

MINISTRY PLAYBOOK

MARKETPLACE 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.

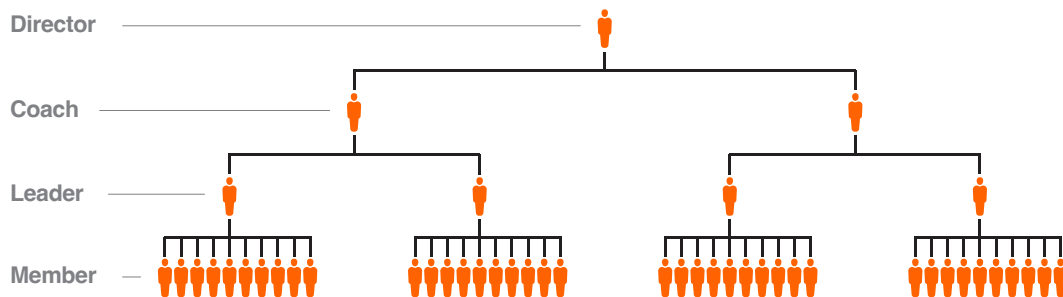
Community.

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 Marketplace is to be a space where Grace Church guests and members have an opportunity to engage in community and learn how they can go make a difference. The Shop and The Café don't just sell t-shirts and coffee – they share Jesus with others.

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ROLES

Team Organization Chart

Campus Pastor

**Associate Campus
Pastor/Director**

**First Impressions
Director**

Shop & Café Coach

Shop & Café Leader

Shop & Café 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.

Shop Coach

The Shop Coach will ensure that all Leaders are equipped through training and through the dissemination of 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. Additionally, Coaches may fill in as Team Leaders when necessary.

Café Coach

The Café Coach will ensure that all Leaders are equipped through training and through the dissemination of 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. Additionally, Coaches may fill in as Team Leaders when necessary.

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POSITIONS

Shop Leader

All Shop 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. Additionally, Team Leaders may fill in as a Team Member when necessary.

Café Leader

All Café 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. Additionally, Team Leaders may fill in as a Team Member when necessary.

Shop Member

All Members handle the execution of procedures in the Shop when it is open for service, special occasions, events, etc. Positions can include working the floor, operating the register, helping a customer and more.

Café Member

All Members handle the execution of procedures in the Café when it is open for service, special occasions, events, etc. Positions can include register, barista, open/close, blender, and more. This environment is fast-paced and fun!

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POSITIONING

RESPONSIBILITIES

As we serve on the Marketplace 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 with Guests

Ensure that you are familiar with the Journey of Grace to properly guide someone toward their Next Steps if the topic arises. Be quick to identify them and get them connected to the Guest Suite.

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 volunteers 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 volunteers. Our fellow ONETeam members are also our customers!

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RESPONSIBILITIES

ENVIRONMENTS /MATERIALS

The Marketplace environments consist of The Shop and The Café. Please be sure that these areas are always kept tidy and free of any hazards.

Generally, there will be printed materials at the 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 aware these elements can impact your areas. Additionally, special items may be for sale in either Marketplace environments. Coaches and Team Leads should make Team Members aware of any special circumstance for the day.

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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ENVIRONMENT
/MATERIALS