

MINISTRY PLAYBOOK

TRANSLATION 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.

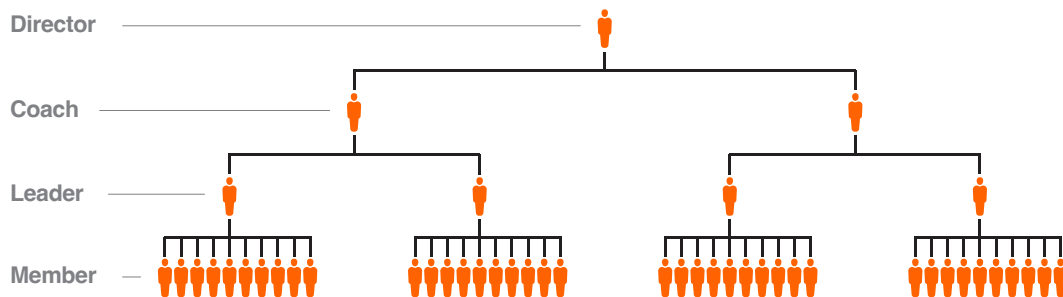
Community.

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 Translation Ministry at Grace Church is to make sure we are serving everyONE at Grace Church, by providing a method of communication that allows them to comprehend the message.

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ROLES

Team Organization Chart

Campus Pastor

**Associate Campus
Pastor/Director**

**First Impressions
Director**

Translation Coach

**Translation & Greeter
Leader**

**Translation & Greeter
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.

Translation Coach

The Translation 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.

Translation Leader

All Translation 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

Translation Greeter

There should be a minimum of one Translation Greeter at the Welcome Center. Hand out and explain the use of translation equipment as needed. Please limit conversations with people you already know well to concentrate on other members and guests.

Translation Member

Report to the Translation Room 30 minutes prior to service to ensure you have ample time to review the message notes for that service. Be prepared to speak non-stop for 45 minutes or longer by ensuring you have plenty of water, hot beverages, cough drops, etc.

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POSITIONING

RESPONSIBILITIES

As we serve on the Translation 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. Your ability to communicate the message to them will greatly impact their experience and could be the critical deciding factor on whether or not they will consider Grace Church their home.

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. Assist with translation if needed at 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 Translation Ministry 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 Team Members. Our fellow ONETeam members are also our customers!

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RESPONSIBILITIES

ENVIRONMENTS /MATERIALS

The Translation environments consist of the Welcome Center and Translation Room 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, many of these items are in English only. Please be sure to familiarize yourself with all available materials, so that you may answer any questions that will arise and be able to translate the information included.

Understand and be able to explain the proper use of all translation equipment.

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ENVIRONMENT
/MATERIALS