

MINISTRY PLAYBOOK

MEMORIAL SERVICE 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.

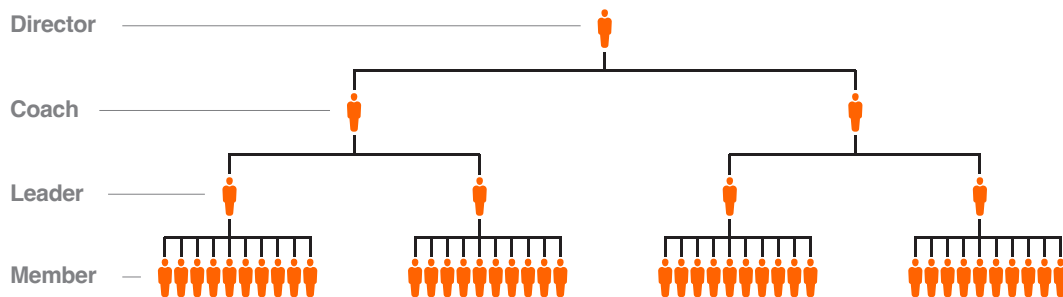
Community.

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 Memorial Service Team's purpose is to create a loving atmosphere on campus for families that experience the loss of a loved one, to encounter the love of Jesus and the love of Grace Church. This includes both the service and reception, if needed.

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ROLES

Team Organization Chart

Campus Pastor

**Associate Campus
Pastor/Director**

**Member Care
Director**

**Memorial Service
Coach**

**Memorial Service
Leader**

**Memorial Service
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.

Memorial Service Coach

This individual oversees all aspects of the service and reception. They recruit volunteers, direct all volunteers for their specific roles, and communicate with Member Care via email with updates concerning the event.

Memorial Service Leader

Assist the Memorial Service Coach to ensure all aspects of the event are managed and volunteers are in place to direct the guests.

Memorial Service Member

Assist the Memorial Service Leader with all aspects of service for the event with a spirit of excellence and caring attitude.

Greeter

Open doors for all guests, directing them to restrooms and to the room where the service is held. Volunteers should have a warm and pleasant attitude.

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POSITIONS

Usher

Walk guests to appropriate seating while greeting them with a warm, friendly smile.

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POSITIONING

RESPONSIBILITIES

Before Service

All volunteers are asked to arrive 30 minutes before the start time of the service/reception to receive direction. They are asked to make sure there are enough kleenex boxes available and check all restrooms to ensure they are supplied with toilet paper, flushed, etc.

Additionally, they should make sure the room is presentable and reflects excellence. Lock all rooms that are not being utilized. Volunteers should add sandwich board signs at necessary doors.

For the memorial service reception, please place tablecloths and decorations on all tables for the events.

During Service

Greet or direct people to the rooms being utilized. Check people in, if necessary, and create a welcoming environment for all guests.

After Service

Make sure the family/funeral home directors remove all flowers, programs, etc. from the service areas. Rearrange chairs/tables, if necessary.

Remove decorations and tablecloths from tables, if any. Clean and remove tables and chairs and place back in their original areas, gather trash bags and throw them in the dumpster, sweep/mop floors. Clean restrooms and remove all trash from stalls and put cleanser in the toilets. Gather all food and make sure it is either disposed or sent home with the family.

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RESPONSIBILITIES

ENVIRONMENTS /MATERIALS

Please work with the Production Team to receive any necessary sound equipment, mics, TVs, and stands. Work with Plant Management to ensure all tables and chairs are available for the service/reception. Make sure the temperature is at a comfortable level for all guests, 70 degrees is suggested. Make sure the room has adequate and visible trash receptacles.

Special Circumstances

In the case of inclement weather, please make sure umbrella bags and rugs are available for guests. If someone becomes ill, please contact the Memorial Service Coach to assess the situation. If someone comes in not associated with Grace Church or that specific meeting, and the family/guest is requesting assistance, please contact the Memorial Service Coach. Volunteers should not partake in food unless someone from the family has approved.

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ENVIRONMENT
/MATERIALS