

MINISTRY PLAYBOOK

USHER 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.

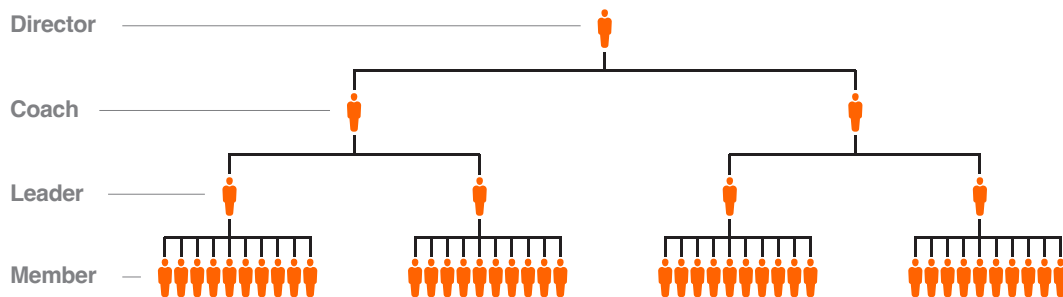
Community.

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 Usher Team's purpose is to ensure all members and guests have a positive experience at Grace Church, throughout the worship, giving and message in the sanctuary.

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ROLES

Team Organization Chart

Campus Pastor

**Associate Campus
Pastor/Director**

**First Impressions
Director**

Usher Coach

Usher Leader

Usher 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.

Usher Coach

The Usher 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.

Usher Leader

All Usher 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.

Additional Seating Usher Member

Cheerfully welcome people. As members and guests approach the Additional Seating area that has been established for your campus, make eye contact with people, smile and provide directions as needed. This may include assisting our guests to their desired location, helping with children on their way to class or simply answering questions. Please keep in mind that often, people are not very happy with the idea of having to move to a different location other than the Worship Center, so be sure to be exceptionally sensitive and positive when speaking of the experience they can expect in the Additional Seating area.

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POSITIONS

Seating/Giving Usher Member

Smile and greet everyone entering the Worship Center. Be prepared to help members and guests find a seat that accommodates everyone in their party, keeping in mind the established seating plan for your campus. Please limit conversations with people you already know well to concentrate on other members and guests. Ensure the entry area into the Worship Center is neat, clean, safe and the floors are dry (inclement weather, spills, etc.)

Lobby Greeter Member

There should be a minimum of two Greeters in the Lobby. Smile and greet everyone entering the campus. If you do not recognize someone, ask if they are a first-time visitor. If they are, welcome them, introduce yourself, ask their name and escort to Guest Services. If they have children and will be using the childcare services, escort them to the Kid's Ministry area for registration. Please limit conversations with people you already know well to concentrate on other members and guests. Ensure the lobby is neat, clean, safe and the floors are dry (inclement weather, spills, etc.).

Door Usher Member

There should be a minimum of two Ushers inside the doors entering into the Worship Center. Responsibilities include opening doors for everyone arriving with special attention to elderly and those with infants and toddlers. Offer giving envelopes, materials, pens, etc. as needed. Avoid leaving your post unless assisting new visitors with child registration or to escort to Guest Services area.

NOTE: All Ushers at any position or leadership level should be attentive to the body language of our guests and members. Some people are shy while others love the attention. Take notice of their demeanor, and make a judgement call on how to make them feel comfortable and welcome.

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POSITIONING

RESPONSIBILITIES

As we serve on the Usher 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 First Time Guests

Ensure that you know the Journey of Grace to properly guide someone toward their Next Steps in their Christian journey. Be quick to identify them and get them connected to the Guest Suite. Be ready to hand out Next Steps booklets when someone has indicated that they have accepted Christ for the first time. You are an important beginning point on their Journey!

Connect People into Groups

Always listen for an opportunity to connect people to Groups, whether it is a Life Group, Freedom Group or ONETeam. We understand the importance Groups play in helping people develop into fully committed followers of Christ and as carriers of His mission.

Connect the Team

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

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RESPONSIBILITIES

ENVIRONMENTS /MATERIALS

The Usher environments consist of the Worship Center, Additional Seating areas, and offering delivery areas at each Grace Church campus. Please be sure that these areas are always kept tidy and free of any hazards.

Generally, there will be printed materials at each Welcome Center; however, there are times when the Pastor has asked for specific materials be personally handed out as people are arriving or departing for service. Please be sure to familiarize yourself with all available materials, so that you may answer any questions that will arise.

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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