

Supportive Ministry Team Manual – in Depth

Ministry Purpose

The Supportive Ministry Team serve as the first point of contact for those attending Life of Faith Bible Church. Their role is to create a welcoming, orderly, and secure environment where people can worship freely and receive from God.

General Expectations (Applies to All Positions)

All team members are expected to:

- Wear your name badge while serving.
 - Arrive 30 minutes before service unless your position specifies otherwise. (10:15am Sunday and 6:30pm on Wednesdays)
 - Maintain a joyful, welcoming attitude toward all guests and members.
 - Be attentive and available to assist people as needed.
 - Minimize personal conversations while serving.
 - Be observant of guests' needs and aware of your surroundings. **(Keep your eyes open)**
 - If you cannot attend a scheduled service, notify your department leader immediately.
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Dress Code

Women

- Pants: Dress pants or dressy jeans (no rips or holes)
- Tops: Blouses or tops that are modest and not low-cut. Sleeveless is acceptable, but tank tops must be covered with a jacket.
- Dresses/Skirts: Must be knee length or longer
- Sunday services: Wear dressier attire

Men

Wednesday – Dressy Casual (NOT casual)

- Jacket without tie or tie without jacket • Dress pants, khakis, or dark denim

Sunday – Dressy

- Suit **or** jacket with tie

Policies For Supportive Ministry Team:

Follow the Leader in Attire

Do an attitude check

Arrive early

You are the walking, talking, Information Center – Know the past, present & future of the church. Know the where, what, when and how of all activities. Check-in before service.

GENERAL EXPECTATIONS

- **Punctuality:** Being on time is a Christian virtue. Workers must be in position at designated start times.
- **Discretion:** Behavior issues or security concerns are never discussed in front of guests.
- **Engagement:** Staff must remain focused on their area; avoid personal texting or congregating with other workers while on duty.

GREETER

Report To: Susan

Start Time: Arrive by 30 minutes before service

Position Purpose

Create a warm, friendly, and Spirit-filled first impression for everyone arriving at church.

Responsibilities

- Greet everyone warmly with a smile
- Offer a handshake when appropriate
- Maintain a joyful and welcoming attitude
- Be attentive to first-time guests/ Offer a kind word
- Follow proper contact card procedures for new visitors (**Follow-up at end of service**)
- Remain available rather than engaging in long conversations
- Wash your hands before you go to your assigned position

SANCTUARY SEATER

Reports To: Walter

Start Time: Sundays 10:30 AM | Wednesdays 6:50 PM

Position Purpose

Help guests find seating while maintaining order and flow within the sanctuary.

Responsibilities

- Seat guests efficiently from front to back
- Prevent large gaps of empty seating
- Politely ask guests to move when necessary to create space
- Seat parents with infants on end seats when possible
- Be alert for people entering during worship and seat them discreetly (**Be proactive not reactive**)

SAFETY TEAM

The security team ensures the safety of the church property, congregation, and worship environment. Security members should remain alert, observant, and discreet always.

Safety #1 (responsible for making the call for 911)

Reports To: Gordy or Walter

Start Time: 30 minutes before service

Responsibilities

- Monitor hallway activity, main entrance, and parking lot
- Watch the service on the monitor while positioned in the hallway
- Assist late arrivals as greeter, check-in helper, or door attendant
- Hold the Children's Ministry Access Card
- Record unusual activity during service
- Check classrooms if excessive noise occurs
- Complete the Security Usher Report after service
- Use cell phones only for security purposes while on duty

Safety #2

Reports To: Gordy or Walter

Start Time: 30 minutes before service

Responsibilities

- Stationed at the right rear sanctuary doors
- Monitor the sanctuary for safety and distractions
- Seat late arrivals in the back area
- Control sanctuary lighting on Sundays (coordinate with Walter)
- Address disruptive behavior discreetly by escorting individuals to the foyer
- Have usher assist when needed (female greeter accompanies if disrupter is female)
- Serve as backup to Security #1

Safety #3

Reports To: Gordy or Walter

Start Time: Sundays 9:50 AM | Wednesdays 6:30 PM

Responsibilities

- Serve as early security presence
 - Assist with children's check-in badge when needed
 - Move to sanctuary security position once Security #1 arrives
 - Stationed on left side of sanctuary, last row middle aisle
 - Assist Security #2 in monitoring sanctuary activity
 - Address disruptive behavior discreetly when necessary
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Ushers / General Service Assistants

Reports To: Walter

Start Time: 30 minutes before service

Position Purpose

Provide attentive, Spirit-filled assistance to guests before, during, and after services.

Responsibilities:

- Greet guests warmly
- Assist with needs such as tissues, pens, or other assistance. Watch for needs before they are requested
- Help guests during inclement weather (assist elderly and ladies to and from vehicles)
- Stay attentive and available throughout service (**eyes open and head on swivel**)
- Periodically check with Walter for instructions or direction.
- Responsible for Parent support in the event of a lost child

CHILDREN'S MINISTRY HELPS GUIDELINES

Purpose

Children's workers serve an important role in creating a safe, joyful, and peaceful environment where children can learn about God while parents participate in the service with confidence.

Workers should strive to maintain an atmosphere that is loving, orderly, and Spirit-filled.

START TIMES

Teachers and helpers must be in their classroom 20 minutes before service to prepare the room, pray together, and create a welcoming atmosphere.

Service Times

Sunday

- Pre-Service Prayer: 9:45 AM
- Main Service: 10:25 AM

Tuesday Prayer

- 6:45 PM

Wednesday Service

- 6:40 PM

Important Notes

- Classroom doors open to receive children at: 10:30 AM on Sun. / 6:45 PM on Wed.
- Parents now bring children directly to classrooms after check-in.
- Workers must be in their rooms on time to maintain safety and order.
- If you attend pre-service prayer, sit near the back and leave early to reach your classroom.

NOTE: Being on time is a basic Christian virtue. When one worker is late, the entire ministry is affected.

CHILDREN'S CHECK-IN

- **Reports To:** Kayla
Start Time: Sundays 10:00 AM | Wednesdays 6:30 PM
- **Position Purpose**
- Ensure that all children are properly registered and placed in the correct class, while helping parents feel confident in the security of the children's ministry.

- **Responsibilities**
- Greet families warmly
- Register children and guests in the system
- Assist parents with labeling children's items when needed
- Explain children's security procedures to new families
- Ensure children are directed to the proper classroom

RECEIVING CHILDREN

Door Policy

During receiving and dismissal times:

- The bottom Dutch door must remain closed and locked.
- The top portion remains open and secured with the hook.

Children's Greeter

One designated worker will serve as the Children's Greeter at the door.

Responsibilities include:

- Greeting parents and welcoming children
- Checking the child's label
- Confirming parents keep their matching pickup label
- Ensuring guest stickers include a parent phone number
- Placing belongings in cubbies
- Directing children to quiet activities
- Checking children out at dismissal

Arrival Activities

Children should begin with quiet activities:

KK1

- Coloring at tables
- Sitting in circle watching DVD
- One worker supervising each group

KK2

- Play-dough or coloring at tables

Super Kidz

- Coloring or quiet board games

Additional Guidelines

- If a child cries at drop-off, calmly reassure the parent and encourage them to leave. Workers will comfort the child.
 - If visiting siblings need to stay together, allow it when possible.
 - Classroom doors are fully closed and locked 8 minutes after service begins.
 - Late arrivals must knock to enter.
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DURING CLASS

- Follow the class schedule for consistency.
 - Workers should remain engaged with children, not conversing with one another.
 - Maintain calm voices since hallways are visible and audible.
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END OF SERVICE / DISMISSAL

Before service ends:

- Children should be at tables coloring, playing quiet games, or watching a DVD.
- Workers should monitor the service on the classroom TV.

When service ends:

1. The Children's Overseer will knock on classroom doors.
2. Open and latch the top portion of the door.
3. Inform the Overseer of any concerns that may need to be communicated to parents (injuries, behavior issues, etc.).

The Children's Greeter will:

- Match the parent's label with the child's label
- Release one child at a time
- Offer a positive comment about the child

NOTE: Behavior concerns should never be discussed in front of others.

AFTER DISMISSAL

- **Complete Children's Ministry report sheet** and leave them on the clipboard.
- Straighten the classroom.

Nursery & KK1

- Remove changing table covers
- Remove crib sheets if used
- Place linens in nursery hamper

Workers are not responsible for:

- Vacuuming
- Sanitizing toys
- Washing cups
- Emptying garbage
- Leave trash in containers.

When exiting:

- Close only the bottom door
- Leave lights on

The closing ushers will complete the final building check.

SUNDAY CHILDREN'S MINISTRY PRE-SERVICE PRAYER (10:00–10:30 AM)

- Two workers will staff KK1 and KK2 during prayer.
- Workers must arrive at 9:45 AM.

Door Policy

- Doors close at 10:08 AM and remain closed during prayer.
- Only quiet play activities are allowed.

When teachers arrive at 10:25 AM:

- Pre-service workers should transition children to:
 - Play-dough in KK2
 - Coloring or DVD in KK1

This allows a smooth transition for the main service.

No nursery care is provided during pre-service prayer.

Children may not be received before 10:30 AM Sunday or 6:45 PM Wednesday.

GENERAL CHILDREN'S MINISTRY GUIDELINES

Classroom Conduct

- Only scheduled workers may be in classrooms. (?)
- Workers should always be **engaged with the children**.
- Sit with children when using markers or crayons to prevent wall markings.
- Do not hang anything on the walls.

Discipline

If behavior issues occur:

- Respond lovingly but firmly.
- Use 5-minute time-outs if needed.
- A worker may sit beside the child.

Never:

- Shame or ridicule a child
- Turn a child's chair toward the wall

Bathroom Policy

Children should not leave the classroom area.

KK2 and Super Kids

- Most children may use the restroom independently.

KK1

- Workers assist children.

Always:

- Remind children to ask permission
- Ensure hands are washed afterward

Additional Guidelines

- No texting or personal calls during service unless necessary.
- Do not allow children to climb on you or engage in rough play.
- Children should not be taken outside the classroom without permission.

- Security cameras are present in all classrooms for protection.
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CLASSROOM STRUCTURE

Children are divided into three groups based on needs and behavior.

Each group has one assigned worker, helping maintain order and engagement.

Service times may be adjusted slightly depending on the length of the service.

KK1 CLASS FLOW (Younger Children)

1. Receiving Time – 20 min
Coloring or DVD / story circle.
 2. Free Play – 15–20 min
Three groups rotating play areas.
 3. Songs & Lesson – 10–15 min
 4. Group Activity – 5 min
 5. Snack & Story Time – 10–15 min
 6. Craft or Coloring – 10–15 min
 7. Potty / Diaper Break – 10–15 min
 8. Quiet Play Until Dismissal
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KK2 CLASS FLOW

1. Receiving Time – 20 min
Coloring or play-dough.
2. Free Play & Potty Break – 15–20 min
3. Songs & Lesson – 15–20 min
4. Group Activity – 5 min
5. Offering, Snack & Prayer – 10–15 min
6. Craft or Heart-Tug Sheets – 15–20 min
7. Free Play & Potty Break – 10–15 min
8. Quiet Games or DVD Until Dismissal

Praise & Worship Ministry Guidelines:

Report to: Aaron

Worship Ministry Handbook Template

1. Ministry Core

- **Mission Statement:** To facilitate a divine encounter for the believer and non-believer through authentic praise and worship.
- **Vision:** We strive for excellence, not perfection, seeking to point people to Jesus while maintaining a humble posture of service.
- **Core Values:** Unity, authenticity, preparedness, and a lifestyle of worship.

2. Team Member Expectations

- **Spiritual Maturity:** A personal, growing relationship with Jesus Christ and a commitment to biblical community.
- **Preparedness:** Members are expected to arrive "prayed up" and "practiced up," having learned their parts before the first rehearsal.
- **Modesty & Dress Code:** Wear clothing that is comfortable for free worship (jumping, kneeling) but ensures the focus remains on God, not the individual.
- **Attendance:** Timely communication regarding absences

Leadership Roles

- **Worship Leader:** Responsible for the spiritual and musical direction of the service.
 - **Spiritually guide** the congregation in authentic worship.
 - **Collaborate with the Senior Pastor** to align music with the weekly message/sermon theme, being led by the Holy Spirit is a must.
 - **Recruit, mentor, and disciple** volunteers, fostering their spiritual and musical growth.
 - **Plan weekly service sets**, selecting theologically WORD based songs and public elements.
- **Musical Director (MD):** Acts as the "band leader," focusing on the technical execution of the music.
 - **Guide musicians during rehearsals** and live services by giving cues and calling sections.
 - **Manage the musical flow**, ensuring balance, tightness, and dynamics between instruments.
 - **Communicate transitions** to the team (often via a talkback microphone).
- **Worship Administrator:** Manages the behind-the-scenes organizational tasks.

- **Oversee scheduling** of team members.
- **Distribute resources** such as chord charts, sheet music, and practice recordings.
- **Manage licensing** for copyrighted music through services like [CCLI](#).

Musical Team Roles

- **Vocalists (Lead & Background):** The "front line" responsible for vocal leadership.
 - **Lead the congregation** in singing with excellence and enthusiasm.
 - **Model a posture of worship**, focusing on God rather than individual performance.
 - **Commit to individual practice**, arriving at rehearsals fully prepared with lyrics and melodies memorized.
- **Instrumentalists (Band):** Provide the musical foundation.
 - **Play with excellence**, blending with other instruments in sound, volume, and style.
 - **Be sensitive to the Holy Spirit**, maintaining flexibility for spontaneous moments in worship.
 - **Arrive early** for soundchecks and technical setups.

Technical & Production Roles

- **Audio Technician (Front of House):** Manages the sound for the room and livestream.
 - **Balance the mix** to ensure clarity for vocalists, instruments, and the pastor.
 - **Monitor and prevent technical issues**, such as feedback or microphone cutouts.
- **Video/Lighting Operator:** Manages the visual elements of the service.
 - **Project lyrics and scripture** slides accurately and in sync with the service.
 - **Control lighting cues** to match the atmosphere of different service segments.
 - **Operate cameras** and manage camera angles for online broadcasts.