

# **ONE HOPE CHURCH VOLUNTEER HANDBOOK**

<b>INTRO</b>	<b>3</b>
<b>WHY WE SERVE</b>	<b>3</b>
<b>VALUES</b>	<b>3</b>
<b>EXPECTATIONS</b>	<b>3</b>
Have fun.	3
Keep Your Word.	4
Share your ideas.	4
Finish strong.	4
<b>MINISTRIES &amp; TEAMS</b>	<b>5</b>
Ministry	5
Team	5
<b>LEADERSHIP</b>	<b>6</b>
<b>SCHEDULING</b>	<b>6</b>
Scheduling Expectations	6
Schedule Management	7
<b>DIRECTORS</b>	<b>7</b>
<b>TEAM CAPTAINS</b>	<b>7</b>
<b>TEAMS &amp; POSITIONS</b>	<b>7</b>
Kids Team	7
Kids Director	8
Kids Captain	8
Lead Teacher / Assistant Teacher	8
Nursery Room Leader / Assistant	8
Hospitality Team	8
Hospitality Captain	9
Greeter	9
Lead Usher	9
Usher	9
Next Steps Team	9
Next Steps Director	9
Next Steps Captain	10
Greeter	10
Safety Team	10
Safety Director	10
Team Member	10

Band	10
Worship Leader	11
Vocalist	11
Instrumentalist	11
Production Team	11
Production Director	11
Audio Engineer	11
Media Engineer	11
Lighting Engineer	11
Setup & Teardown Team	11
Setup & Teardown Director	12
Setup / Teardown Captain	12
Signage	12
Team Member	12
Speaking Team	12
Host	12
Accounting Team	12
Donation Counter	12
Creative Team	12
Graphic Design	12
Social Media	12
Photography / Videography	12

<b>FAQS</b>	<b>12</b>
What do you expect of me?	12
How Will I Be Scheduled?	13
Who should I talk to?	13
How do I learn?	13
How often will I be scheduled?	14
Can I serve on two teams at once?	14
How can I become a leader?	14

## INTRO

The purpose of this handbook is to provide a simple, centralized resource for anyone serving as a volunteer at One Hope Church.

## WHY WE SERVE

The primary, motivating reason we are compelled to serve is because **Jesus served us**. He gave his whole life in obedience to God so that we might have life and hope. And it's by His example of love and sacrifice that we know how to serve others. (Mark 10:45, John 13:12-15).

We also serve because we believe that God equips everyone in His church with unique abilities and calls us to exercise them for the good of other people. (Ephesians 4:11-12, Romans 12:3-8).

## VALUES

When it comes to serving, we value the following:

- **Fun:** we enjoy our time serving and make it enjoyable for others
- **Teamwork:** working together is better than working alone
- **Passion:** we put heart into everything we do
- **Reliability:** we do what we say we'll do
- **Excellence:** we strive to create the best experience for every person we serve

## EXPECTATIONS

In light of the above values, we expect every person on every team to meet these expectations:

- **Have fun:** enjoy yourself and help other people do the same
- **Be a team player:** think about others and strive for harmony
- **Use your heart:** care about what you do and why you do it
- **Keep your word:** do what you say you'll do
- **Bring your best:** come ready to give all you've got

## SCHEDULING

We use an application called Planning Center Services to plan and coordinate everything about our Worship Gatherings. This includes times, order of services, and volunteer management.

If you would like to receive push notifications for requests, download and install the Planning Center Services app for iOS or Android. We are unable to schedule via text message at this time.

Even if you're not an email person, please understand that for us to schedule hundreds of people per month this is currently the only method. We ask that if you're committed to serving you would commit to regularly checking your email for serving requests.

## Serving Frequency

We ask all volunteers to serve on average at least twice per month.

## Responding to Requests

We will send scheduling requests for the upcoming Sunday on the Monday before. If we don't hear back by Wednesday, we will send a follow-up request.

If you receive a request and there is a chance you won't be available, please decline the request. This is more helpful to us than waiting on a potential decline later in the week.

## Blockout Dates

Within Planning Center Services there is a feature called "Blockout Dates." It can be accessed easily through the app or website and allows you to tell us when you won't be available. Please do your best to add your Blockout Dates whenever you are unavailable to serve.

# LEADERSHIP

## Directors

Directors are responsible for casting vision and keeping it in front of the team. They have a job description with responsibilities that go beyond Sunday morning and are asked to serve in their position for at least six months.

## Captains

A Captain is the on-the-ground leader of a specific team during a specific time window (usually one service). They are expected to step into any position on the team should the need arrive, lead team meetings, train and coach team members, and, if applicable, monitor inventory of perishable supplies.

# TEAMS & POSITIONS

We believe that serving is better when we do it together. Teams are groups of people with a common passion and common goal. Below is a list of our current teams and positions. NOTE: positions in BLUE require Partnership (membership) with One Hope Church.

## Kids Team

The Kids Team helps kids, birth through fifth grade, experience hope in Jesus and grow in their relationship with God and others.

## Kids Director

The Kids Director oversees the Kids Team from the perspective of a parent, making critical decisions to ensure the team purpose is achieved. He/she communicates primarily with parents / guardians, manages, approves and distributes curriculum, ensures all teaching resources are provided and distributed, tracks inventory and makes necessary purchase requests.

The Kids Director schedules and leads a monthly meeting to prepare curriculum and needed supplies.

He/she has a vision for always improving the Kids experience by focusing on care and growth of children and parents/guardians.

## Kids Captain

The Kids Captain functions as the overseer of the Kids Team on Sunday mornings, making critical decisions to ensure the team purpose is achieved. He/she communicates with team members, tracks inventory and communicates needs to the Kids Director, and provides training, evaluation, and feedback to new and current team members.

He/she has a vision for always improving the Kids experience while balancing care for team members.

## Lead Teacher / Assistant Teacher

The Lead Teacher is the primary leader responsible for teaching a specific group of children. He/she reviews the assigned lesson in advance and comes prepared and confident to teach the content. He/she has a clear vision for a well-managed classroom and a heart for helping children learn.

The Assistant Teacher provides support and assistance to the Lead Teacher for a specific group of children. He/she reviews the assigned lesson in advance and is prepared to take over the responsibility of teaching if necessary. He/she assists with classroom management and strives to work alongside the Lead Teacher so that children learn and grow.

## Nursery Room Leader / Assistant

## Hospitality Team

The Hospitality Team helps everyone who attends a One Hope Church gathering feel welcome and aware of where to go.

### Hospitality Captain

The Hospitality Captain functions as the overseer of the Hospitality Team on Sunday mornings, making critical decisions to ensure the team purpose is achieved. He/she communicates with team members, tracks inventory and communicates needs to the Worship Pastor, and provides training, evaluation, and feedback to new and current volunteers. In addition, he/she is prepared to step into any Hospitality need should it arise and lead by example.

He/she has a vision for always improving the Hospitality experience while balancing care for team members.

### Greeter

The Greeter welcomes and makes the first impression with people as they arrive for worship. He/she smiles and shakes hands, holds doors, and directs people if they have questions. Before the services, he/she sets up and prepares the front entrance space to make an optimal first impression. In addition, he/she makes coffee.

### Lead Usher

The Head Usher leads the other Ushers in assisting, directing, and serving people specifically within the main worship area (gym). He/she welcomes people as they arrive, guides them to a seat, distributes Bibles, passes and collects the offering baskets, and serves Communion.

### Usher

The Usher assists, directs, and serves people specifically within the main worship area (gym). He/she welcomes people as they arrive, guides them to a seat, distributes Bibles, passes and collects the offering baskets, and serves Communion.

## Next Steps Team

The Next Steps Team helps people discover and take their next step toward Jesus and the church.

## Next Steps Director

The Next Steps Team Director is responsible for all things associated with the Next Steps Area on Sunday as well as the beginning steps of the assimilation process. This includes casting and continuing to develop the vision for the Next Steps Ministry, recruiting and training of new volunteers and ensuring all Next Steps Cards are entered into Planning Center People.

## Next Steps Captain

The Next Steps Captain functions as the overseer of the Next Steps Team on Sunday mornings, making critical decisions to ensure the team purpose is achieved. He/she communicates with team members, communicates needs to the Discipleship Pastor, and provides training, evaluation, and feedback to new and current volunteers. In addition, he/she is prepared to step into any Next Steps need should it arise and lead by example.

He/she has a vision for always improving the Next Steps experience while balancing care for team members.

## Greeter

The Connector is a friendly face that focuses on helping people **DISCOVER** and **TAKE** their next step toward Jesus and the church. He/she strives to be as informed in possible of the church mission, vision, and values, calendar of events, ministries and teams, and groups for the sake of helping people take their next step toward God and others. He/she sets up and hovers around the Next Steps area ready to assist and direct people.

## Safety Team

The Safety Team exists to provide protection from physical threats and respond to emergency situations.

## Safety Director

The Safety Captain functions as the overseer of the Safety Team on Sunday mornings, making critical decisions to ensure the team purpose is achieved. He/she has the final say on all safety matters and provides training, evaluation, and feedback to new and current team members.

## Team Member

The Safety Officer ensures that people, especially children, are safe inside and outside of our facility. He/she monitors entrances and exits, patrols the interior and, if necessary, the exterior of the facility, and responds to any threat to the safety of the church.

## Band

The Band leads people to find hope in Jesus and respond in worship.

## Worship Leader

## Vocalist

The Vocalist sings in support of the team purpose. He/she constantly evaluates his/her musical contribution to help people feel, focus, and follow along.

## Instrumentalist

The Instrumentalist plays in support of the team purpose. He/she constantly evaluates his/her musical contribution to help people feel, focus, and follow along.

## Production Team

The Production Team uses audio, video, and lighting tools to create an environment for people to find hope and respond in worship

## Production Director

## Audio Engineer

## Media Engineer

## Lighting Engineer

## Setup & Teardown Team

The Setup & Teardown Team prepares the YMCA for Worship Gatherings and returns it to the original state after they finish.

Setup & Teardown Director

Setup / Teardown Captain

Signage

Team Member

Speaking Team

The Speaking Team communicates from the stage with truth, passion, and clarity.

Host

Accounting Team

The Accounting Team handles money and donations with care, responsibility, and professionalism.

Donation Counter

Creative Team

The Creative Team manages computers and mobile devices so that communications and ministry happen naturally and reliably.

Graphic Design

Social Media

Photography / Videography

## **FAQs**

What do you expect of me?

Our overall hope for you is that you'd discover your gifts and the joy of sharing them with other people. To help you do that, we ask that you:

- Have Fun
- Keep Your Word
- Share Your Ideas
- Finish Strong

## HOW OFTEN WILL I BE SCHEDULED?

For most positions, we ask that you'd be ready to serve at least twice per month. If there is an exception to this or a special circumstance, your Team Leader will let you know.

## WHO SHOULD I TALK TO?

When in doubt, ask your Team Captain. Their job is to be the on-the-ground leader for their specific team. For most questions, this is the chain of communication:

YOU > Team Captain > Team Director > Pastor > Elders

When in doubt, ask your Team Captain. Their job is to be the on-the-ground leader for their specific team.

## HOW DO I LEARN?

We'll teach you! More specifically, your Team Director and Team Captains will train you and help you every step of the way.

In addition, we try to provide anything we can (diagrams, checklists, pictures, etc) to make your job easier to learn and do.

## CAN I SERVE ON TWO TEAMS AT ONCE?

We recommend volunteering for one team at a time. You'll be less stressed, more flexible, and less likely to burn out if you commit wholeheartedly to one team at a time.

In addition, this makes it easier to manage your schedule, to build relationships with the people you serve and serve with, and allows you to learn the ins and outs of the team.