

MINISTRY PLAYBOOK

SERVE SUITE TEAM

SEPTEMBER 2023 // WORKING DOCUMENT
THIS PLAYBOOK IS STILL IN DEVELOPMENT



GRACE CHURCH

STATEMENTS & VALUES

Vision Statement

We are one church in many locations, multi-cultural and multi-generational, spreading the hope of Jesus until everyONE hears.

Mission Statement

We want everyone to Encounter God, Grow in Grace and Knowledge, Engage in Community, and Go Make a Difference.

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YOUR JOURNEY AT GRACE

ENCOUNTER

Salvation.

Baptism.

New Believer's Course.

GROW

Membership Class.

Campus Social.

ENGAGE

Life Groups.

Freedom.

The ONETeam.

GO

Family.

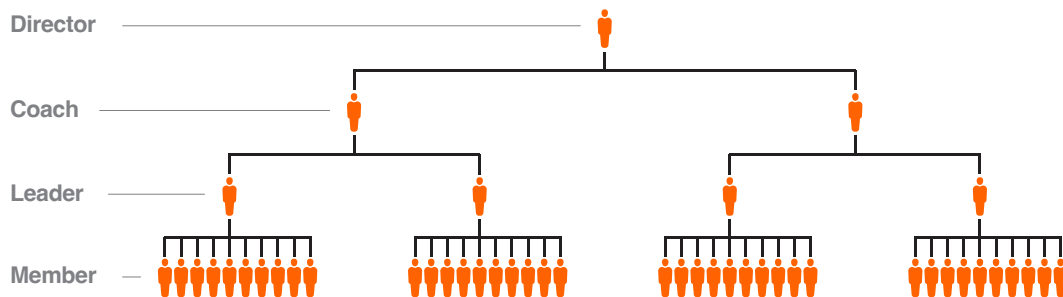
Community.

Missions.

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THE LEADERSHIP PIPELINE



Director.

ONETeam Directors provide leadership, development and accountability for ONETeam Coaches. As a member of the Campus Lead Team, these Directors turn strategy into action and ensure the objectives of the ministry playbooks are met.

Coach.

ONETeam Coaches support ONETeam Leaders. These dynamic individuals are focused on leading teams of 1 to 5 ONETeam Leaders.

Leader.

Teams are made up of no more than 10 Members, led by a ONETeam Leader. The role of the Leader is critical to “running the play” for the ministry.

Member.

The backbone of volunteerism at Grace Church is The ONETeam Member! These are the hands and feet of ministry.

This illustration represents the Leadership Pipeline in an ideal state. This will be developed over time with Campus Leadership.

STATEMENT OF PURPOSE

The purpose of the Serve Suite Ministry at Grace Church is to serve those who are serving the members and guests of Grace Church.

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ROLES

Team Organization Chart

Campus Pastor

**Associate Campus
Pastor/Director**

**First Impressions
Director**

Serve Suite Coach

Serve Suite Leader

**Serve Suite
Member**

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POSITIONS

Below are the roles associated with the organization chart above. Remember, this pipeline is designed to scale with the size of the department and campus. These roles have been listed in order of what is recommended to scale to.

First Impressions Director

This individual will oversee all departments within First Impressions, offering support, value and leadership to all Coaches.

Serve Suite Coach

The Serve Suite Coach will ensure that all Leaders are equipped through training and by trickling down all pertinent information received from the First Impressions Director, Associate Campus Pastor/Director or Campus Pastor. Coaches should be aware of any prayer requests or special circumstances of each Leader of their team, as well as any serious situation that the Leaders have brought to your attention regarding Members. Remember, this is the team that God has given YOU to care for.

Serve Suite Leader

All Serve Suite Leaders are responsible for ensuring that their teams are staffed for each service. This will include scheduling Members via Planning Center Online and verifying that all positions have been successfully filled. Leaders should be aware of any prayer requests or special circumstances of each Member of their team. Remember, this is the team that God has given YOU to care for.

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POSITIONS

Serve Suite Member

Responsibilities include ensuring the items in the Serve Suite are well-stocked and not expired. Make or retrieve the coffee and arrange all items that go along with this. Be sure to alert the Serve Suite Leader to any items that are out of stock or running low so they can be ordered.

NOTE: Many ONETeam Members from all ministry areas will pass through the Serve Suite. All Serve Suite volunteers should be ready at any moment to help with any questions a volunteer may have, as well as be ready to pray for any needs they may share with you.

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POSITIONING

RESPONSIBILITIES

As we serve on the Serve Suite Team, our strategy is focused on points of contact. Every individual who walks in the door has a face and a name. You want them to know they matter to YOU. You're aware that this can have a tangible impact on how well people engage with Grace Church and with God.

Connect ONETeam Members

Ensure that you know the Journey of Grace to properly guide someone toward their Next Steps in their Christian journey. Many new ONETeam members have only been part of Grace Church for a short time, so you must be a knowledge base concerning all things "Grace."

Connect the Team

Leading, equipping, and empowering all Serve Suite Members provides a high-impact first impression of Grace Church to each of our volunteers who enters our campuses. Coaches will work with Leaders to make sure each Member feels connected to Grace and connected to the other Serve Suite Members. Our fellow ONETeam volunteers are also our customers!

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RESPONSIBILITIES

ENVIRONMENTS / MATERIALS

The Serve Suite environment consists primarily of the Serve Suite at each Grace Church campus. Please be sure that this area is always kept tidy and free of any hazards.

Generally, there will be printed materials at each Welcome Center. Please be sure to familiarize yourself with all available materials, so that you may answer any questions that will arise from other ONETeam Members.

Ensure you stay up to date with the information on the Grace Church website (www.grace.one). Many people will prefer to be directed to an online version of the information they are inquiring about.

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