

MINISTRY PLAYBOOK

SHUTTLE 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.

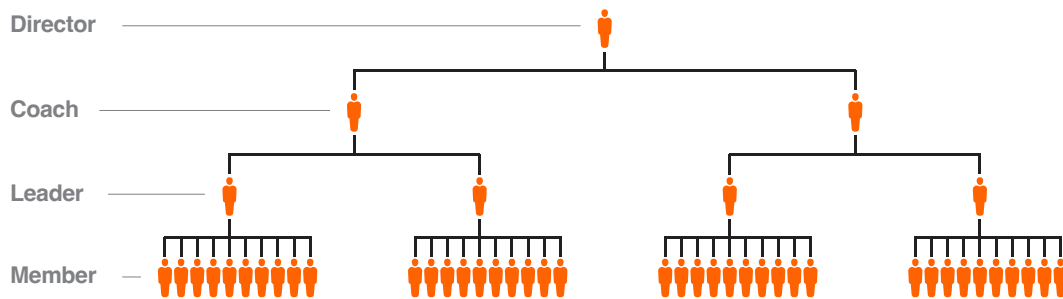
Community.

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 Shuttle Ministry at Grace Church is to ensure everyone arriving to a Grace Church Campus is able to easily enter the campus without having to walk long distances.

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ROLES

Team Organization Chart

Campus Pastor

**Associate Campus
Pastor/Director**

**First Impressions
Director**

Shuttle Coach

Shuttle Leader

Shuttle 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.

Shuttle Team Coach

The Shuttle 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.

Shuttle Team Leader

All Shuttle 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

RESPONSIBILITIES

As we serve on the Shuttle 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 which areas of the building have ministry happening during service times to best direct people as they are being dropped off.

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 Shuttle Members 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 Members. Our fellow ONETeam members are also our customers!

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RESPONSIBILITIES

ENVIRONMENTS /MATERIALS

The Shuttle Ministry environments consist of all outside areas at each Grace Church campus as well as the actual shuttles. Please be sure that these areas are always kept tidy and free of any hazards. Be very aware of moving vehicles and pedestrians at all times.

Please be sure to familiarize yourself with events happening at Grace Church, so that you may answer any questions that will arise as members and guests are riding the shuttle.

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ENVIRONMENT
/MATERIALS