go in the Follow Up basket.**

ATTENTION ALL SERVE TEAM MEMBERS

PLEASE TAKE RESPONSIBILITY TO ENSURE EACH AND EVERY AREA IS PICKED-UP, NEAT, CLEANED AND READY FOR THE NEXT TEAM OF FELLOW SERVE TEAM MEMBERS OPENING THE LIGHTHOUSE.

Please make sure the InTouch area is in neat/clean working order, forms stocked, etc.