

MINISTRY TEAM HANDBOOK



THE GATEWAY
CHURCH

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Table of Contents

1. Welcome	1
2. The Church's Mission & Vision	1
3. Becoming Part of the Ministry Team	2
4. Reasons to Serve.....	2
5. Recruitment, Training, & Leadership	2
6. Requirements	3
7. Safety & Security	6
8. Absences	7
9. Computers, Social Media, & Other Technology	8
10. Accommodations	9
Appendix	10

1. Welcome

Thank you for your decision to join The Gateway Church Ministry Team. We hope your service will be a great partnership allowing you to grow in the Lord while also helping the church to pursue and accomplish its mission. The church's primary purpose is to help people take continuing steps of growth in their relationship with the Lord. While each volunteer on the Ministry Team has expectations regarding their areas of responsibility, we hope your service can be done in an environment that is encouraging, supportive, and fun. We are grateful that you have chosen to serve here and believe that our ministry together will produce a healthy and thriving atmosphere that our church and community is striving to encapsulate.

This manual is written as a general guide and not as a detailed explanation of every rule, regulation, and policy of serving at The Gateway Church. The purpose of this handbook is to give you an understanding of our policies as well as an overview of the relationship and procedures between Ministry Team Members, their Team Leaders, and the pastoral staff. Revising and updating the volunteer handbook is a continuing endeavor. Any time that a change, revision, or adjustment occurs, new information will be added to the handbook and made immediately available to those on the Ministry Team.

2. The Church's Mission & Vision

Our Mission: We are a Spirit-filled church committed to glorifying God by connecting the people of the Lakeshore with God, with each other, and with the world.

Our Vision: To be a healthy, multiplying church, known for making an impact in our community and our world.

When a person becomes part of the Ministry Team at The Gateway Church, they are not only accepting a volunteer role in ministry at the church but a commitment to the Mission and Vision of the church. Our hope is that together we can and will, "connect people with God, others, and the world," and "make an impact in our community and world."

3. Becoming Part of The Ministry Team

Those serving at The Gateway Church must be a regular in-person or online attender of services on Sunday mornings and have taken our *Get Connected* class. *Get Connected* covers important values of The Gateway Church, including the belief of Jesus as Lord. Many of the volunteer positions on the Ministry Team require that one accepts a Statement of Faith, meaning a declaration of Jesus as their personal Lord and Savior. While many ministries at The Gateway Church do not require membership, there are several positions on the Ministry Team which require those serving to be voting members of the church, which includes being a Deacon, Elder, and others. There are also positions in Hospitality and behind the scenes, such as Computer Tech, that do not require one accept a Statement of Faith to participate.

4. Reasons To Serve

A volunteer gives the church their time and talents without expectation of monetary compensation, advancing the church's mission to help others grow closer to Jesus. The rewards of volunteering are an eternal treasure that you store in heaven (Matthew 6:20). You also benefit when you serve by unifying with others in the faith (Ephesians 4:13). God gave you spiritual gifts so that you could serve Him through the local expression of the church (1 Corinthians 12:7). God even expects your service as you continue to follow Him (John 12:26). Your service also expresses your love of God and your gratitude for His grace (1 John 4:19) and expresses that you belong to Christ's body (Romans 12:5). In all, your volunteer service glorifies God in Jesus Christ (1 Peter 4:11). We thank you for this incredible opportunity you have chosen to pursue! May God bless you richly in and through your experience serving here at The Gateway Church.

5. Recruitment, Training, & Leadership

The Gateway Church is excited that you have taken the opportunity to serve and hope that you consider inviting others to grow in their faith by being part of the Ministry Team. In order to find your perfect place to serve, the church may collect some information regarding your proficiencies, qualifications, and interests. We ask that you also keep your contact information

updated and notify your Ministry Team Leader of any changes in address, email, or phone number. Your regular service is an essential part of each Ministry Leader's plan to accomplish the church's mission in their specific area of ministry.

The church trains volunteers to various different levels of leadership and in varying ways, depending on the person's level of service. The Gateway Church is deeply committed to equip every volunteer with the proper knowledge, skills, and support that they need to be effective and successful. If your Ministry Leader asks you to attend an orientation, training session or to read a policy and procedure manual, please do so promptly. Your Ministry Leader will communicate with you and vocalize the positive results of your service and listen to you about what you experience and accomplish. The church regularly evaluates its volunteer ministries to ensure that the work you do contributes to the church's overall mission.

The church promotes volunteer leaders from those voting members who regularly attend and contribute their time, talents, and treasures to the church. Volunteer leadership benefits both those who volunteer and also The Gateway Church. A volunteer leader may learn new knowledge and skills, meet other new and inspirational leaders, and grow in maturity in their faith. The church may invite you to a volunteer-leader position. If so, then please attend all associated training opportunities.

6. Requirements

LIFE: Be a person who exemplifies the life and attitude we strive for at The Gateway Church.

- Positivity: A good and positive attitude makes yours and others' volunteer experience more enjoyable! Try to have fun when you serve and strive not to backbite, backtalk, or talk down about yourself or others. Those who are not part of the Ministry Team should have the perception that those who are serving are having a good time and are happy to be serving them and the church.
- Punctuality and Preparedness: We want to value your time and the time that others are investing when they serve. When you are late, you are not valuing the time of those you

are serving with. Therefore, strive to be five minutes early to every serving opportunity and obligation. You should also come prepared and have an understanding of any class material, music, or technology you are using before services begin. Some positions on the Ministry Team, such as the worship team, require those who are serving come to midweek rehearsals.

LOVE: Show love towards God, yourself, and others. The goal for everyone who serves is that those they interact with would characterize them as people of “love.”

- Personal Conduct: Please use appropriate language and demeanor while serving. Please also follow the church’s alcohol and drug-abuse policy, prohibiting use or distribution of any alcohol or controlled substance on church premises or during church activities. Please do not solicit business or professional opportunities during church activities, or distribute commercial marketing materials on church premises. The church restricts or ends volunteer service by those whose conduct during their service is immoral, unbiblical, unsafe, or otherwise a detriment to the church.
- Attire: We are committed as a church to reaching people from every walk of life. Therefore, we should take time and give attention to the way we present ourselves. Please put together outfits that are modest and comfortable, while avoiding attire that is offensive, unprofessional, or overly casual. Some volunteer positions require you to wear clothing provided by the church, while others require clothing without clear labels, logos, or brands visible. Those on the Ministry Team are allowed freedom in personal conduct and appearance, so long as it is consistent with the standards of the church and community. A pastor or leader may need to ask you to change or alter a piece of clothing if it is deemed inappropriate, unfitting for your area of service, or unsafe.

LOYALTY: Show support and have loyalty towards The Gateway Church, the pastoral staff, and those you serve with on your Ministry Team.

- Commitment: Those who serve on a Ministry Team at The Gateway Church must be committed to the Mission and Vision of the church and be a regular part of the life of The Gateway Church. Those serving are asked to make it a priority to attend Sunday morning services in-person or online if and when possible.
- Confidences: Support those you serve with. Keep confidences. Please keep any prayer requests shared while serving confidential, unless a matter of personal harm or safety towards others, or unless the one who shared the request says it can be shared with a Ministry Leader or pastor. Those you serve with, including the pastoral staff, should trust that private matters be left confidential.
- Conflict Resolution: If there is a conflict between a staff member or another volunteer, those serving should first try to resolve the conflict personally. As a Christian ministry, we believe any conflict between those within the church should be prayerfully considered by all parties involved. God has provided a method of resolution found in Matthew 18:15-17. This example enables God to be glorified while conflicts are resolved and relationships are healed. If a matter is not able to be handled privately, then the person or persons involved are encouraged to report their conflict with the lead pastor or church governing board.

LEADERSHIP: By serving on a Ministry Team at The Gateway Church you understand that you are a leader and representative of The Gateway Church and Jesus Christ. Those on the Ministry Team should not put unvocalized expectations onto those above them, below them, or beside them, and they should take personal responsibility upon themselves to be a better leader.

- Lead by Example: Take ownership of the area where you are serving! Be prepared to go above and beyond what is expected. If you do not know what to do in a given situation, you should ask yourself, “what would a good leader do in this situation?” If you are still unsure of what to do, you should then ask your Team Leader or a staff pastor.

- Communication: Communication is very important to those on the Ministry Team. Please be sure to respond promptly to emails, texts and phone calls from your Team Leaders or those on the pastoral staff, so that they know you have received them. Make sure that in your communication with leaders and church members that you are quick, clear, direct, and always respectful.
- Flexibility: Prior to service, there can sometimes be changes due to last minute cancellations, weather, or other special events. While these changes should not be a regular or consistent part of serving on the Ministry Team, you should still be prepared for changes by thinking outside of the box and accommodating those changes as they come.

7. Safety & Security

The church promotes a safe environment as well as safe and best practices for any and all church activities. The church expects you to follow all recommended and required safety practices. Do not just learn about safety from your Ministry Team Leader, but also promote safety among those you serve with. Do nothing that unreasonably endangers you or others. Please use all safety gear and equipment in the manner intended, encourage others to do so, and immediately report to your Ministry Leader any unsafe practices you see. Notify your Ministry Leader of any equipment or condition in disrepair, especially those that subject anyone to a health or safety risk. Learn where the church has located the nearest fire extinguisher, fire alarm, fire exit, and first-aid kit. Familiarize yourself with the church's checklist of emergency procedures, available to you at locations around the church.

The Gateway Church encourages only current law-enforcement officers and authorized Safety Team Members to carry authorized security arms on the church premises and during church activities. The church welcomes current and retired law-enforcement officers, military servicemembers and veterans, and others with safety training, as members, volunteers, and guests, and appreciates their security and safety skills. However, the church discourages others

from carrying arms on church premises or during church activities, notwithstanding government permits to do so.

The church maintains detailed workplace-violence, child-abuse-prevention, youth-security, terror-attack, and other security policies, promoting the personal security of all persons on church premises or participating in church activities. Those policies comply with reporting laws. Please familiarize yourself with those policies. Follow the church's emergency procedures when encountering a threat to your personal security or the security of others, when encountering violence, and when observing or suspecting child abuse, sexual assault or harassment, or other security concerns. Protect both yourself and others. Report concerns of any kind promptly to your Ministry Leader or one of the pastoral staff. Call 9-1-1 for immediate serious security concerns.

8. Absences

The Gateway Church appreciates and understands that you are a volunteer and not a paid staff member or pastor. The church understands that ministry heavily relies on the collected effort of many volunteers serving each and every week. The church recognizes that illness, vacations, work and family obligations, and other matters may cause schedule changes and cancellations. Your Ministry Leader accommodates all reasonable requests to relieve volunteer duties or alter schedules, especially when having a reasonable notice of the need. Your Ministry Leader may also track absences if they happen frequently and without warning or proper communication. When absences interfere with continued ministry success, your Ministry Team Leader may terminate or modify your volunteer opportunities. If you feel unfit for your area of ministry and service, or it otherwise does not meet your expectations, then speak with your Team Leader, who may be able to adjust your service or help you find a better volunteer opportunity.

9. Computers, Social Media, & Other Technology

All of The Gateway Church's computers and tablets require password access. Please do not use computers or other related technology without permission from someone on staff at the church. The Gateway Church technology systems, including phone and computer systems, are to be used only for legitimate and ethical church and ministry purposes. The church exercises the right to monitor all internet, computer, and tablet use. Volunteers may not use the church's computers or internet services to display, store or send material that is fraudulent, harassing, discriminatory, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise inappropriate or unlawful. Furthermore, anyone receiving such materials from someone on the Ministry Team must notify their Ministry Leader or a staff pastor immediately.

Computer programs and software purchased by The Gateway Church are owned by the church and cannot be copied or installed on a Ministry Team Member's or Leader's home computer, laptop, phone, or tablet without proper approval. Church documents, spreadsheets or data cannot be loaded on any other computer not owned by the church without prior approval. All church computer data and information belongs to The Gateway Church and must not be copied or given to any person or loaded onto any other computer.

Those who are commenting and messaging as The Gateway Church on Facebook, Instagram, Youtube, or other social media platforms understand that they are representing the church through their communication. The manner and conduct of Team Members commenting as The Gateway Church on social media should reflect the values, mission, and vision of the church. Failure to adequately communicate in a loving and compassionate way may result in a reassignment and loss of privileges on The Gateway Church's social media platforms. All matters of personal conduct and Christian character (above) also apply to a Team Member's photos, comments, and content of their personal social media accounts.

10. Accommodations for Persons with Disabilities

Being part of the Ministry Team may require extended periods of standing, sitting, as well as some repetitive movements and repetitive lifting of minimal weight. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the areas of ministry. Reasonable accommodation is available to each disabled volunteer where the disability affects their performance, unless the accommodation creates an undue hardship on The Gateway Church. All decisions on volunteer placement are based on the individual situation in compliance with the ADA.

Appendix: The Gateway Church Commitment to Serve

I, _____, have received, read, and understand the contents of the Volunteer Handbook and am committing to volunteer my time and talents to serve on the Ministry Team at The Gateway Church. I believe in and am committed to helping The Gateway Church live out its mission of connecting the people of the Lakeshore with God, others, and the world. I have completed all prerequisites to serve including taking *Get Connected*. I will faithfully and regularly volunteer when I am scheduled to serve and will support the pastoral staff, my Ministry Leader, and others on my team through my dedication and service.

I will serve faithfully and, though I am not perfect, strive to live and model a Christian lifestyle both in public service and in my personal life. I will strive to have the life, love, loyalty, and leadership expected of those who are part of the Ministry Team. I understand that if I consistently fail to live up to these personal and service expectations, that I may be asked to take a different role of responsibility or discontinue my role on the Ministry Team.

While serving on the Ministry Team at The Gateway Church, I understand that I will be challenged in my personal walk with the Lord and encouraged to grow through discipline, increased commitment of my time, and by learning practical skills for ministry. I also understand that while I will grow in the Lord through my service, that ministering at The Gateway Church does not replace my personal walk and commitment to Jesus Christ. Therefore, I will strive to make my relationship with Jesus my first priority.

Signature: _____

Name (Printed): _____ Date: _____

Ministries: _____ Commitment (Year): _____

Proverbs 27:23 states, "Be sure you know the condition of your flocks, give careful attention to your herds." The Gateway Church desires to live out this verse and keep the condition of our flock safe. Every pastor, board member, leader, paid custodian, and volunteer will be required to release the information below to The Gateway Church for a thorough background check. Please fill out and return to The Gateway Church office within 5 days of receiving this. Thank you for your cooperation and willingness to invest in the Kingdom of God!

AUTHORIZATION FOR CRIMINAL BACKGROUND CHECK

I, _____, hereby authorize The Gateway Church to request the State of Michigan or any entity chosen by The Gateway Church specifically for conducting this search to release information regarding any record of charges or convictions contained in its files, or in any criminal file maintained on me, whether said file is a local, state, or national file, and including but not limited to accusations and convictions for crimes committed against minors, to the fullest extent permitted by state and federal law. I do release said police/sheriff's department and other entities from all liability that may result from any such disclosure made in response to this request. This authorization will remain valid as long as I am engaged in service and/or attending The Gateway Church.

Signature of Applicant

Date

Print applicant's full name:

First _____ Middle _____ Last _____

Print all other names that have been used by applicant, including maiden names and names from former marriage(s), (if any):

Date of birth: _____

Place of birth (city, state, country): _____

Sex: _____ Race: _____

Driver's license/State ID number: _____ State issued: _____

License expiration date: _____

Cell Phone: _____

Home Phone: _____

Email: _____