

Deacons SERVING Ministry Teams

S - Support Team - ministry to families

E - Encouragement Team - benevolence, funeral

R - Response Team - property, projects, security, emergencies

V - Visitation Team - hospitals, home bound, nursing homes, rehab

I - Invitation Team - community outreach

N - New Member Team - visiting & plugging in new members;
connecting new members with a deacon
contact

G - Greeter Team - welcome guests, cart, desk, door, ushers

DEACON MINISTRY TEAMS

For those who have served well as deacons obtain for themselves a high standing and great confidence in the faith that is in Christ Jesus. - 1 Timothy 3:13

1. Deacon Team Leader

- Is a member in good standing of Hoffmantown Church.
- Is an active member of the Deacon Body at Hoffmantown Church.
- The primary contact for the staff, deacons and the church body in relation to their team's duties.
- Appoints a secondary contact in the event he is unavailable to serve.
 - Informs the deacon chairman or appropriate church staff member of the secondary contact.
- Manages the Teams duties in coordination with the deacon chairman and/or appropriate church staff member.
- Contacts team members on a regular basis (through meetings/informal contact, etc.). With God's help, seeks to be an encouragement to them (1 Thessalonians 5:11).
- Prepared to give a summary of the team's activities at deacon's meeting.
- May recruit additional qualified team members as needed.
 - Communicates this with the deacon chairman or appropriate church staff member.
- Resolves issues that may arise within the team. Reports unresolved issues to deacon chairman.
- Agrees to serve for a minimum of one year.

2. Ministry Team Member

- May be a deacon, Hoffmantown member or regular attendee. (Only Hoffmantown members may be involved in activities related to doctrine, for example, sharing the gospel message related to team activities.)
- Executes his/her duties under the direction of the Deacon Team Leader.
- Informs team leader promptly if he/she is unable to be present for team activities.
- Agrees to serve for a minimum of one year.

3. Additional Requirements/Expectations

- Complete training
- Attend meetings regularly
- Communicate with team leader

Support Team

1) Purpose:

- a. Through the K-Groups to ensure that every family and or member at Hoffmantown has a Deacon team they can call upon for help and/or support as needed.
- b. To provide assistance to those who are not connected into K-Groups.
- c. To communicate with K-Group leaders first and Pastoral contact as needed on the needs of members.

2) Important Functions for the Team:

- a. To connect with on a regular basis the specific families and or members of the assigned K-Group.
- b. To communicate the status of K-Group members with the K-Group leadership team.
- c. To help with the needs of the assigned families/members.

3) Miscellaneous Info:

- a. visits should never be done alone.
- b. a record should be kept of any visit and or contact.
- c. communication with the K-Group leadership team is vital and ought to be done on a consistent basis.

Encouragement Team

I. Funeral Ministry Team

1) Purpose:

- a) Be available during a funeral/memorial service held at Hoffmantown Church to assist as needed.

2) Staff Responsibilities:

- a) Communicate with the family.
- b) Communicate with the funeral home.
- c) Schedule a meeting for the family, HC Pastor, A/V personnel, Property Manager and Sr. Exec Admin.
- d) Take care of the administrative process for the service/reception/family lunch.
- e) Communicate the details with the Funeral Ministry Team Leader.
- f) Make available the items needed for the service, reception or family lunch from HC.

3) Important Functions for the Team:

- a) Greeters
- b) Help with set up / cleanup.
- c) Be available to gather any items needed at last minute.
- d) Be available to the hosts for the lunch for the family.
- e) Be available to the hosts for the reception.
- f) Help move flowers, pictures, memorabilia, etc. from Worship Center to reception location.
- g) Help family load items from service in their cars.

II. His Store (Food Pantry) Team

1) Purpose:

a) To show God's love to those in need of food by keeping the pantry updated, stocked and to distribute food to those in need.

2) Staff Responsibilities:

a) Documents incoming clients.

b) Retrieves food for the clients from the pantry based on the needs of the clients.

c) Helps the client load food into their vehicle if needed. Client will bring their car to the curb. For safety purposes, the Receptionist will not go out to the parking lot with the client.

d) May also ask if there are any prayer needs the client has and pray with them.

3) Important Functions for the Team:

a) Team meets once a month on the 2nd Monday from 9:30 until approximately 12:30.

b) Checks expiration dates on all incoming food and label food items with expiration dates.

c) Sends extra food or nearly expired food on to another facility for use.

d) Stocks food items on the shelves.

e) Notifies the receptionists as to what items are needed so it can be made known to the congregation through the Compass.

4) Miscellaneous Info:

a) The team may periodically shop for food items and supplies.

b) Lifting cases of food is required for this job.

Security Ministry Team

1) Purpose:

- a) To protect the people and property of the church from attacks, thefts, or disruptive persons.

- b) Evaluate persons in need of emergency medical assistance and calls for additional emergency medical help when necessary.

2) Important Functions for the Team:

- a) Patrols the church buildings, property, and parking lots on Sunday mornings during the worship service and during the K group time.

- b) Provides security for regular church events during the week such as the Wednesday evening services and during the Women's Bible Study Fellowship on Thursdays.

- c) Responds to medical emergencies and calls for additional medical assistance if necessary.

- d) Contacts family members of those needing medical assistance to make sure they are aware of the incident.

- e) Provides security and crowd control at special church events as needed or when requested by pastoral staff.

- f) Refers persons who may need additional pastoral care to an appropriate pastor.

3) Miscellaneous Info:

- a) A background investigation is required prior to joining the team.

Property Ministry Team

1) Purpose:

a) To assist with the repair and maintenance of the buildings, HVAC system and grounds at Hoffmantown Church as needed.

2) Staff Responsibilities:

a) Communicate needs to Deacon Team Leader.

b) Supply tools and materials necessary to complete assigned tasks.

3) Important Functions for the Team:

a) HVAC system

Replace filters quarterly

Check belts for wear

b) Interior/Exterior Painting as needed.

c) Snow removal from walkways anytime.

d) Cement repair on walkways as needed.

e) Gravel and bark maintenance twice a year.

f) Trash removal from the Mission Field containers each Monday morning.

4) Miscellaneous Info:

a) Training to perform HVAC tasks will be provided by the church.

Home Bound Ministry Team

1) Purpose:

a) To visit those who are home bound (shut in) and help with practical needs if possible.

2) Important Functions for the Team:

a) Make contact on a monthly basis.

b) A typical visit should last between 10 and 15 minutes.

c) If visiting a lady, it is best for a man to have another man or preferably his spouse join him.

d) If the person is not at home, pray for them and leave a note that you were there.

e) Be a good listener, as most of the home bound just want to talk.

f) As God leads, be available to take care of practical needs such as home organization, yard work, etc.

g) Call before making the visit.

Hospital Visitation Ministry Team

1) Purpose:

- a) To show God's comfort, love and compassion to those who are ill, reminding them that the Lord is with them and that He will guide them through this time of trouble. Matt 25:33-40.

2) Important Functions for the Team:

- a) Look to the Holy Spirit to guide all aspects of the visit.
- b) Always be alert and considerate of the patient and any family members present.
- c) If there are many people in the room or if the situation is critical, do not push the visit.
- d) Let the patient do the talking, as this is about them.
- e) If the patient is a lady, it is best for a man to have another man or preferably his spouse join him.
- f) A visit should last between 5 and 8 minutes- rarely no more than 10 minutes.
- g) Always ask if you can pray for them.
- h) If the patient is unavailable, pray for them outside their room and leave a note that you were there.
- i) Document your visit and include a brief description of the patient's condition. Forward the information to Susan Franse at susanf@hoffmantown.org or 858-8654.

3) Miscellaneous Info:

- a) For further information, see Hoffmantown Hospital Visitation Procedures.

Invitation Team

1) Purpose:

- a. To follow up and connect with either phone, text, email and or face to face with the guests who have visited Hoffmantown Church.
- b. To present the gospel as needed.
- c. To welcome and thank these guests for visiting.
- d. To make sure these guests have the needed information to become connected into Hoffmantown (K-Groups, Next Gen Ministries etc.)
- e. To help explain and communicate the Vision, Purpose, and Mission of Hoffmantown Church.

2) Important Functions for the Team:

- d. Meet on Wednesday nights in order to connect with guests.
- e. Make sure there are two people partnered to make visits.

3) Miscellaneous Info:

- a) Couples may serve together.
- b) If unable to serve, make sure to communicate with team lead.

New Member Team

1) Purpose:

- a. To help with the Next Step class

To follow through with new members and make sure they are connected into Hoffmantown via a K-Group, etc.

2) Important Functions for the Team:

- f. Help facilitate these areas of the Next Step Class:

- i. Food service:

- Set up
- Serve
- Clean up

- ii. Table Group Leaders

- iii. Etc.

- g. Follow up with New Members to help them connect into Hoffmantown (K-Groups, etc.)

3) Miscellaneous Info:

- h. Instructions will be provided by Tabitha Baker for the Food Service and Table Group Leaders responsibilities.
- i. Add in pertinent information.

Next Steps Volunteer Roles

A.) Morning Set up

- a) 8:30-9:00am

- i) Job Role:

- (1) Place Breakfast food and drink out onto the tables outside of C230/232. Food will be located in the Large Adult Family Kitchen located near B209. Three trays are provided to you and located in the kitchen. Two of them will be filled. One will need to be filled with ice first.

- (a) Food will be: Yogurt (needs to be set on ice), muffins/pastry, fruit, and granola bars.

- (b) Drink: Orange Juice, Coffee and Water

- (c) Make sure and grab about 40 or so small plates, coffee cups, plastic cups for water, and napkins.

- (2) Make 2 pots of Regular Coffee, and 1 pot of Decaf coffee.

- (3) 3 Pitchers of Water with Ice
- (4) Place all items on table according to picture, or as you see fit.
- (5) That's it! Thank you again for your help!

B.) Lunch Service:

1. You will need to arrive in front of C230 between 11:30-40am to begin tearing down the breakfast bar, and to set up lunch. I will have everything provided for you set underneath the tables. I will also come and check on you all to assist or answer any questions!
2. One person will be needed at the receptionist desk by **11:45am** to receive the Jason's Deli food. We will be serving Chicken Alfredo and Salad. Please coordinate and decide who will be at the desk to pick the food up. The food is already paid for, you are just receiving it.
3. After picking the food up, you will need to set the hot food in the heat warming trays, the salad out and ready, and the desserts plated. Again, all supplies will be provided right at the tables for you.
4. Around 12:15 or so once the class finishes, lunch will be served. You will need to wear plastic gloves and serve all guests until everyone has gone through. Depending on photographs and questions, the serving time can take at least 30 minutes.
5. After everyone has gone through, please enjoy a plate yourself!
6. Lunch should be finished around 1:00pm. You do not need to worry about clean up. We have another team to help with clean up.

C. Clean-Up

1. This team will meet at the food serving tables at 1:00pm. Before you begin, if you are hungry and would like lunch, please help yourself and fix a plate!
2. You will take the three carts that will be provided for you, and place all leftover food, utensils, plates, and all kitchenware onto the carts.
3. Roll them down to the large kitchen downstairs, where Wednesday night supper is held.
4. Please wrap up all food, and/or consolidate any food as you see fit. Leave on counter, and Tabitha will be by to pick it up.
5. Please wash all serving utensils, pans, anything that can be washed. Once everything is dried, please put all items away. If there are items that you are unsure of where it goes, just leave it on the counter and Tabitha will put it away.
6. When you are finished in the kitchen, please make sure both doors in the kitchen are locked shut.

2019 Dates:

1. January 27, 2019
2. April 28, 2019
3. July 29, 2019
4. October 27, 2019

Location: C230/232

Class Time: 9:30am-12:00-ish. There are breaks, so sometimes that plays a part in what time it ends

Lunch time: Begins at 12:00pm or when class ends, and the lunch ends once everyone leaves which is typically around 1:00pm.

Usher Ministry Team

1) Purpose:

- a) To welcome the members and guests to the church each Sunday and at special events. They pass out literature and assist the guests in finding seats in the sanctuary and direct them to other locations as needed.

2) Important Functions for the Team:

- a) Be sensitive to the leading of the Holy Spirit in serving the people the Lord brings to Church.
- b) Set the mind of our guests at ease by initiating conversation and demonstrating a warm and friendly welcome.
- c) On Sunday mornings, the ushers report to their assigned station 30 minutes prior to beginning of the worship time. (The reporting time for special events will be based on the time of the function).
- d) Be aware of the location of the nearest restrooms, information desk, hospitality area, nursery and parking lot locations etc. If needed, escort the guests to the desired area. Help connect guests into K-Groups by introducing them to various K-Group members.
- e) Collect offering in their assigned section and take it to the usher table in the foyer area near the kitchen.
- f) Count the number of guests in their section during the offering time and record it on the cards in the offering plate.
- g) Participate in serving the elements of the Lord's Supper.
- h) Clean their assigned section at the end of each event by removing extra programs, paper etc. from the floor or chairs.

3) Miscellaneous Info

- a) Each Team Member is asked to find another Team Member to fill in if they are unable to serve at their assigned station.
- b) See the Ushers and Greeters Handbook for additional information.
- c) Have the mind and heart of a servant.

Reception Desk Ministry Team

1) Purpose:

a) To welcome the members and guests to the church each Sunday and provide any necessary materials or direction.

2) Important Functions for the Team:

a) On Sunday mornings, the team serves:

From 9:00 until the start of the Worship service

From the end of the worship service until the start of K-Groups

b) Provide information or assistance regarding K-Groups, Child care and the Worship service.

c) If needed, escort or direct guests to the desired area.

3) Miscellaneous Info:

a) Each team currently serves approximately 8 times a year.

b) Each team is asked to find a replacement from among the team members if they are unable to serve on their assigned Sunday.

Cart Ministry Team

1) Purpose:

- a) Help transport those who require assistance from the parking lot to the front doors of the church.
- b) Welcome visitors and help direct them to Greeters at the appropriate entrance.
- c) Communicate with the security team any concerns that need to be looked into.

2) Important Functions for the Team:

- a) On Sunday mornings, provides transportation from the parking lots to the front doors of the church before and after the worship service and the K-Group time.
- b) Provides transportation at special events such as the Christmas Program, HC Family Picnic, and the Military Appreciation Dinner.
- c) The team assists those with disabilities or special needs.
- d) The team provides assistance in the loading or unloading any items required by those being transported.
- e) The team helps welcome and provide direction for visitors helping connect visitors with greeters.
- f) The team helps communicate with security any concerns in the parking lot.

3) Miscellaneous Info:

- a) As able, the team is available when called upon by the church leadership.

Greeter Ministry Team

1) Purpose:

a) Welcome and assist guests, members and regular attenders to our church and make them feel welcome.

2) Important Functions for the Team:

a) Personally greet every visitor

b) Help direct them to the specific place they want to go, by individually guiding them to the destination of their choosing.

c) Walk with them and communicate with them the ministries at Hoffmantown Church and gathering information about them:

- Where are you from
- What brought you to HC
- Can I tell you about our K-Groups
- Where would you like to go, etc.

3) Miscellaneous Info:

a) The need for more committed individuals and/or couples to support the different entrances and contact points to our facility.

b) The ushers assist at the north entrance by tending the doors and provide visitor greeting.

c) When someone on the team is unable to be there (sickness, travel, etc.) it leaves areas unattended in their absence.