



IGNITE LIFE CONFERENCE

Ignite your
ministry
& your
community.

WELCOME

We are truly honored to welcome you to our third annual Ignite Life Conference. What began as a dream several years ago has continued to grow, and we are grateful that you have chosen to be part of what God is building through Ignite Life.

From the beginning, our heart for this conference has been simple: we want to ignite fresh life in you and in your ministry.

Ministry is one of the greatest privileges we could ever be given, but we also know that pouring out week after week can take something out of you. That's why our prayer is that these few days would be more than another conference filled with information. We want you to be imparted to, refreshed, encouraged, and filled up spiritually. We want you to encounter the presence of God, hear His voice clearly, build relationships with other leaders, and leave here with fresh faith for what He has called you to do.

However, a healthy church needs more than great services. It needs healthy leaders, strong teams, effective systems, sound financial stewardship, clear communication, intentional follow-up, great facilities, and operational structures capable of supporting the vision God has given it.

That's why Ignite Life is intentionally spiritual and practical.

Over the next few days, we're going to worship together, pray together, receive from incredible ministry leaders, and believe God for genuine impartation. But we're also going to open up the playbook and show you what we're doing—the things that have worked, the things that haven't, the systems we've built, the lessons we've learned, and some of the mistakes we've made along the way. Nothing is off the table.

From visitor engagement and volunteer mobilization to communications, financial stewardship, facilities, leadership, and operations, our desire is to give you practical tools that you can take home, adapt to your context, and put to work.

That's what this Big Book is for. It's designed to be more than a conference resource—it's a digital playbook you can take home with you. Save it. Share it with your team. Come back to it when you're working through a challenge or building something new. Inside, you'll find resources, systems, checklists, examples, and practical tools that represent what we're actually using and learning at Word of Life. Our hope is that long after Ignite Life is over, this Big Book continues to be a resource that helps you turn what you've received here into something practical in your own church. And while you're here, ask questions. Our team and your conference host are available and ready to help you dig deeper into anything you see.

Thank you for investing these days into yourself, your team, and the ministry God has entrusted to you. Our prayer is that you leave Ignite Life spiritually full, practically equipped, and freshly convinced that your best days of ministry are still ahead.

We can't wait to see what God ignites in you—and what He does through you when you take the fire home.



Pastor Joel Sims
Senior Pastor
Word of Life Church



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ASSIMILATIONS

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

ASSIMILATIONS

Assimilations is the process of turning a visitor into a member. From the moment they walk into the doors to the day they become an active member of the church, there is an assimilations process taking them through their journey by means of personal connection. This begins with a warm welcome and connection in the foyer, welcome desk, or sanctuary. Then, it takes them through the data collection process, where their next step is determined. Next, purposeful connection through various means is made (text, email, call, and/or note), and they are plugged into the community through an engagement avenue that best fits their needs (e.g., discipleship class, serve team, membership class, or LifeGroup).

FIRST IMPRESSIONS TEAM

We refer to the assimilations serve team as the First Impressions Team, as they are a visitor's first experience when entering our doors. The First Impressions Team is a family of volunteers who create a friendly, high-energy environment to welcome guests to church, prepare them for our worship service, and answer any questions they have about Word of Life Church. The First Impressions Team consists of four groups:

1. **Parking:** Engage with guests as the “first face” of Word of Life, while directing them to parking spaces in a welcoming, honoring, and efficient manner.
2. **Greeters:** Welcome every guest who enters Word of Life Church. They are stationed in specific areas, including every entrance to the church and sanctuary. Greeters also help pass out communion elements before service and disseminate handouts after service when needed.
3. **Guest Experience:** Answer any questions about Word of Life Church or find someone who can, provide tours of the building, collect guest information, disseminate first-time guest gifts, and be available to help our guests with their concerns, before or after the services.
4. **Ushers:** Seat guests in a welcoming, honoring, and efficient manner and ensure a distraction-free environment during the worship experience.

DECISION ASSIMILATION PROCESS

At Word of Life Church, we stand on our mission to reach the lost, disciple the found, and empower the called. Our GROW value is where we journey with our new and recommitted believers in their walk with Christ. There are a variety of ways that guests and members may share with us the great news of their decision for Christ.

- Raising their hand and coming to the altar
- Selecting “Yes, my first commitment to Christ” or “Yes, I am recommitting to Christ” on the First Time Guest forms at thelife.cc/ftg (We use rules to ensure the form is asking the right people the right questions. Select a campus to see the decision for Jesus question.)
- Letting a serve team member (Usher, Prayer Team, Connector, etc.) know they made a decision for Christ
- Completing the Decision Form at thelife.cc/decision on their own

No matter the avenue through which they share their great news, we have equipped our serve teams to connect our guests with the Decision Form.

- When a guest raises their hand and comes to the altar, our prayer team congratulates, prays, and guides them through completing the Decision Form at thelife.cc/decision, or the team member completes a hard-copy Altar Care card. Their contact information populates into the decision queue in our church membership software, CCB. At the altar, they receive a Decision Packet, which is a branded bag filled with a Bible, a copy of the Helper book, an invitation to Following Jesus, and a copy of the Gospel of John scripture journal.
- When a guest selects a “yes” option on the decision for Christ question on the First Time Guest form, their information then populates into the decision queue in CCB.
- If a member or guest notifies a serve team member about their decision, the serve team member guides them to the Welcome Desk to complete the digital decision form on the Welcome Desk iPads. This information then populates in the decision queue in CCB.

Once the form is completed, their contact information is shared with our pastoral care staff and high-level serve team members via the decision queue in CCB. Each person who makes a decision on Sunday receives a personal phone call and text from a pastoral care staff member or high-level serve team member, as well as a personalized email through CCB automation.

This phone call is a key component of our assimilation process. During the call, the pastoral care staff congratulates, prays for, and extends an invitation to our Following Jesus class and/or Healing School based on the conversation.

WHAT IS FOLLOWING JESUS?

We have integrated Samuel Deuth’s book “Following Jesus” as a part of our discipleship process. This study focuses on drawing from the Bible the seven essentials to following Jesus. We have found that all those who are committed to attending Following Jesus find value in this material as it encourages and strengthens your personal walk with Christ while equipping and empowering you to share your faith and disciple those around you.

ATTENDANCE TRACKING

Attendance is tracked manually through sign-in sheets, then digital tracking is updated post-meeting via CCB queues.

FOLLOW-UP (NO SHOW)

When a guest verbally commits to attending Following Jesus and/or Healing School but does not attend, the pastoral care staff follows up via phone call and/or text to ensure the guest knows they were missed and reminds them of the next class. We have found success in reaching out no more than three consecutive weeks.

After three weeks, if the guest has still not attended and/or responded to calls and texts, they are moved to a “not attended” queue. There is a final outreach reminder sent to those guests at the end of each quarter.

FOLLOW-UP (ATTENDING)

When a guest attends Following Jesus and/or Healing School, serve team leaders from those respective teams connect with attendees via phone call, text, and email to thank them for their time, encourage them to return, and remind them of the topics to be covered at the next Following Jesus class.

POST FOLLOWING JESUS COMPLETION

Once a guest or member completes Following Jesus, they are encouraged to take their next step based on their readiness (e.g., attend NEXT Class, join a serve team, connect via LifeGroups, and/or water baptism).

FIRST TIME GUEST TOUCHPOINTS

Our First Impressions Team plays a vital role in our assimilations process. From the time a guest enters the parking lot, every interaction must be executed well. Every encounter must be warm, welcoming, and sincere. Post-service, our First Impressions Team engages with guests to collect their contact information in exchange for a gift. (See Member Gifts section for more information.)

WELCOME DESK PROCESS FOR FTG

Our First Impressions Team welcomes first-time guests as they enter the building before the service starts with welcome signs and smiles. After service concludes, first-time guests are instructed to visit the Welcome Desk to receive a free gift.

- First Time Guest approaches the Welcome Desk and is greeted by our First Impressions Team
- First Impressions Team asks the guest if today was their first time at the church
- If yes, they are asked to complete the Guest Registration form on the iPad

Data collection is an integral part of our follow-up process. We utilize digital forms to minimize transcription errors or losses due to illegible handwriting. Our First Time Guest form collects the following data points:

- First Name & Last Name
- Complete Mailing Address
- Email Address
- Mobile Phone
- Is this your first visit?
- Have you been baptized?
- Age Group
- Which campus did you attend?
- Which service did you attend?
- Did you make a decision for Christ?
- Are you interested in learning more about our church by attending our NEXT Class?
- How did you hear about Word of Life Church?

While the guest is completing the form, the First Impressions Team asks, “Did you enjoy the service?”, “What size t-shirt would you like?”, and other suitable engaging questions, and answers any questions the guest has. The First Impressions Team prepares the gift bag, and after the guest completes the form and returns the iPad, they are presented with the gift. We thank them for coming and encourage them to return next weekend.

FIRST TIME GUEST PROCESS IN CCB

The Guest Registration form, completed on Sunday, gathers information about our guests. That information includes their name, email address, mailing address, and phone number. We use this information to contact our guests to personally thank them for attending and invite them back via personal phone, email, and handwritten note. Each guest receives all touchpoints (if the contact information shared is valid). Your first step is to match the data provided. Below is a step-by-step rundown of how we process all guests.

1. In CCB, click on Forms on the left side menu.
2. Select Forms I Manage, then click on Guest Register.
3. Click on the gray circle beneath Responses.
4. A new page will populate. Be sure to select Unmatched.
5. Your list of First Time Guests is displayed. From the first name on the list, select Match Person on the right side of the screen.
6. A pop-up window will display, and you can type the name from the left (Contact Information From Form) into the Matched to field.
7. If their information is already in CCB, their profile will appear. You may select the matched profile. Then click Save. CCB will move to the next entry on your list.
8. If their information is NOT already in CCB, their profile will not appear. Click Create a new person.
9. The information the guest entered on the form will appear. (Check for spelling errors/incomplete entries in the mailing address, as this information will be retained on their profile.) Click Create Person, then click Save.
10. CCB will move to the next person on your list. Repeat the same steps 6-9 as applicable until the list is complete. Your Unmatched tab will be blank. All entries will appear on the Matched tab.

FIRST TIME GUEST FOLLOW-UP CALL/TEXT

We strive to make this big church feel small by adding a personal touch to nearly everything we do. As the First Impressions Team, we go the extra mile for our guests by giving them a call after they have attended, thanking them for choosing to worship with us, and offering to pray with them. To gather their phone numbers, you will need to run the FTG Phone Calls Report in CCB.

1. Open the FTG List in Google Sheets, create a new tab by clicking the plus (+) and rename (click down arrow, select Rename) with the date mm/dd/yy. Drag the tab to the far left.
2. In CCB, click Reports & Metrics on the left side menu.
3. Select Custom Reports from the top navigation panel.
4. Click on FTG, and the report will be generated on your screen.
5. Highlight & copy the entire list (including the headers: Last Name, First Name, Mobile Phone Number, and Date Created).
6. Paste into Google Sheet. Highlight all the data, then change the font size to 18. Change the Date Created column header to Notes and delete all the dates from that column.
7. Print the current sheet and make the calls if you prefer a tangible version.

8. Text each person on the list. If the phone number is incorrect or invalid, remove the phone number from their CCB profile. Use the suggested script. If you receive a reply via text, you may skip the phone call.
 - a. Hi _____, thank you so much for worshiping with us at Word of Life! We hope you had a wonderful experience and felt welcomed and encouraged. We would love to have you join us again soon! Whenever you're ready to learn more about our church, get connected, or take your next step, we are here for you. We can't wait to see you again! Have a great day!
9. If you are available to make calls between 3:30-6:30PM (end of the workday but before dinner), call each person on the list. If the phone number is incorrect or invalid, remove the phone number from their CCB profile.

FIRST TIME GUEST FOLLOW-UP EMAIL

We love making a great first impression—and keeping that going after guests leave is an essential part of our assimilation process. That's why our First Impressions Team sends a personalized thank-you email through Mailchimp to every new guest. It's our way of saying, "We're so glad you came!" and opening the door for them to connect again. To gather their email, you will need to run the FTG for Mailchimp Report in CCB.

1. In CCB, click Reports & Metrics on the left side menu.
2. Select Custom Reports from the top navigation panel.
3. Click on FTG for Mailchimp. The report will be generated on your screen.
4. Highlight & copy the entire list (including the headers: Last name, First name, Campus, and Email).
5. From the left menu, choose Audience Dashboard, then from the Current Audience dropdown, choose First Time Guest Welcome-List.
6. From the far right under the Manage Audience dropdown, choose Import Contacts.
7. The next screen will ask "How would you like to import your contacts?" Choose Copy and Paste, and click Continue to Upload.
8. From the report you created in CCB, highlight, copy & paste the entire list (including all headers, last names, first names, and emails), then click Continue to Organize.
9. Select An Audience: choose First Time Guest Welcome - List, Select a status: Subscribed, Select groups: check CCB Chimp Interest Categories, check 1st Time Guest: Guest Letter, check Update any existing contacts, click Continue to Tag.
10. Use tags to quickly identify your contacts. (Using the year, day of the week, event, and/or campus makes it easy to identify which group you are contacting. Example: 2025, Wednesday, Lakeland, FTG.) Then click Continue to Match.
11. Review the list to ensure the column labels match the contact information. (Mailchimp will display the top three from the list.) Then click Finalize Import.
12. This screen will display how many contacts were updated or added to your audience, as well as display a summary of your import details. Click Complete Import to add the contacts to your list.
13. The "Your import was successful" screen will list the number of updated contacts and the number of new contacts added. Click the Mailchimp icon/logo in the top left of the screen to return to the dashboard.

14. From the left menu, click on the Campaign icon (megaphone) to begin your campaign. Make sure your audience is on the “First-Time Guest Welcome- List.”
15. Locate the latest First Time Guest Welcome email, then choose Replicate from the View Report dropdown menu.
16. From the replicated email, click Edit Name to rename the email and include the current date.
17. To update the To field, click the gray Resolve button to update the recipients for this email.
18. Set the Audience to First-Time Guest Welcome - List. Set the Segment or Tag to Group or a new segment. Under New Segment, set Contact match “any” of the following conditions: Date Added is a specific date (Date New Contacts Added).
19. Check Personalize the “To” field, then from the Merge Tag dropdown, choose *|FNAME|*. Click Save.
20. The To field will display the updated number of recipients (This should be the same number of recipients you uploaded earlier). The From field should be your work email address; the Subject should be “Welcome to Word of Life Church!”; the Content is already there.
21. From the upper right corner, you may send it immediately or schedule a time to send the email. After sending (or scheduling), the confirmation window will display.

FIRST TIME GUEST HANDWRITTEN NOTE

To continue our efforts in making a big church feel small by adding a personal touch to nearly everything we do, we include a handwritten note after they have attended to thank them again for choosing to worship with us, and let them know we are here for them. To gather their addresses, you will need to run the FTG Letter Address Report in CCB or access the provided FTG Google Sheet for Member Care Monday.

1. Locate Word of Life Church branded note cards and envelopes. (At Lakeland, note cards and envelopes are in the copier/mailroom.)
2. In CCB, click Reports & Metrics on the left side menu (or access the FTG Google Sheet provided for Member Care Monday).
3. Select Custom Reports from the top navigation panel.
4. Click on FTG Letter Address. The report will be generated on your screen.
5. Write a note to each person on your list.
6. Place the handwritten note into the campus-branded envelope. Place the envelope onto the stamp mechanism in the copier room or designated location. Appropriate staff will ensure the envelope is sealed, stamped, and mailed.
7. Upon completion of all touchpoints, log in to CCB. From the left menu, click People.
8. Select Processes.
9. Under Queues, click on Guest Letter Lakeland.
10. Since you have completed all touchpoints, check Select All to capture all guests/people in the queue.
11. Scroll to the bottom of the screen and click Mark As Done.
12. This document shows that all guests’ tasks have been completed.

The first-time guest touchpoints (specifically text/phone calls) yield a majority of our NEXT Class attendees. When a guest confirms they will attend NEXT Class on Sunday, they receive a reminder text (via Google Voice) on Saturday.

NEXT CLASS

NEXT Class is the on-ramp to learning more about the church. Our beliefs, history, vision, mission, and values are the basis for this course. We welcome everyone (the church and unchurched). Our goal is for those attending our church to have a life-changing encounter with God. We are also a church with values that point us toward the next step in our walk with Christ. These values are Go, Grow, Connect, Partner, and Serve. The majority of NEXT Class attendees are funneled to NEXT Class from the First Time Guest form. Through handwritten notes, phone calls, and personalized texts, we build a rapport with guests who are interested in learning more about the church.

Our NEXT Class varies slightly at each campus. While some campuses champion a presentation followed by a full campus tour, our newer campuses employ a personalized one-on-one NEXT Class approach. No matter the strategy, the heart remains the same: share our history, heart, and how to take part in our story through our values. NEXT Class is a prerequisite to joining a serve team. During NEXT Class, every attendee learns about the serve team opportunities at their respective campuses.

As a church, we ask for consent to conduct a criminal background check on every person 18 years of age or older who is interested in serving, with the understanding that there are guidelines we will follow based on the results. Below are the procedures for background check results:

CLEAR

- Assigned to a department to serve

MISDEMEANOR

- A follow-up meeting with Pastoral Care or Campus Pastor
- Pastoral Care/Campus Pastor will recommend the next step to serve (discipleship, additional Pastoral Care meetings, or OK to serve)

FELONY

- Discipleship in a campus-based discipleship class (i.e., Following Jesus)
- Pastoral Care meetings based on background check results
- Assigned to a serve team (based on Pastoral Care/Campus Pastor recommendations)

NOTE: Results of crimes involving sex, violence, or minors will forfeit the individual's opportunity to serve in Next Gen.

Upon completion of NEXT Class, the NEXT Class team connects with each person via phone call, email, and handwritten note. These touchpoints are a valuable part of our assimilations process. The phone call allows members to ask any questions they have post-NEXT Class, while the handwritten note is a tangible reminder of our appreciation for them. The email bridges the gap between NEXT Class and their next step after the class.

MEMBER CHOSE NOT TO SERVE

From the NEXT Step Application, if a member chooses not to join a serve team at this time, their decision is respected. We take the time to remind them of other opportunities through which they can be plugged in (e.g., Following Jesus, Healing School, Outreach Activities, and LifeGroups). This reminder is expressed through email and a phone call.

MEMBER CHOSE TO SERVE

From the NEXT Step Application, if a member chooses to join a serve team, their contact information is shared with the respective department head after the member's background check is cleared. Department heads receive notification of their prospective members (along with photo and contact information) the day the background check is cleared. Department heads connect with prospective members in the same week to schedule a visit.

MEMBER CHOSE TO ATTEND FOLLOWING JESUS

From the NEXT Step Application, if a member chooses to enroll in Following Jesus, they receive an automated email with information regarding meeting time and materials. The prospective attendees' contact information is shared with the Pastoral Care Team. Pastoral Care has empowered the Following Jesus serve team leaders to connect with prospective attendees throughout the week to discuss what to expect from the course and to invite them to attend.

MEMBER CHOSE TO LEAD LIFEGROUPS

From the NEXT Step Application, if a member chooses to lead a group, they are sent an automated email from the LifeGroups team with information about LifeGroups and the upcoming dates for the LifeGroups interest meeting. They are contacted by the LifeGroups team to answer any questions or concerns and to encourage them to attend the upcoming LifeGroups Interest Meeting. After attending the LifeGroups Interest Meeting, the prospective leader is given next steps (e.g., attend a LifeGroup, raise up/identify a co-leader, etc.) prior to the LifeGroups Leader Orientation.

MEMBER CHOSE TO JOIN LIFEGROUPS

From the NEXT Step Application, if a member chooses to join a LifeGroup, they are sent an automated email with details on how to find the right LifeGroup. The LifeGroup team connects with the members that week via phone call or text to ensure they have success in finding a LifeGroup.

MEMBER CHOSE TO LEARN MORE ABOUT OUTREACH

From the NEXT Step Application, if a member chooses to learn more about outreach opportunities, they receive an automated email with details on how to sign up for upcoming outreach activities. They are also added to the outreach team email list, so they are notified of upcoming outreach activities. When a member has chosen and signed up for an outreach opportunity, they are contacted by outreach leaders to ensure they are informed of the date, time, and details of the outreach project.

MEMBER CARE MONDAY

At the heart of Member Care Monday is a commitment to honor what Jesus taught in Matthew 18:12–14 to go after the one sheep who has gone astray. Before we do anything else in our week, we focus on the ones who might otherwise slip through the cracks. We begin with care—because that’s the spirit of Christ.

WHAT WE DO

1. We write to first-time guests and visitors, especially those with children who may have passed through our departments.
2. We follow up with those who have declined serving or haven’t been active.
3. We check in on our core 12, thanking them, encouraging them, and reminding them how much they matter.
4. We call, text, and send notes to let people know we miss them, need them, and they are seen, appreciated, and loved.

This isn’t just a strategy—it’s shepherding. It’s what Jesus modeled, and it’s what closes the back door in our departments. Real ministry is personal. It’s not about checking a box or sending a schedule—it’s about making sure every person feels valued, known, and essential.

WHY IT MATTERS

When people feel unseen, they pull away. When they feel seen, heard, and cared for, they lean in. And that’s when transformation happens. That’s when the church becomes family.

As the leaders, we don’t preach to them, but we bless them. We encourage them, embrace them, and tell them the Kingdom needs them. Why does that mean so much? Because in that moment, they are seen. They are heard. They are cared for. That’s our job on our serve teams. We don’t just send out schedules—we cast vision. We remind people they are needed. Because the truth is, many who decline simply don’t believe they matter.

So on Mondays, with excellence through a handwritten card, phone call, or text message, we follow up with visitors, reach out to those who declined, reconnect with the non-active, and speak life into our core leaders.

THIS IS HOW WE WIN

We’re not looking for employees. We’re looking for teammates. People who care deeply. People who will reach out and love people the way Christ loves us. This will grow your ministry, not because of numbers, but because of care. When people are seen and known, they stay. They serve. They grow. They lead.

Every person in your department, every guest, every team member—they’re someone’s son or daughter. And even if their earthly parents don’t see them, their Heavenly Father does. Let’s love them like He does. It’s a new day. With new power. And better care for the sheep God sends to our flock.

CHECK-IN NUMBERS TO ROSTER NUMBERS

We made a deliberate shift in how we measure the health of our serve teams—not to reduce accountability, but to increase care. In the past, we evaluated teams based on total roster numbers—how many people were listed on a team. But over time, we noticed something troubling: while the rosters stayed full, the number of people actively serving wasn't growing. That discrepancy didn't sit well with us.

So we took a deeper look. We studied the number of people leaving our teams, the frequency of those who were still showing up, and the reasons behind disengagement. What we found was clear: we were missing the mark in caring for our serve teams. Yes, we celebrated our teams. Yes, we communicated our needs. Yes, we held weekly huddles, but we weren't truly doing life with them. They knew we cared when we needed them, but we weren't consistent in simply caring for them as people.

FROM METRICS TO MINISTRY

To change the culture, we started internally, with our department heads. Every department leader is now responsible for building and sustaining a culture of care, and a key part of that is Member Care Monday. Each week, department heads review check-in data, not just for accountability, but as a tool for relational connection.

1. Reach out to the team (not just the ones who served—everyone).
2. Celebrate the wins and speak life into what's working.
3. Do life with your team—know their stories, not just their roles. We know their name and we know their state.
4. Follow up with those who are missing or who've stepped away.

HOW WE MEASURE TEAM HEALTH

From a leadership perspective, we now measure the engagement of a team rather than just its size. We ask: What percentage of your roster actually checked in this month? We track the last check-in date of every team member and compare that to the total number on the roster. Our goal is to see 75% engagement per team.

This change isn't about stats—it's about stewardship. Every person on your team matters, every check-in is a chance to care, and every connection builds a stronger church. We don't just want people on a list. We want people in community, and that's why this matters.

WELCOME SEGMENT

The Welcome Segment is a critical part of our Sunday worship experience. For many guests, it's the first time they hear directly from a leader on stage, and we treat that moment with purpose and honor. This is not just a routine greeting—it's a moment of alignment with our church's mission: reach the lost, disciple the found, and empower the called.

Our primary objective during this time is to acknowledge and celebrate the presence of first-time guests. These individuals have chosen, often with hesitation or uncertainty, to step into a new environment, and we never take that lightly. When we recognize them from the platform, we want to strike a tone that is warm, inclusive, and honoring. During the welcome, we incorporate a visual aid on the screen—a simple but intentional graphic that shows an image

of the Welcome Desk and a preview of what's inside the first-time guest gift. By presenting this screen, guests are more likely to take a step because they know where to go and what to expect.

For every first-time guest, clear next steps are the goal and hallmark of our strategy. After the service has concluded, our closing notes always include a reminder to all first-time guests to stop by the Welcome Desk. Our pastors and leaders will mention something like this: "If you are a first-time guest, remember to stop by the Welcome Desk—we'd love to meet you and give you a free gift just to say thanks for being here." This isn't about the gift itself—it's about building a relational bridge. It's about helping them take a small but meaningful step toward connection.

In addition, we include a call to action for our church family, specifically those who brought a guest. Our speaker will directly encourage them by saying something like, "And if you brought someone with you today, don't let them walk over alone. Go with them. Help them feel right at home." We love celebrating those who invite others to experience Word of Life. As a small token of our appreciation, anyone who brings a first-time guest receives a card that can be redeemed at our cafe for a free specialty drink. This subtle prompt helps create a culture where everyone takes ownership of welcoming new people. It reinforces that outreach is not just the job of staff—it's a shared calling.

From a systems standpoint, it's essential that the visual graphics and platform language are always aligned. The timing is essential. The speaker should reference the slide while it's displayed to help the audience connect what they hear with what they see and provide clear direction. We've found that adding this segment drastically increases the number of first-time guests who actually visit the welcome area.

Staff and team leaders should also ensure that the Welcome Area is well staffed, clearly marked, and energized—not just functionally prepared, but relationally ready. The team should expect a rush of people after the segment and be ready to welcome those guests with joy, clarity, and next steps.

Ultimately, the Welcome Segment isn't about checking a box—it's about creating a culture of invitation. It's one of the first and best chances we have to affirm the courage it took for someone to walk through our doors. And when done with intentionality, it turns a moment on a screen into a lifelong connection in the Kingdom.

SERVE TEAM SUNDAY

Serve Team Sunday is a core part of our volunteer strategy and takes place every third Sunday of the month, with one key exception: if it falls on a major holiday, then we shift Serve Team Sunday to the last Sunday of that month. This monthly rhythm keeps serving front of mind for the congregation and offers consistent opportunities for people to step into their God-given purpose through volunteering.

On Serve Team Sunday, each campus sets up a high-visibility booth in the foyer. This includes a large tension banner that clearly communicates the invitation to join a team, along with printed handouts that feature a QR code for easy sign-up. We equip selected serve team members and staff with lanyards that display the QR code so that guests can scan and sign up on the spot during or after services. In addition, staff members wear branded t-shirts on this day to make

it obvious who to talk to and where to go if someone wants more information about serving. This creates an atmosphere of excitement, approachability, and clarity.

During the Welcome Segment, the Campus Pastor highlights the top five serve teams specific to their campus with the greatest current need. A custom slide is displayed during each service, listing these teams by name, the number of people needed, and specific roles or shifts that are available. For example, instead of simply saying, “We need help in Kids,” we say, “We’re looking for four people to join our KidsLife team for the 11:30 service.” This level of clarity helps attendees move from general interest to specific action.

The success of Serve Team Sunday relies heavily on timely and intentional follow-up. Once sign-ups are received through the QR code system, the Assimilation Team ensures that the individual has completed NEXT Class and a background check. If they have not, the team initiates that process immediately by giving the prospective serve team member their next steps. If the background check is already on file and current, the individual’s information is sent to the appropriate staff team leader by Monday morning. It is then the responsibility of the staff member to reach out by Monday afternoon, make a personal connection, and begin coordinating training for the upcoming Sunday. This follow-up window is crucial—it reinforces that we value their interest, and it builds momentum before they lose excitement or confidence.

Serve Team Sunday is not just an administrative push—it is a discipleship opportunity. It allows people to move from attending to contributing, from observing to owning. When executed with excellence and urgency, this monthly initiative helps us grow a church that is not built on the talents of a few but on the sacrificial service of many.

CREATIVE

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

CREATIVE

The creative team is considered global and upholds the responsibility for all marketing, communication, and production elements for all campuses. From service planning and execution to special events and teaching series, the creative team is responsible for communicating church events and discipleship opportunities to the community and church members.

TEAM POSITIONS AND BRIEF DESCRIPTIONS

- Creative Pastor: Responsible for managing all marketing and communication strategies for the church globally.
- Project Manager: Responsible for managing the creative team tasks along with marketing/communications requests from campus representatives.
- Technical Director: Responsible for technical aspects of services across campuses, website management, and other related assignments.
- Production Director: Responsible for production elements of services, including online and campus-to-campus streaming.
- Videographer/Lead Photographer: Responsible for creative development and editing of all videos and the directing and editing of photos to align with the church's branding.

MARKETING

MEMBER COMMUNICATIONS

The Marketing Golden Rule is that it takes seven touchpoints for someone to internalize or act upon the information given. When communicating with members, it's important to keep this in mind and find various ways to communicate your message. Below are a few ways that we communicate with members on important information:

- Emails: Weekly and Special Occasions
- Text Messages: Special Services and/or Events
- Handouts: Monthly on Sundays (and as needed)
- Instagram: Daily Posts and Stories
- Facebook: Daily Posts on Main Page and Weekly Posts in Groups
- YouTube: Weekly Posts
- App: Weekly Sermon Posts, Monthly Event Updates, Videos Shown in Service, and Special Occasions and Events
- In-Service Communication: Live Segment or Video Segment Every Sunday. Mentioned During the Welcome and Closing Segments.
- Website: Updated Weekly with Information and Sermons
- Mailers: For Special Services and/or Events
- Podcasts: Uploaded Weekly for All Services
- Billboards: Used for Special Services, Big Events, and/or Launching a New Campus
- LifeGroups: Special Information Shared with LifeGroup Leaders to Communicate to Their Groups

- Serve Teams: Special Information Shared with Serve Team Leaders to Communicate in Their Team Huddles and Group Chats

TEACHING SERIES

Teaching series are a great way to engage our members and attract new visitors to the church. Teaching series range in topics and are typically a month long. When preparing to launch a new series, below are elements to think about for preparation:

BRANDING

Below is a template of questions we ask the Senior Pastor so we can prepare branding and graphics for the series.

- What is the purpose of this series, and what communication tone are you thinking of using to fulfill the purpose? (e.g., inspiring, motivational, joyful, funny, etc.)
- What verses are you thinking of for the series?
- What topics/subjects will be addressed in the series?
- What audience would be the target for the series (e.g., new visitors, believers, both, etc.)?
- What graphic references or general ideas do you have for this series?

SERIES PROMOTION

When planning promotional material, think through the following points:

- If this series is targeted at members (believers), how can you promote it internally?
 - Emails
 - Social Media
 - Serve Team
 - LifeGroups
 - In-Service/Handouts
- If this series is targeted at non-believers (visitors), how can you promote it externally?
 - Billboards
 - Mailers
 - Social Media
 - Members Inviting Others

ENVIRONMENT

Does this series warrant an environmental setup inside the building? As a creative church, we like to create various environmental elements in our buildings to draw attention to the series, create buzz, and create a memorable experience that correlates with the teaching series.

Banners

Giveaways

Photo Booths

EVENTS

Events come in all sizes and forms. From Water Baptism to Fall Fest, we strive to put on unique events that create community amongst members and allow time of fun for families to gather together. With each event, promoting both internally and externally is vital to its success.

Below are questions to ask before launching an event:

- Who needs to be a part of the planning process?
- What is the budget for this event?
- How big do we want this event to be?
- Who are we aiming to reach with this event?
- What is the call to action for this event? (e.g., do we want them to sign up for a LifeGroup, are they a First Time Guest needing to go to NEXT, etc.)

Lastly, once the event is planned, documenting all details is essential. You can find our series and events pitch sample at thelife.cc/ignitelife-pitch.

COMMUNITY EVENTS

Every event serves two key purposes:

- **Outreach to the Community:** We use these moments to invite people far from God into a welcoming, fun, and friendly environment where they can get a glimpse of what Sunday is like.
- **Engagement for Our Church Family:** Our members use these events as opportunities to invite their family, friends, neighbors, and coworkers, creating natural connections that lead to spiritual ones.

We want guests and members to experience our culture, hospitality, and community so they feel welcomed and comfortable returning for a worship service.

KEY EVENTS

We host a variety of events throughout the year, each one tailored to a season or target group. Some of our main events include:

- **Family Fun Weekend:** Big family-friendly outreach event in the summer with food, games, and live music. Great for large attendance and community visibility.
- **Mother's Day Brunch:** A beautifully hosted event that honors women and attracts new families. This is often a first impression for many moms. We get the women plugged into women's LifeGroups.
- **Easter Bash:** One of our largest events of the year. Includes egg hunts, games, inflatables, and food. Highly evangelistic and promotes our Easter Sunday service.
- **Summer Blast:** Multi-day kids conference packed with energy, games, and teaching. Great outreach to unchurched families and connecting kids to our KidsLife ministry.

- **Winter Retreat:** A weekend conference focused on youth. Provides time away for spiritual growth, team bonding, and life-change moments.
- **Prayer Conference:** A dynamic three-day annual gathering held each January, uniting believers for consecutive morning and evening sessions filled with fervent prayer, impactful teaching, and powerful worship. Childcare is available during all evening sessions.

We also host additional events throughout the year, such as fall festivals and outreach-oriented projects, depending on the campus and season.

REVIVAL NIGHTS

Revival Night is a midweek gathering where all of our campuses come together under one roof. It's intentionally set apart from our Sunday experience—not as a replacement, but as something different. While Sundays are about reaching new people and maintaining a steady rhythm, Revival Night is viewed as a believer's meeting—about giving something meaningful to those who are seeking a deeper move of the Spirit, and there are no limitations on what can happen.

The night centers around worship, teaching, and moments that are unhurried and intentional. It's a set-apart time where we focus less on pace and production and more on being present and moving with the direction of the Holy Spirit. The simplicity of the night makes it significant—it's not about entertainment or routine, but about creating space for something deeper to take place.

More than filling seats, Revival Night is about stirring expectations. It invites people to break out of routine and come ready for something to shift in their lives. We don't treat it like a typical service—because it's not. It's about creating a space where people lean in, let go of what's comfortable, and open their hearts for something real to take place.

WHY THESE EVENTS MATTER

Every event has eternal potential. They're not just about crowds—they're about connection. Here's why they're so important:

- They make it easy to invite: Events remove the pressure of inviting someone to a Sunday service right away. It's casual, fun, and friendly.
- They reflect our culture: We model what guests can expect at our church—excellence, generosity, joy, and love for people.
- They open the door for the gospel: Many who attend an event may never walk into a church unless we create a space that feels familiar and safe first.
- They activate our members: Our church family becomes the outreach arm. They invite. They serve. They connect. Everyone plays a part.

HOW WE COLLECT AND USE GUEST INFORMATION

One of the most important parts of our events happens at the entrance.

GUEST CHECK-IN TABLE

Every major event includes marked check-in areas or welcome tents at entrances. At these spots, we gather:

- First & last names
- Email addresses
- Phone numbers
- Family/household details (if applicable)
- How did they hear about the event?

This data is collected via digital forms or paper cards, depending on the event setup.

ASSIMILATION IN CCB

Once we collect guest information, our Assimilation Team inputs it into CCB (Church Community Builder).

From there:

- Guests are tagged by event, date, and demographics
- They're placed into follow-up groups for email or text communication
- Each group can receive specific next steps, like invitations to Sunday services, ministry opportunities, or the next big event
- We ensure that first-time guests don't stay first-time guests. We track who comes back, who signs up, and who might be ready to take a step

FOLLOW-UP

Following up is just as important as the event itself. Our process includes:

- Thank-You Messages: Sent out to every guest to thank them for attending
- Next Step Invitations: Depending on the event, this could be an invite to Sunday service, a small group, baptism, or a Next Gen ministry

Team Review: We meet to evaluate how the event went, what worked, what could improve, and who needs further follow-up.

Story Sharing: We encourage all teams to share stories of life change, great conversations, or families who plan to return. We don't let events live in isolation—we always connect them to what's next.

One event can change everything for a person. Whether it's a crawfish boil, car show, or Easter Bash—these moments matter. They're how we reach the unreachable, show Jesus in practical ways, and help people realize the church is a place for them. Every event we host is an open door to the gospel.

PAID ADVERTISING

We've tried numerous paid advertising strategies and have found that the best use of our finances is split between digital and traditional advertising.

DIGITAL ADVERTISING

We've found that consistency is key in digital advertising.

- Social Media Ads (Facebook and Instagram)

PRINT ADVERTISING

For print advertising, consistency is not nearly as important as it is for digital. So we use print media for special events and occasions more often. However, for two of our locations, we do have a billboard running year-round.

- Billboards (contact your local company; we use Lamar Advertising)
- Mailers (contact your local printer; we use Hederman Brothers)

STUDIOC: PERSONALIZED COMMUNICATION & ENGAGEMENT

In an effort to aggressively streamline our communication, reduce the number of emails we send, and move away from communicating everything to everyone, we enlisted the help of StudioC. Our goal is simple: communicate less, but communicate better. The reality is that not every person needs every piece of information. A parent with children in KidsLife needs different communication than a college student, a LifeGroup leader, or someone exploring Word of Life for the first time. When everyone receives everything, important information becomes noise and people eventually stop paying attention. StudioC allows us to deliver the right information to the right person at the right time. At the center of this strategy is a personalized dashboard located directly on the homepage of our app. Every member has their own login, allowing StudioC to create a communication experience built specifically around them: their campus, family, stage of life, ministry involvement, interests, and next steps. Instead of searching through information that may or may not apply to them, members open the app and immediately see what is most relevant to them. Our goal is to drive our church family to the app and make it an indispensable resource for their everyday connection to Word of Life. Sermons, Series Guides, giving, events, family resources, next steps, and personalized communication all live in one place. This also allows our digital platforms to serve two distinct audiences. Our website is primarily our front door, designed for visitors who want to learn who we are, explore the church, and ultimately plan a visit. Our app is our digital home for members, designed to help people who already attend Word of Life stay informed, engaged, connected, and growing. Ultimately, StudioC is not simply another communications platform; it is an engagement strategy. We are using technology to reduce noise, increase relevance, and create clearer pathways for people to attend, connect, serve, give, grow spiritually, and take their next step with Jesus. The goal is not more communication. The goal is more meaningful engagement.

Find more information about StudioC here:

<https://thestudioc.org/>

SOFTWARE LIST

- Extreme Summit x440-G2: AV network switches for production at all campuses.
- Allen & Heath DLive Consoles & Mixracks: Live audio consoles used for all main sanctuaries at broadcast and satellite locations.
- Allen & Heath SQ5 Consoles: Live audio consoles for “secondary” spaces at campuses (e.g., classrooms, youth rooms, kids’ spaces, etc.).

- Allen & Heath ME-1: Personal mixers used for band and singers.
- Shure ULXD4Q + SM58/SE v7 Capsules: Wireless microphones for singers and speakers.
- Shure PSM500: Wireless in-ear monitoring for singers.
- Dante/Dante Virtual Soundcard: Audio over network infrastructure that is the backbone of our audio system. This gives the ability to multitrack record 64 channels of audio on a computer through a single network cable, route audio from a computer to any audio console easily, and route audio from any console to any amplifier.
- Adamson/Venueflex PA: Speakers in main auditorium at central campus.
- Denon 900R: Schedule-driven raw audio recording of speaker preaching for use in post-production such as podcasting. Records 2 Channel, and is Dante-enabled. Accessible over network for ease of schedule programming (record triggering by Date/Time) and obtaining recording files from anywhere. Also used to record rehearsal recordings for use by the worship team. Auto-uploads files to FTP server for extra redundancy and ease of obtaining files through your computer's file browser (e.g., Finder, etc.).
- Spotify: Platform for streaming music throughout the building for environmental purposes.
- grandMA3 on PC with Command Wing: Console for programming and operation of in-service lighting.
- ProPresenter 7 (macOS): Presentation software used for displaying lyrics and message notes in-room and online.
- ProVideoPlayer: Software for video playback of announcement videos, LED wall backgrounds, and message illustration videos.
- Resi: Turnkey hardware & software solution for multisite message streaming as well as online streaming.
- Resolume: VJ & media server software used for playback of any timecoded media.
- Sony HXCFB75 & Canon C100/C200: Cameras used for main sanctuary IMAG and live stream.
- Ross Carbonite: Video switchers used at our broadcast location (Carbonite Plus 2ME) and satellite campuses (Carbonite Solo).
- Ross NK: Video routing and distribution that is the backbone of the video system at all campuses.
- Digital Forecast Bridge X-TS Mini Troubleshooter Multi Platform A/V Signal Converter: Battery-operated SDI and HDMI monitor/signal generator to assist with troubleshooting general video issues.
- Christie Digital Projection / Odeon LED Walls: Primary IMAG projectors and LED walls in main sanctuary.
- Dropbox: File sharing and file sync for all production computers across campuses. Used for sharing media files that are updated on a weekly basis.
- TeamViewer: Remote screen sharing software that is installed on all production computers on all campuses. It gives the ability to screen share to any production computer at any time to assist in any troubleshooting or training needs.
- Claude/Grok: AI tools to assist with programming, problem solving, and general troubleshooting.

- Planning Center (PCO): Provides the basic flow of services, including information about who is speaking, special segments, and setlist. Essential for scheduling the serve team.
- Adobe Photoshop, Illustrator, InDesign, Canva: Software used to design graphics and edit photos.
- Adobe Premiere, After Effects, DaVinci Resolve: Video editing software used to create social media content and announcement videos.
- Visual Studio Code, Visual Studio, PyCharm: Programming/coding software used to make in-house software for production and web design needs.
- Logic Pro X: Software for editing podcasts, voiceover recording, and audio mixing.
- Green Go: Intercoms used to communicate between stations (video director to cameras, lighting to stage) and campus to campus.
- Website: Hosting by SiteGround. We use WordPress with Avada theme along with custom programming and our own custom plugins, such as syncing our giving projects with Pushpay.
- Subsplash iOS/Android App: Service that provides a custom iOS and Android app specific to Word of Life. We use Subsplash for app presentation of media such as series video and audio as well as general church information pages that pull from pages on our website.
- StudioC: Our member engagement platform.

WORSHIP

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WORSHIP

The vision of the worship team is to empower each serve team member to use their gifts and talents to help connect people to God through worship in song. The desire of the worship team is to usher in and provide a space of encounter through songs of thanksgiving, worship, and intercession for services. The worship team is responsible for providing up to seven vocalists and five band members each Sunday for their campus, under the leadership of the Worship Pastor and Music Director.

THE ONBOARDING PROCESS

Our worship team has two onboarding processes for each member interested in joining the team. Both processes ensure that the member has completed the next steps that are required to begin the audition process.

CCB includes four tabs for Worship Pastors to update throughout the audition and onboarding process:

1. **VISIT:** Once NEXT Class is completed and a background check has been cleared, each member will appear in the VISIT tab. Under this tab, you can view their email, phone number, and their desired area of service (bass, vocals, drums, etc.). It is then the Worship Pastor's responsibility to connect with each member in the VISIT tab via email and/or text.
2. **AUDITION:** This tab is to be completed once the audition process has concluded. This ensures that members are transitioning onto another serve team if needed. This tab allows all Worship Pastors across all campuses to view notes from each audition completed.
3. **1ST SHADOW & 2ND SHADOW:** After a successful audition is finalized, it is updated in CCB that the new volunteers are attending shadowing consultations and are receiving the training needed before being scheduled. [e.g., attending rehearsals, using in-ears, understanding and operating an ME, and learning the necessary routines to move into the scheduled phase]
4. **SCHEDULED:** This tab concludes the onboarding process for CCB and puts information in Word of Life systems to inform that those who have completed the process are now added to the worship team roster at each specific campus. It also gives information to the assimilations team to keep up with member metrics.

THE AUDITION PROCESS

The 1:1 Meet →Audition →Shadow →Serve process goes hand in hand with CCB but is purposed to be a streamlined process of clear communication for the Worship Pastors and their staff regarding each prospective volunteer.

The 1:1 Meet is a scheduled coffee meeting between the Worship Pastor and the interested volunteer from the VISIT tab in CCB. In these coffee meetings, it is imperative that the Worship Pastors listen to their story, learn who they are, see what God has done in their life, and ask the question, "Why do you think the Lord is leading you to the worship team?" to get a better understanding of their heart behind the decision to serve on the worship team. We utilize this time to communicate the heart and culture behind the worship team, the church, and the expectations for the audition process.

Before auditions, they receive the following:

- MP3 of Audition Song
- Multitrack of Audition Song
- Harmony Part Assigned (for vocalists) of the Audition Song
- Instrument Track (bass track only, drums track only, etc.) of the Audition Song
- Lyric Sheet or Chord Chart (expected to be memorized)

The audition process takes place once the member has had at least 1 week to learn the information given at the 1:1 meeting. Each Worship Pastor communicates to provide days and times for the audition to take place and chooses at least one worship staff member (vocal director and/or music director) to attend the audition. Each member will receive their results after 24 hours of their audition from the Worship Pastor and staff.

The audition requirements are:

- Lead/Play with the Multitrack from memory
- Sing Harmony & Melody part given with worship staff in attendance
- MD (Music Director) discusses number charts and transitions during auditions

If the worship staff feels led to move forward with the vocalist or musician, they will schedule an in-person meeting to communicate with the team member the following items: a worship team manual (dress code, expectations, rehearsal information, PCO, etc.) along with an ME-1 sheet that explains how to navigate ME-1s and in-ear mixing.

The volunteers begin the shadowing process by choosing two Sundays and two rehearsals to attend to meet current team members and get acclimated before being scheduled to sing or play for a service. During this time, questions are being answered regarding mixing on ME-1s, in-ears, navigating Planning Center Online, etc. Once the volunteer feels comfortable and prepared, it is their responsibility to communicate with the worship staff that they are ready to be scheduled. Once they begin to serve, they are scheduled twice a month.

DEVELOPMENT

Word of Life worship staff provides development team nights every other month throughout the year for volunteers to grow musically and vocally. These development nights are vocal seminars as well as band “jam sessions” to provide training and community. For vocalists, these seminars rehearse blending, what to do during spontaneous moments, how to navigate stage presence, and moments of exhortation. For musicians, the “jam sessions” help navigate transitions, how to flow in spontaneous worship, and grow in memorizing the number system without structure.

In addition to Development Nights that are team-oriented and community-driven, Word of Life worship staff provides 1:1 development for specific team members. This includes lessons with our music directors and our vocal directors to help them prepare for services and/or to excel in specific areas.

REHEARSALS

Rehearsals are at the discretion of each Worship Pastor and their assigned campus. Rehearsals at Word of Life are required and expected for each team member to arrive on time, prepared, and ready to worship in Spirit and Truth. These run-throughs are meant to prepare the team musically and spiritually to lead the congregation on Sunday mornings.

SOFTWARE AND RESOURCES

- **Planning Center Online:** A platform for all our weekly plans and files needed for each service scheduled. PCO serves the staff and team members to ensure readiness and excellence for rehearsals and services by offering practice files for all songs planned. All Word of Life service plans are scheduled and sent out one month in advance. Worship sets are in place 3 weeks in advance each month. For each Sunday, the files provided for each worship song include the following: MP3, Soprano Part, Alto Part, Tenor Part, All 3 Vocal Parts Together, Instrument Parts, Multitracks, Lyric Charts, Number Charts, and Chord Charts.
- **Multitracks.com:** A platform used to purchase tracks for all services, including youth. The tracks are obtained by purchasing credits needed for each quarter.
- **Prime Multitracks / Loopcommunity.com:** A platform to purchase tracks in the unique case that multitracks.com does not provide the desired track. Word of Life purchases credits each year for this platform.
- **Loop Community Prime:** A platform used to create all setlist tracks for each campus each Sunday. This platform provides all tracks and arrangements needed by importing the track after it is purchased through multitracks.com or loopcommunity.com. It functions similarly to Ableton, but within a user-friendly platform.
- **Aerospace Audio V2 Atmosphere Pedal:** Word of Life satellite campuses use the Aerospace Audio resources and Aerospace Pedal V2, which provide pad sounds underneath track layers. They can be purchased through aerospaceaudio.com and the aerospace app, which can be downloaded on any iOS device.
- **Spotify:** A platform for streaming music throughout the building for environmental purposes.
- **Dante/Dante Virtual Soundcard:** Audio over network infrastructure that is the backbone of the audio system. It gives the ability to multitrack record 64 channels of audio on a computer through a single network cable, route audio from a computer to any audio console, and route audio from any console to any amplifier.
- **Allen & Heath ME-1:** Personal mixers used for bands and singers.
- **Allen & Heath DLive Consoles & Mixracks:** Live audio consoles used for all main sanctuaries at broadcast and satellite campuses.
- **Allen & Heath SQ5 Consoles:** Live audio consoles for “secondary” spaces at campuses (e.g., classrooms, youth rooms, kids’ spaces, etc.).
- **Shure ULXD4Q + SM58/SE v7 capsules:** Wireless microphones for singers & speakers.
- **Shure PSM500:** Wireless in-ear monitoring for singers.
- **Adamson/Venueflex PA:** Speakers in the main auditorium at the central location.

- Denon 900R: Schedule-driven raw audio recording of the speaker preaching for use in post-production resources such as podcasting or social media. Records two channels and is Dante-enabled. Accessible over the network for ease of scheduling programming (record triggering by Date/Time) and obtaining recording files from anywhere. In addition, it's used to record rehearsals for the worship team. Auto-uploads files to FTP server for extra redundancy and ease of obtaining files through your computer's file browser (e.g. Finder, etc.).

LEADERSHIP DEVELOPMENT

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

ESTABLISHING A PRAYER CULTURE IN OUR CHURCH

“Even those I will bring to My holy mountain And make them joyful in My house of prayer...”
Isaiah 56:7 (NASB)

Before we build programs or teams, we build altars—because we are called to be a house of prayer. This is not simply a program we adopt or a department we build—it is a spiritual culture we intentionally cultivate. Prayer is not peripheral to our ministry; it is central. It is the engine room that powers every plan, every service, every meeting, and every ministry effort. Without prayer, we are operating in our own strength. With prayer, we partner with heaven. This conviction is something we instill in every department, every team, and every staff meeting. It’s woven into the way we lead, plan, and execute vision. We aren’t just building a team of doers—we’re cultivating a body of intercessors. We are one heart, unified in Spirit, with no room for strife. We smite the talebearer because unity is sacred, and gossip has no place in a house of prayer. Prayer binds us together in humility and focus, keeping our hearts aligned with God and with one another.

We believe prayer gives legs to everything we do in the natural. It takes our best efforts and infuses them with the presence, power, and direction of the Holy Spirit. It is where burdens are lifted, wisdom is received, and hearts are aligned with the heart of God. This is why we pray more than we plan. Our first response is not to organize or produce; our first response is to seek. We believe that when we give God our best in prayer, He meets us with His best in power. To reinforce this priority and establish this culture, we’ve reestablished Wednesday Prayer at 9am at our Lakeland Campus. This time is sacred—it’s a gathering marked by worship, teaching on prayer, and then focused intercession as we press into whatever assignment God has for us. We pray together a lot, and it’s intentional—because this fuels everything we do. For our worship team, this culture is crystal clear: we pray more than we play. The same standard applies across the house—our spiritual posture always precedes our platform.

Establishing a prayer culture is about more than meetings or schedules. It’s about creating an environment where seeking God is our instinct, not our exception. It’s about forming leaders who lead from their knees and teams who are dependent on the Spirit. As a staff, as department heads, and as senior leaders, we must model this from the inside out. We must be the ones who say with conviction: “Lord, make us a house of prayer.” When prayer becomes our foundation, it shapes our decisions, our conversations, and our expectations. It shifts the atmosphere of our church from routine to revival. A true prayer culture transforms not only how we lead, but who we are becoming together. This is the standard. This is our rhythm. This is our cry, our commitment, and our culture.

STRENGTH-BASED LEADERSHIP

Navigating seasons of transition with new team members joining and experienced staff taking on new responsibilities, it’s important to position experienced and intentional leadership to support the changes. To thrive in new seasons, there is great value in aligning each person’s unique strengths with their roles. Recognizing this contributes most effectively to the team and our shared mission as a church.

In an effort to understand where our team members thrive, we focused on leveraging their individual strengths and talents by partnering with a certified strengths coach who guided our

team through the Gallup StrengthsFinder assessment. This process allowed us to identify the unique gifts of each executive leader and pinpoint the gaps within our team structure. We as leaders need to fill the strength gaps around us while staying mindful of who fits the culture of each team. The insights gained were both affirming and eye-opening, equipping us to lead with greater clarity and effectiveness.

The experience was so impactful that we expanded the initiative to include a broader group of staff members. By helping more team members discover their strengths, we have built a culture that values self-awareness, celebrates individual gifting, and fosters more aligned collaboration. This intentional investment is aiding the success of each individual, creating a healthier, more unified, and purpose-driven team.

DREAMWORK CHART

“Where there is no vision, the people perish.”

Proverbs 29:18 (KJV)

In ministry, vision isn’t optional—it’s essential. As church leaders, we are called not only to shepherd the people in front of us today but to faithfully prepare for what God wants to do tomorrow. That’s why every church and mission must look five years into the future and ask a critical question: What does our organizational structure need to look like to carry the vision forward?

Leading with vision means consistently communicating what is ahead, not just to our congregation, but also to our staff. A clear and compelling vision keeps our teams aligned, motivated, and focused on what matters most. However, vision without honest assessment becomes a fantasy. We must be willing to take an unfiltered look at where our organization currently stands—strengths, gaps, and all—before we can map out where we’re going.

Having the right positions filled by the right people instills confidence throughout the organization. It defines lanes, clarifies ownership, strengthens leadership, and sets the stage for meaningful progress. It’s not just about efficiency—it’s about culture. A well-structured and clearly staffed team helps maintain healthy morale, avoids burnout, and creates an environment where staff can thrive and grow. When everyone knows what they’re responsible for—and how their role contributes to the greater vision—momentum builds and unity deepens.

When we see not just what our ministry could be but what it must be, faith is stirred. Planning with the future in mind gives God a vessel to fill. It opens our eyes to what we’ll need: new roles, new leaders, more structure, or perhaps more simplicity. Crafting a five-year organizational chart isn’t just administrative—it’s spiritual. It’s an act of stewardship, trust, and leadership.

Vision brings clarity. Clarity creates momentum. And momentum, guided by the Spirit, advances the mission. So take the time to look ahead and see, not only with your physical eyes, but your spiritual eyes. Build for where you’re going, not just for where you are.

EOS / TRACTION: CREATING ORGANIZATIONAL CLARITY & ALIGNMENT

As Word of Life continued to grow, we recognized that some of our communication and operational challenges were not necessarily people problems—they were systems problems. We were not always meeting consistently, priorities could be understood differently across leaders and campuses, accountability was sometimes unclear, and important issues could remain unresolved because there was not a consistent place or process for addressing them.

To create greater organizational health and alignment, we adopted principles from the Entrepreneurial Operating System (EOS) and Traction.

We initially partnered with an EOS Implementer to help establish the system within our Executive Lead Team, consisting of our Senior Pastor, COO, and Campus Pastors. The goal was not to add another layer of meetings or bureaucracy. The goal was to create a consistent operating rhythm that keeps our leadership team healthy, aligned, accountable, and moving in the same direction.

THE 90-MINUTE MEETING

One of the most important changes we made was establishing a weekly 90-minute meeting held at the same time, in the same place, every week.

Consistency matters.

Rather than waiting until something becomes urgent enough to require a meeting, our leadership team knows there is a dedicated space every week to review the health of the organization, communicate important information, solve problems, and establish clear next steps.

Our weekly rhythm incorporates key EOS principles, including reviewing our Scorecard and metrics, evaluating Rocks, sharing important headlines, reviewing To-Dos, and identifying, discussing, and solving issues.

We work hard to IDS—Identify, Discuss, and Solve—rather than simply talking about problems. Every conversation should eventually lead toward clarity: What are we doing? Who owns it? And when will it be completed?

ROCKS, OWNERSHIP & ACCOUNTABILITY

EOS has helped us become more disciplined about identifying our most important priorities.

We establish Rocks—the major priorities that must be accomplished during a defined period—and assign clear ownership to each one. Large initiatives are then translated into actionable next steps with owners and deadlines.

This has helped eliminate one of the easiest traps for a growing organization: everyone believing something is important while no one actually owns it.

We want to manage with metrics while leading with vision. Data helps us identify reality, but vision reminds us where we are going and why it matters.

PRIORITIZATION CREATES PERMISSION

One of the most valuable lessons EOS has taught us is that identifying an issue does not mean we have to solve it immediately.

Before establishing clearer priorities and operating rhythms, there could be an unspoken pressure to address every problem as soon as it surfaced. In a growing organization, that quickly becomes debilitating. Everything begins to feel urgent, leaders become stretched across too many priorities, and solutions can be created too quickly simply because we feel pressure to “fix it.”

We have learned that a rushed solution is not always a sustainable solution.

EOS has given us permission to recognize an issue, document it, and intentionally decide when we have the organizational bandwidth to solve it correctly. Sometimes the healthiest leadership decision is to say, “This is a real issue. It needs to be fixed. But it does not need to be fixed today.”

By clarifying our vision, Rocks, priorities, and ownership, we can evaluate new issues against what we have already determined matters most. Some issues require immediate action. Others belong on the Issues List and can be addressed during a future quarter or season when the appropriate people, resources, and attention are available.

This protects the organization from constantly allowing the urgent to displace the important.

Prioritization is not ignoring problems—it is stewarding organizational capacity. Healthy organizations cannot pursue every good idea, solve every problem, or launch every initiative simultaneously. Sometimes saying “not now” is what allows us to eventually build a better, more thoughtful, and more sustainable solution.

MONTHLY & ANNUAL RHYTHMS

In addition to our weekly meetings, we conduct month-end recap meetings that allow us to take a broader look at performance, trends, campus health, financial information, ministry metrics, wins, challenges, and opportunities.

We also hold a two-day annual meeting dedicated to stepping out of the weekly rhythm and looking at the organization from a higher level. This time is used to revisit vision, evaluate the previous year, address significant issues, establish priorities, strengthen team health, and ensure that our leadership is aligned around where we believe God is leading us next.

Our annual meeting helps answer two critical questions:

Where are we going?

What must be true for us to get there?

From there, vision becomes priorities, priorities become Rocks, Rocks become next steps, and next steps receive owners and deadlines.

WINS & CHALLENGES

EOS has produced significant wins for our organization. Meetings are more intentional. Ownership is clearer. Issues have a designated place to be addressed. Campus Pastors have greater visibility into what is happening across the organization, and our Executive Lead Team has a consistent rhythm for maintaining alignment.

Implementation has not been without challenges. EOS requires discipline. It is easy for meetings to drift, Rocks to become too broad, Scorecards to contain numbers that do not actually drive decisions, or urgent ministry demands to compete with established priorities.

We have also learned that implementing EOS is not the same as simply holding an EOS meeting. The system only works when leaders embrace accountability, transparency, preparation, and follow-through.

Perhaps most importantly, EOS has given us a common language. Terms like Rocks, Scorecard, To-Dos, Issues, IDS, ownership, and accountability allow leaders across the organization to approach work from the same framework.

For Word of Life, EOS is ultimately a tool—not the vision itself. Vision comes from spiritual leadership; EOS helps us execute that vision with clarity and excellence.

As we grow, we do not want increased size to create increased confusion. We want the systems underneath the ministry to become stronger as the ministry becomes larger.

Get the vision clear. Get the right people aligned. Identify what matters most. Assign ownership. Solve issues. Execute consistently. Repeat.

RESOURCES

Traction by Gino Wickman

EOS Management Software: Ninety <https://www.ninety.io/>

NAVIGATING TRANSITION/TURNOVER

The years 2024 and 2025 marked a season of significant transition and turnover at Word of Life Church. We experienced the retirement of our financial director after 30 years of faithful service, the relocation of our communications director, a new pastor stepping into leadership in our Lakeland Campus KidsLife Ministry, and new youth pastors joining both our Lakeland and Highland Colony campuses. Additionally, our production department saw the departure of two videographers and a campus production manager, major transitions took place in our worship departments, and our Lakeland Campus Pastor moved into a new role within the organization.

So, how did we navigate such a transformative season?

To avoid missteps in hiring and prevent further complications down the road, we committed to

two priorities:

Getting the right people in the right seats through strengths-based leadership.

No more hirelings. We became committed to hiring individuals who genuinely have a heart for this house and the ministry.

What did this process look like in action?

The church had to keep running, and many of the vacant roles were vital to daily operations. We approached this strategically:

- We prioritized hires that couldn't wait, filling critical positions quickly but carefully.
- We outsourced where possible, especially in areas that could be temporarily filled by external support.
- We refocused our efforts on volunteer recruitment and leadership development, raising up more volunteer leaders than ever before.

Some specific examples of our approach:

- **Financial Director:** This role was too important to leave open. Upon receiving a three-month notice of retirement, we launched a focused search and secured a new director with enough lead time to train alongside the outgoing one for eight weeks.
- **Communications Director:** Overseeing the entire creative department, this position was essential. Rather than hiring externally, we promoted from within—elevating our Social Media Director to the role and providing robust training through our outgoing director to ensure a seamless transition.
- **Youth Ministry:** With vacancies at both campuses, we avoided rushing into permanent hires. Instead, we temporarily brought on several part-time leaders—both internal and external—to jointly manage youth ministry. This allowed us to observe their fit within campus cultures and their passion for the ministry. This strategy resulted in successful placements at both Highland Colony and Lakeland campuses, including the eventual hiring of a Lakeland Youth Pastor through a public job posting.
- **Production & Media:** The loss of two video editors led us to explore outsourcing. Contracting external video editors proved both cost-effective and efficient, allowing us to meet our ongoing creative needs without rushing to rebuild the team internally.
- **Worship Department:** With two paid musicians stepping down, we shifted focus. Rather than rehiring, one of our worship pastors led a recruitment and training initiative to fill the

gaps with capable volunteers, strengthening our culture of ownership and leadership.

Some transitions were smoother than expected; others were undeniably challenging. But by taking it one step at a time, empowering people where possible, creating growth opportunities, and focusing on key priorities, we navigated this season with clarity and resilience.

It's also worth noting that in several areas where we once had over a decade of tenure, we now have fresh leadership. Recognizing the need to meet these new leaders where they were, we introduced strengths-based leadership coaching to help us grow as leaders—and to better lead others in turn.

Throughout this season, we also recognized the importance of simplifying our operations to reduce overwhelm and create space for our new leaders to succeed. We made a conscious decision to adjust our expectations, understanding that stepping into a new role—especially one previously held by someone with a decade or more of tenure—requires time, support, and clarity. However, this simplification never came at the expense of excellence. We remained committed to delivering high-quality ministry and maintaining a spirit of excellence, even as we adapted our methods to fit the current season of growth and change.

NEXT FIVE MOVES FOR STAFF

We have identified that having the next five moves as a framework is beneficial because it provides a clear and practical way to think and lead strategically. It's not just about setting goals—it's about understanding the full picture, staying focused in every season, and knowing what's required at each stage of growth. This model breaks leadership down into a series of moves, helping us think ahead instead of reacting in the moment.

This approach challenges us to be more intentional with our time, decisions, and leadership development. It helps us identify where we are, what's in front of us, and what needs to shift in order to move forward. Whether it's gaining clarity on our vision, developing team members, or scaling our systems, Your Next Five Moves provides us with the language and tools to lead with purpose, not guesswork.

We're not following this model because it sounds good—we're using it because it works. It helps us stay out of autopilot and keeps us from settling for comfort. It pushes us to be proactive, stay sharp, and lead with conviction. At its core, this gives us a practical path to keep growing and building well.

Example next 5 moves from MMTM Sunday Bible Study 2025:

1. Define a Clear Vision for the Group

Why: Teens follow clarity and purpose.

Action: Create a one-sentence mission (e.g., "To help teens apply biblical truths to everyday life and build real community.").

Deadline: November 3, 2025

2. Identify and Empower Teen Leaders

Why: Teens are more engaged when peers lead.

Action: Select 2–3 teens to co-lead sessions, open with prayer, or lead a short discussion. Give them training and support.

Deadline: November 3, 2025

3. Upgrade the Format for Engagement

Why: Attention spans are short; structure helps.

Action: Break it into 3 parts:

- Icebreaker (5–10 mins)
- Main lesson (10–15 mins, discussion-based)
- Small group break to discuss real-life application + prayer requests (10–15 mins)

Deadline: November 10, 2025

4. Introduce a Theme or Series

Why: Series create momentum and continuity.

Action: Pick monthly themes like “Identity in Christ,” “Real Faith,” or “Friendship and Boundaries” with scripture each week that align with our current series.

Deadline: November 17, 2025

5. Create Weekly Micro-Missions

Why: Action cements learning.

Action: End each session with a challenge (e.g., “Encourage one person at school this week” or “Pray every morning for 3 minutes”).

Deadline: November 17, 2025

STEWARDSHIP

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

STEWARDSHIP

The Stewardship department was developed out of the need and desire to connect with our donors on a deeper level to help them along on their generosity journey. Whether a person has never given before or gives above and beyond their tithe, there is always a next step that will both increase their faith and aid the church in its endeavor to reach the lost.

The Stewardship department takes a hands-on approach to get our donors what they need: whether that is a personalized letter or phone call, gratitude, encouragement, resources, biblical teaching, or even more giving opportunities. The Stewardship department meets them where they are. In the section below is an outline of the donor journey starting from non-donor to becoming a legacy donor. Included are the various touch points we have built in to ensure continued connection with every donor.

HOW TO RAISE MONEY

As a church, in order to raise funding successfully, the key components are casting vision for the needs and goals, gaining buy-in, and teaching the biblical principles of what it means to be in covenant with God and your finances. Below you will see a detailed, systematic approach that keeps these things in front of donors in a way that is personal, encouraging, and faith-building.

DONOR JOURNEY

The Donor Journey is an internal process used by the Stewardship department to ensure all Word of Life givers are identified and have a detailed follow-up process to encourage them along their generosity journey.

THE FIVE DONOR LEVELS:

1. **Non-Donor:** Potential Donors who, at the time, have not yet made their first contribution.
2. **Lapsed and At-Risk Donors:** Lapsed Donors who were regular donors. They have not had any financial contributions recorded in the last 2 months. At-Risk Donors who have recently stopped making their regular successful one-off contribution 2 months ago.
3. **New Donor:** Donors who have had their first contribution recorded in the last 8 days.
4. **Regular Donor:** Donors who have made at least 3 successful one-time [non-recurring] contributions recorded in the last year.
5. **Legacy Donor:** Donors who are called and equipped to finance the Kingdom of God and to leave a legacy. The Legacy Donor serves Word of Life with the gift of giving. Donors with contributions over \$20,000 a year qualify as a “Legacy Donor.”

For each level of the Donor Journey, there is a detailed marketing and follow-up process to encourage them along the way. Below is a list of ways we encourage giving:

- **In Service:** Motivational giving segments and videos to showcase generosity, once or twice a month.
- **Giving Email:** Sent to all members with information on giving, why we give, and how to give - sent every 6 months.

- Website: Displays current projects with a description of the current and latest projects - Update every 3 months.
- Social Media: Regular posts on giving projects, missions/outreach, etc., to showcase the importance of partnership, monthly.
- Testimonial Videos of regular donors and/or ministries that have been supported - shared ongoing basis.
- Bi-Annual Stewardship Report: A state of giving within the church, emailed to all members twice a year.

ADDITIONAL DONOR TOUCHPOINTS:

- First Time Donor: For each member who becomes a First Time Donor, they receive a personalized letter from our Senior Pastors with a QR code that takes them to a video thanking them for their gift. They also receive a copy of our giving book, Why Give (see Member Gifts section).
- Legacy Donor: To thank and honor our Legacy Donors, they receive a birthday gift each year, personalized thank-you letters and phone calls, and a specialized gift related to the projects they partner with us on.

GENEROSITY JOURNEY

We believe that giving is an essential aspect of our spiritual lives. The Generosity Journey was developed to support and guide members through their giving. There are four levels within the Generosity Journey, each representing a different stage of giving. We recognize that each person's giving journey is unique, and we encourage each member to identify where they are on the journey and take the next step towards growing in generosity.

1. **Introductory Giving:** I currently am not giving for a variety of reasons, but I want to learn how.
2. **Inspired Giving:** I am generous when I feel moved or see a compelling opportunity that needs my help.
3. **Faithful Giving:** I am generous in giving back to God my tithe, the first 10% of all my income, trusting Him to use it for good and provide all my needs.
4. **Fearless Giving:** I am generous beyond 10% of my income because I am obsessed with seeing God at work around me and know I can't outgive Him.

For each member who identifies their level of generosity, there is a detailed follow-up process that provides each person with a next step to advance to the next level.

For Introductory and Inspired Givers, their next step is to join the 90-Day Tithe Challenge. For Faithful and Fearless Givers, their next step is to join a Giving Project.

90-DAY TITHE CHALLENGE

If someone is not tithing already, the 90-Day Tithe Challenge is the perfect way to begin. At Word of Life, we offer a money-back guarantee. Our promise to any giver who tithes for three months during this challenge is that if God doesn't hold true to His promises of blessings, we will refund 100% of their tithe.

A sample of what the 90-Day Tithe Challenge signup looks like can be found at thelife.cc/tithechallenge.

For each person who signs up for the challenge, they will receive a note from a member of our team thanking them for signing up for the challenge, a copy of Pastor Joel Sims' book, "Your Generosity Journey," a weekly email of encouragement on tithing, and a small gift to remind them of the challenge. (See Member Gifts section)

PROJECT GIVING

Our Giving Projects vary from local outreach projects to international missions and church building projects. The goal is to provide around 10-12 options for donors to choose from. Each project includes specific details on the project, the amount we want to raise, and a deadline for completion.

A sample of what Project Giving looks like can be found at thelife.cc/project-giving.

HOW TO STEWARD MONEY

There are four main areas we have categorized to best steward the funds the Lord has entrusted us with: Tithing, Payroll, Department Expenses, and Administrative Expenses.

CHURCH TITHING

Just as we ask our members to tithe as an act of faithfulness to God, we believe this is vital to our organization as well. As a church, we are committed to tithing and have seen the fruits of this tenfold. This tithe is budgeted for in fiscal planning, but we also add additional room in this budget to be prepared for when the Lord prompts us to sow a seed.

PAYROLL

As an organization, we have set a ceiling of 40% of our income to be spent on payroll each year. Within this 40% are base salaries, benefit packages (insurance and 401(k) matching), and bonuses. When planning for the next year, we factor in performance raises, inflationary raises, merit bonuses, etc. Having a set percentage for a payroll ceiling will prove beneficial in prioritizing hiring needs and compensation decisions. As the church grows, so do the staffing needs, so it helps to have this information to aid you as needed. Additionally, we have found that setting this ceiling helps us prioritize our funds for missionary support, church needs, and vision endeavors.

DEPARTMENT EXPENSES

Department expenses include any costs that the operational areas of our church incur, such as Next Gen, Worship, First Impressions, Stewardship, Communications, etc. These expenses range from supplies, volunteer appreciation, training and resource costs, printing, etc.

Historically, we have stayed under 20% of total expenses for department expenses. The goal when allocating funds here is to make sure we give our departments enough money to be resourced well, but also to require good stewardship.

ADMINISTRATIVE EXPENSES

Administrative Expenses are the overhead expenses that are a part of running any organization. They include loan payments, facility and grounds maintenance, and overhead expenditures. Historically, we like to keep these expenses below 30%.

STEWARDSHIP WRITING EVENT

The inspiration for the Stewardship Writing Event came from something as simple—and powerful—as a well-crafted thank you letter.

One of our team members, Zach, has a daughter named Esther who has cerebral palsy. Esther attended the Little Lighthouse, a nonprofit Christian organization that offers free education and a wide range of therapies for preschool children with special needs. Moved by the impact this ministry had on Esther and Zach's family, we felt led to sponsor their 5K fundraising event in her honor. A few weeks later, we received a thank-you letter that stopped us in our tracks. Enclosed was a photo of Zach and Esther at the finish line. The letter was personal, heartfelt, and clear. It showed us exactly how our gift made a difference. It captured the heart of the ministry, communicated their deep gratitude, and made us feel a meaningful part of their mission. It was powerful.



That letter lit a fire in us.

We knew we had to replicate this for our own donors—to show them exactly what their generosity is helping accomplish in our churches, our local outreach, and global missions. But we also saw a greater opportunity. If done with intentionality, these thank-you letters could serve a dual purpose: not only would they bless and affirm our donors, but they would also strengthen our staff. By keeping the vision of Word of Life Church consistently in front of our team, we could boost morale, foster unity, and remind everyone of the incredible privilege it is to serve—and the vital role our donors play in making it all possible.

And so, the Stewardship Writing Event was born.

Each month, staff from all our campuses gather to eat a meal, enjoy fellowship, and write thank-you letters to our donors. It has become a rhythm of gratitude and vision.

Here's how it works:

- We begin by pulling a report of lapsed donors—those who haven't given in the past 60 days. The goal is not to pressure them, but to thank them for their past generosity and reconnect them with the heart and vision of the church.
- We also write to our Legacy Donors to celebrate the impact of their continued investment in the Kingdom.
- As your donor base grows, you may need to streamline your communication strategy. We chose to focus on Lapsed and Legacy Donors, but if it's manageable, we encourage you to write to as many donors as possible, regardless of giving level.
- Each event highlights a recent win—be it a mission initiative, outreach success, or ministry moment. We enclose two photos that showcase the fruit of the generosity being celebrated.
- Staff is provided with writing points to ensure accuracy, consistency, and impact, while still leaving room for personal expression.
- Every letter is hand-signed by the staff member, along with their role at the church, reinforcing that each team member—from every department—sees and values our donors.

Examples of stories we've shared:

- A ship re-hulled in the South Pacific that now serves as a church-planting vessel across island nations
- A Bible school overseas is celebrating its inaugural graduating class
- Construction funding completed for an orphanage in India
- 150 salvations at our Youth Winter Retreat
- KidsLife testimonies of children being saved and bringing their families to church

At its core, this initiative is about relationships, gratitude, and vision. It reminds our staff why we do what we do, and it reminds our donors that they are not just funding the ministry—they are part of it.

FINANCIAL

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FINANCIAL

The financial department at Word of Life is responsible for tracking all money coming in and out of the organization. As a nonprofit, we are required to comply with all necessary accounting practices. To ensure compliance and accountability, we have developed systems and processes that incorporate internal controls and detailed inspections. The financial department has two primary focuses: budgeting and reporting.

BUDGETING

When determining the overall budget for the next fiscal year, we take into account projected income, the vision and priorities of the church for next year, series and message calendar, church-wide events (e.g., Easter, Mother's Day, Christmas, Fall Fest, etc.), department needs, facility requirements, payroll, and the church's tithes and offerings. The next step is setting budgets at the department level as well as quarterly spending projections.

PROCESS FOR SETTING ANNUAL BUDGETS

As an example for setting budgets, at Word of Life, we take the funds from the year prior to project for the upcoming year. All budgets are set by October for the following year and broken down into the following major categories (Note: categories differ depending on department):

- Supplies
- Training
- Resources
- Printing
- Furniture & Equipment
- Computer & Software
- Contract Labor
- Meals - Members
- Meals - Staff Morale
- Events
- Travel
- Miscellaneous

SPENDING PROJECTIONS

Spending projections are one of the best tools when it comes to making purchasing decisions. As you continue to grow your ministry/organization, predicting all the needs, repairs, and expenses that may come up can feel nearly impossible. To arm yourself with as much knowledge as possible, we suggest predicting what your spending will be each month and quarter of the next year. Start with your projected income each month based on the prior year's respective income and take into account the historical variances that seem to be

present every year (e.g., large giving promotions, capital campaigns, historically low-attended months, etc.).

Once completed, comb through the major areas of spending, being as detailed as possible, accounting for every known expense: church giving, payroll expenses, insurance premiums, utility cost projections, facility and maintenance costs, advertising, communications expenses, events, construction projects, and department expense projections. To keep on budget for the year, we suggest comparing these expenses monthly to the financial reporting that is done. Doing this allows you to gauge where you are so that you can adjust future spending accordingly without going over budget at the end of the year.

DEPARTMENT-SPECIFIC BUDGETING

In larger organizations, setting an allotted budget for the department head (staff) to manage and be responsible for can assist in categorizing spending. Below is a template used for budgeting.

[BUDGET EXAMPLE LINKED HERE](#)

FINANCIAL REPORTING

We handle all our financial reporting in-house using QuickBooks Online to view real-time financial information and reporting as needed. We also have an off-site CPA who specializes in nonprofits, who oversees all of our financial information monthly.

If you are looking for someone to help you in this regard, we recommend a company called DIME who assisted our financial department in the past before bringing everything in-house.

Financial reporting can be complex and time-consuming to analyze. To honor our senior pastor's time, the financial department puts together various condensed reports with overarching categories so he can see at a glance what money has come in and where money has been spent.

[FINANCIAL REPORT EXAMPLE](#)

SOFTWARE LIST

- Pushpay: A giving platform used by the church for members to submit tithes and offerings.
- QuickBooks: Church financial accounting software used in tandem with Bill.com to view real-time financial information and reporting as needed.
- Bill.com: Financial software used in tandem with QuickBooks that tracks accounts payable, facilitates e-payments, and allows for management approvals of large bill amounts. It also houses necessary documentation for vendors.
- Paycom: Payroll software used for staff to clock in and clock out. Through Paycom, the financial department processes biweekly payroll.
- Emburse Spend: Credit card receipt reconciliation software. Used by each department to upload receipts for the financial department to track expenditures.

SPANISH MINISTRY

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

SPANISH TRANSLATION SERVICE

CREATING A WELCOMING ENVIRONMENT

To create a sense of clarity, consistency, and hospitality for our Spanish-speaking members, we intentionally design the Sunday experience with multiple touchpoints before and during service.

- **Pre-Service Graphics:** We utilize digital slides prior to each service that visually explain how to obtain and use interpreter headsets. These graphics display a photo of the serve team, provide simple instructions, and help ease potential discomfort for first-time guests.
- **Serve Team Identification:** Our serve team members, who assist with interpretation and guest hospitality, wear bright-colored t-shirts and lanyards to ensure they are easily identifiable. These volunteers are trained to offer assistance with joy, professionalism, and cultural sensitivity.
- **Lobby Signage:** Clear, strategic signage—including A-frames in the lobby—directs guests toward the interpretation station. This allows guests to access the service without confusion or delay.

LIVE SPANISH INTERPRETATION

The Spanish Service operates primarily through simultaneous interpretation, where trained interpreters translate the message in real time as the pastor speaks. This method ensures that the flow of the worship experience remains uninterrupted and cohesive for all attendees.

How It Works:

- The interpreter listens to the live sermon through a direct audio feed using headphones.
- Using a Listen Technologies LR-4200-072 RF receiver and professional-grade microphone, the interpreter transmits a Spanish translation in real time.
- Attendees listen via compact RF receivers with 3.5mm earbuds. These devices offer top-tier clarity and range, making it possible for listeners to sit anywhere in the sanctuary.

Why Simultaneous Interpretation?

Simultaneous interpretation allows guests to participate in Scripture readings, prayer, and preaching with the congregation, eliminating delays and fostering unity. Additionally, throughout the worship segment of each service, a live Spanish translation for each song in that Sunday's set list is displayed on the LED wall, allowing guests to fully engage from the beginning of service to the end.

INTERPRETER STANDARDS & BEST PRACTICES

Our Spanish Interpreter Team is trained to uphold a high standard of excellence and theological accuracy. Below are the practices they follow:

- **Neutrality:** The interpreter's role is to faithfully relay the original message, without personal commentary or bias.
- **Accuracy:** We emphasize "thought-for-thought" translation to preserve meaning while maintaining scriptural and doctrinal integrity.

- **Clarity:** Clear articulation, proper microphone use, and steady pacing are prioritized to ensure listeners can understand every part of the message.
- **Tone & Inflection:** Interpreters are trained to match the speaker's tone—whether passionate, pastoral, serious, or humorous—especially during preaching and prayer.
- **Listening Skills:** Continuous attention is given to both the speaker and audience to make adjustments as needed.
- **Sensitivity:** Prayer times and altar moments are interpreted with reverence and care, honoring the spiritual atmosphere.

Additionally, interpreters are reminded to:

- Maintain a professional posture (no side conversations or distractions).
- Avoid softening or embellishing the original content.
- Uphold the spiritual tone appropriate for a church setting.

TECHNOLOGY AND EQUIPMENT

Interpreter Devices:

- **Model:** Listen Technologies LR-4200-072 DSP RF Receiver (72 MHz)
- **Features:** Exceptional clarity, strong RF range, compact size, dual headphone jacks for family/friend sharing.

Earbuds:

- Each guest is provided with individually bagged 3.5mm earbuds (Konohan Basic) upon registration.
For hygiene reasons, used earbuds are not returned or reused. Guests are encouraged to keep them for future visits.

Device Inventory Process:

1. Device Check-In:

- Guests are greeted at the Information Desk.
- Volunteers request name, phone number, and a photo ID (driver's license, school ID, etc.).
- A numbered device is assigned.

2. Recording Information:

- Info is logged on an Interpreter Device Inventory Sheet:
 - Name
 - Phone number
 - Device ID number
 - Service time (10:00 AM / 11:30 AM)

3. Photo ID Storage:

- IDs are stored securely in a labeled folder inside a SentrySafe until the device is returned.

4. Device Return:

- Post-service, devices are returned and matched to the check-out record.
- The guest's ID is returned.

5. Missing ID Procedure:

- If a guest doesn't have a photo ID:
 - A staff leader is notified.
 - A digital photo is taken.
 - Contact information is gathered (Full Name, Address, Phone, Device ID, and Service Time).
 - This info is securely stored in a digital file for follow-up.

Family-Friendly Sharing:

- Each receiver has two headphone ports, allowing multiple family members to share one device if desired.

Lost Devices:

- If a device is not returned:
 - The inventory sheet is used to identify the last user.
 - A staff leader follows up to retrieve or replace the device.

SUSTAINABLE MINISTRY PRACTICES

Our Spanish Service is not a one-time offering but a long-term investment in building a multi-cultural, multilingual church. Sustainability practices include:

- Ongoing interpreter development and mentorship
- Regular equipment checks and replacements
- Structured volunteer onboarding
- Clear documentation and accountability for all devices
- Pastoral oversight and integration with core church systems

MULTI-SITE CHURCH

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

LEGAL & DUE DILIGENCE

At Word of Life, we have now had three different campuses come to us through a church merger or transfer of property. Through those experiences, we have learned firsthand that there can be a lot more involved in acquiring a church or property than simply agreeing to the transition and receiving the keys.

There are legal, financial, organizational, and governance hoops that must be jumped through—and we have had to learn many of them along the way.

When launching a campus through a merger, church acquisition, property transfer, or similar arrangement, do not overlook the legal work required to make the transition complete.

Ministry relationships may be built on trust, but trust does not replace proper documentation.

One of the first steps should be to engage a qualified attorney—preferably one with experience in churches, nonprofit organizations, real estate, and applicable state law. Allow legal counsel to review the proposed transaction and help determine every approval, document, signature, filing, and transfer required.

Depending on the circumstances, due diligence should include:

Review both organizations' Articles of Incorporation, Bylaws, and governing documents to determine required approvals and processes.

Document all required Board, Elder, Trustee, congregational, or other governing-body approvals.

Complete all required resolutions, minutes, signatures, filings, and legal documents.

Clearly establish the transfer of governance, authority, assets, and organizational control.

Conduct a professional title search on any real property being transferred and verify ownership, liens, easements, restrictions, encumbrances, and other title issues.

Determine whether a survey, appraisal, environmental assessment, inspection, or other property due diligence is appropriate.

Identify all existing mortgages, loans, leases, contracts, vendor agreements, or other financial obligations connected to the church or property.

Clearly document what debt, liabilities, cash, restricted funds, designated gifts, or other financial obligations are—and are not—being assumed.

Review any donor restrictions, endowments, trusts, reversionary clauses, deed restrictions, or other stipulations that could affect the future use of assets or property.

Address the transfer or termination of insurance policies, utilities, contracts, bank accounts, licenses, permits, and other operational relationships as applicable.

Confirm that deeds, titles, ownership records, insurance coverage, and other necessary registrations are properly transferred into the appropriate legal entity.

Have legal and financial professionals review the final transaction documents before anything is signed or announced as complete.

Put Everything in Writing

Do not allow important details to remain dependent upon verbal conversations or assumptions.

If money is being transferred, document it. If debt is being assumed, document it. If the former church or leadership has expectations regarding the property, staff, assets, ministry name, future use, or governance, document it.

Clarity on the front end protects relationships on the back end.

There may be tremendous excitement surrounding the opportunity to bring another church or property into your ministry, but excitement should never cause you to shortcut due diligence. Take the necessary time to understand exactly what your church is receiving, what it is assuming, what obligations remain, and who legally owns and controls each asset when the transaction is complete.

Having now walked through this process multiple times, one of our biggest takeaways is simple: do the work on the front end. Every merger and property transfer is different, and there will inevitably be details you did not anticipate. Slow down, ask questions, involve the right professionals, and make sure every legal and financial box is checked before considering the transition complete.

This is ultimately an issue of stewardship. Doing the legal work correctly protects your church, its leadership, its Board, its finances, its property, and the ministry God has entrusted to you.

Hire qualified professionals. Ask the difficult questions. Document the agreements. Follow your governing documents. Complete the transfer correctly.

Protect yourself and protect the ministry by doing this well.

****** This material is intended as a practical ministry resource and not as legal advice. Laws and requirements vary by jurisdiction and transaction. Always consult qualified legal, tax, accounting, and other professional advisors regarding your specific situation.

MULTI-SITE

There are multiple strategies for managing a multi-site church. Some ministries plant churches with a new name, identity, and location. Others, like Word of Life, initiate additional church sites under the same name by launching campuses. The decision depends on your organization's dynamics and the demographics involved.

For Word of Life, we determined that we had a strong brand with a well-established reputation in the area. When preparing to launch our first campus, we found that individuals were traveling up to an hour to attend Sunday services. Their affinity for our church, its values, preaching, worship, and culture led them to invest such substantial time and effort in attending.

We thought, given our dedicated members, why not facilitate their participation more frequently and empower them to bring others from their neighborhoods along by launching a

church in their community? With each successive campus launch, we have factored in this perspective and sought out locations that cater to our requirements (e.g., visible location, current members in the area, etc.). Below, we outline several critical considerations for launching a new campus and managing a multi-site church.

LAUNCHING A CAMPUS

LAUNCH TEAM

Launching a campus is no small feat. This is why, next to determining a location, one of the vital pieces is building a team of people that will help launch the campus. We suggest creating a team of people made up of church members who commit to being a part of building the campus. We call this group the Launch Team. The Launch Team will be the campus's first members and help with networking efforts, interest meetings, serve teams, and praying over the campus. Launch Team members are instrumental to the launch and growth of the campus.

SEED MEMBERS

In building a Launch Team, Seed Members play an essential role in building your new campus. Seed Members are current members of your existing church campus(es) who agree to assist with the new campus launch for a defined period of time. The role of Seed Members is invaluable because they already love the church, know its culture, and want to see the church grow. Thus, they are key to cultivating your specific church culture with new members through Sunday service engagement. While both Seed Members and the Launch Team work together seamlessly, they differ in two ways:

1. The primary role for Seed Members is to attend Sunday services faithfully.
2. Seed Members give a temporary commitment to the new campus.

To project the number of Launch Team and Seed Members needed, first estimate the number of people you want to see each Sunday in the first six months. Taking that number, outline the different department needs/positions required for the campus to operate (e.g., number of parking attendants, ushers, greeters, etc.). Once you have those two numbers, you can create a goal to reach in Launch Team and/or Seed Members.

MARKETING

You only get one chance at a first impression. This saying is quoted often and is applicable when launching a church or campus(es). When launching a campus, identify your biggest wins (e.g., culture, community, preaching, worship, diversity, etc.) and capitalize on them in your promotion. We consider the following marketing efforts to be the most successful when promoting a campus (see Marketing section for more details on each item and how to use it).

- Billboards - Find locations within 3-5 miles of your location. If you can find two very close to each other on the way to your location, this is best!
- Social Media - For social media, either start a campus-specific account or make a BIG promotion on your current pages.
- Existing Church/Campus Promotion - Choose a Sunday to make your new campus spotlight day. Making an in-service video or speaking segment and a table in the foyer highlighting

the campus's needs, timeline, etc., will help to build excitement amongst current members and recruit for your Launch Team.

- Direct Mail - We have found that targeting the area within 1-5 miles of your new location is a great way to reach visitors for your campus.

GLOBAL VS INDIVIDUAL

Systems: (see more details in the Assimilations section)

Below is an outline of the assimilation systems we have implemented at each campus:

GLOBAL VISITOR PROCESSES

- Visitor Recognition: We have built this into the service flow, specifically in the closings of each service. It is a moment to welcome, honor, and guide visitors to ensure we meet them personally and collect their contact information.
- Visitor Information Capture: We use a standardized CCB form across all campuses to collect and distribute visitor information through each campus's designated process queues. The form captures the same essential information at every location, ensuring consistency in reporting, follow-up, and forecasting.
- Visitor Touchpoints & Follow-Up: Visitor follow-up is a vital component of church growth, and we have seen great success through our follow-up process. To ensure a consistent experience across all campuses, we have implemented a standardized process globally.

INDIVIDUAL PROCESSES

- In-Person Meeting (at the Welcome Desk)
- Phone Call
- Handwritten Thank-You Note
- An email with a video thanking them for coming, and an invitation to return again

NEXT CLASS

(Learn more about this in the Assimilations section)

1. Invitation: NEXT Class invitations are sent to those who indicate they are interested in learning more about the church and taking their next step. We determine these invitations based on who signed up via our first-time guest form or website sign-up.
2. NEXT Class: The NEXT Class content is uniform across campuses. This class is our first opportunity for potential members to get to know who we are through presenting our church history, vision, mission, and values. While each campus has the autonomy to offer NEXT Class at a time that best fits their campus, the content covered in each class is the same.

ENGAGEMENT AVENUES

Globally, there is a standard method of moving NEXT Class attendees to their next step. Each of our five values (Go, Grow, Connect, Partner, and Serve) has an engagement opportunity that is presented during NEXT for attendees to consider. Alongside uniform NEXT Class content, we have created CCB forms for each attendee to complete. Based on each attendee's chosen

engagement avenue(s), the collected data is dispersed to the respective campus' unique process queues.

COMMUNITY

We believe that to make a big church feel small, building a sense of community is essential. One great way we do this is through LifeGroups, where people can connect and grow together with other believers with similar interests. We also understand that everyone may not be ready to join a group right away. So, the big question is: how can we create a strong sense of community during our Sunday services? Finding the answer to this question is imperative for the growth of the church and for helping people in their Christian walk.

On a global scale, we host one to three events each quarter that everyone can take part in across all campuses. These events range from worship services to special invite weekends (learn more about these events in the Creative section). Here's the best part: creating a sense of community does not solely happen through these big global events.

Community also happens through campus-specific events. Though more intimate in nature, they offer a less imposing atmosphere for both members and newcomers in the area. Through these campus community events, individual campuses can cater to the specific needs of their communities. For instance, at our Poindexter campus, we've discerned a strong preference for family-oriented and food-centric experiences. So, every fourth Sunday, we host a free cookout with inflatable attractions for families to enjoy. At our Highland Colony campus, fostering connection takes precedence; thus, women's events and men's conferences serve as the conduit to engage our members.

Lastly, one of the most effective ways we foster community is by encouraging members to join one of our serve teams. Serving creates an instant community on a consistent basis. Furthermore, encouraging members to connect with a serving team is one of the best ways to immerse them in a span of care and align them with all the best aspects of church culture and community: discipleship, friendship, accountability, and spiritual growth.

MULTI-SERVICE CHURCH

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

RUNNING A MULTI-SERVICE CHURCH

When running multiple services, everything from the parking lot to the pulpit is important to run smoothly.

PARKING LOT

The church experience starts in the parking lot and ends in the parking lot. You don't want to make a bad impression before someone gets in the building, and you don't want to ruin a great service experience by having a traffic jam with people trying to exit the parking lot. That's why, when running multiple services, it's important to have a great game plan to accommodate the incoming and outgoing traffic.

SIGNAGE

Mark clear entrances and exits. Parking lot signs are a great tool; we suggest using A-frame signage. Every parking lot is different, but what you can do is help control the flow of traffic with signage that serves to direct traffic and block off closed areas of the parking lot. Indicate things like Next Gen entrances, main entrances, and any specified parking areas.

TRAFFIC FLOW/PARKING PLAN

Have a clear plan for filling up and emptying the parking lot and stick to it. For example, we keep both of our lots open and station parking lot volunteers strategically throughout the lots. We direct traffic to fill from front to back. You should be able to point to the parking spot for the next person in the line. This takes out the guesswork and the five minutes of searching for a spot, and gets the church member parked and in the building in a timely fashion. Exiting the lot isn't quite as controlled as people exit the building at different times, so make sure to establish the flow of traffic and direct them to the exit lanes. If possible, have police/security directing traffic at primary entrance points so that people can get out of the lot in a timely manner. Consider and review your plans for handicap parking access, specified parking spaces for the elderly and expecting mothers, and rainy Sunday drop-off plans.

PARKING LOT TIMES

For Word of Life, volunteers are in their assigned parking bays beginning at 9AM for the 10AM service and at 10:45AM for the 11:30AM service.

FOYER SETUP

Having a warm, welcoming, and clear foyer is important for your traffic flow and first-time guests. Here are a few areas to consider when planning your foyer setup for services:

- **Visibility:** Ensure the place you are sending First Time Guests is in a visible place. Whether guests are entering from outside or coming from the sanctuary, they should be able to see the welcome desk. The greeter team should be trained and positioned to direct people that way, as well as signage that makes it clearly visible and hard to miss. If a welcome desk isn't feasible in your foyer, consider having a banner or other signage so someone can stand next to it and grab guests' attention.

- **Traffic Flow:** To avoid overcrowding at the welcome desk (or wherever you send guests), we suggest equipping your team with iPads and training them to engage with the crowd. This helps the line move quickly and keeps from clogging up the foyer spaces, which would consequently block the walkways and can be daunting to new people entering the church for the first time.
- **Extras:** Make sure that any additional setup/environment in the foyer (giveaways, sign-ups, environments for series, etc.) is easily located but not in a position to cause a traffic jam.
- **Volunteers:** Positioned throughout the main space, keeping them from being overwhelmed, and creating a nice presence throughout your building, adding warmth to the experience. It's important to ensure that volunteers are easily identifiable (t-shirts, lanyards, etc.). Training is essential so that the volunteers are prepared to answer questions regarding the building, service times, church events, ministries, etc. Having the volunteers take care of guests is an incredible way to get them to connect with the guests, increasing the chances of return.
- **Engagement Avenues:** A good time to have engagement avenues (e.g., membership and/or discipleship classes) is during the busiest service time. This is because people are already there, and they have another service opportunity after the class is over. This serves as a way to get people to try out attending another service as well as aid the church in moving people from the busiest service to the secondary service, making room for visitors.

SANCTUARY SERVICE FLOW

Each Sunday follows the same service flow, creating consistency and timeliness for our services. That being said, as a Spirit-filled church, we find it essential to the service to always be flexible and empower our worship team, Campus Pastor, and speakers to be close to the Holy Spirit, listening to where He wants to guide the service. Below is our guideline for service flow.

1. **Worship Service:** As a Spirit-filled church, it's important to have room within the worship set for the Holy Spirit to move through our worship team to our members. We've strategically spaced our services 90 minutes apart to allow room for this and traffic flow between services. The worship team has anywhere from 13-17 minutes allotted for worship at the front of the service, and 5 minutes in response to the altar call.
2. **Transition Segment:** To allow for a smooth transition from worship to the message at each campus, we have an in-service transition at each service. This ranges from a video (could be promotional for upcoming events, testimonies from members, etc.) to a live speaking segment (giving, welcome, etc.) and ranges from 1-4 minutes, with an average of 2 minutes for the transition.

This time is the most valuable spot in service to portray important announcements because those who typically arrive late are now seated, and the audience is prepared to tune in to the message - make this segment count! We suggest going no longer than 4 minutes in this transition to captivate the audience's attention without overwhelming them before the message.

3. **Message Time:** Once the message begins, a countdown clock for 30 minutes starts for the message of the service.
4. **Closing Time:** To close the service out at each service, there is an altar call and closing notes from the Campus Pastor. Closing ranges from 5-15 minutes based on the total service time.

5. After the altar call and closing, the biggest decision someone can make is being made and cared for. While turnaround time is important to prepare for the next service, making sure the person is carefully prayed over and communicated with is key. If you need to make room for the next service, we suggest moving those at the altar to a nearby room (or hallway out of the main areas) to continue the conversation and ministry. See the prayer team serve manual for more information on how to prepare for this.

BUILDING/CONSTRUCTION

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BUILDING/CONSTRUCTION

When launching a building project, there are a few things to immediately consider: who is responsible, what is the goal, how much does it cost, and when will it be completed. Below are the steps in our process to get from having a project idea to project completion.

Launching a building project can be intimidating. Trying to bring your God-sized vision into reality while overcoming hurdles such as limited space, budgetary constraints, design necessities, and fundraising efforts can be challenging. There are three areas to evaluate to set yourself up for a successful building project:

1. Your Vision
2. Your Needs
3. Your Budget

YOUR VISION

To begin, ask yourself, “What exactly is the vision I am trying to bring into reality with this building project?” This is an important question, perhaps the most important question that you can ask regarding your project. Why? One of the first steps to a building project will be clarifying your vision for the project with the goal of effectively casting it to your congregation. You will need buy-in and support of this vision from your church body to bring it to reality.

YOUR NEEDS

Secondly, identify the needs that you are trying to meet with your building project. Performing a needs assessment will help clarify your vision and provide a pathway for your next steps. By doing this, you will help your team to address how to meet the current needs you have, while also providing solutions for meeting future needs of growth and expansion.

YOUR BUDGET

Finally, what is the ballpark cost of your project? Finding the sweet spot between what you need, want, and can afford is one of the biggest challenges. Is this a project you can fund immediately, or does it require a fundraising campaign? If raising funds is your next step, completing the above details, creating a clear plan, and setting a budget are your final steps before building. With this information prepared, you’re ready to present to members and/or donors for your project. Below are a few questions to ask yourself to prepare for your announcement.

VISION CASTING

This is where you get buy-in and excitement from your congregation and also your donors. Why are we undertaking this building project? How does it help us accomplish our mission and vision of our church? How does it glorify God?

SPECIFIC ASK OF THE CONGREGATION

What exactly are you asking people to do? Clearly define the action you are inviting them to take. Clarity is key—set goals that are both achievable and challenging, inspiring people to step out in faith. Make it a church-wide journey, encouraging your congregation to believe together for what God wants to accomplish. For additional guidance on raising funds and building long-term donor relationships, see the Stewardship section.

If you're planning a building project and looking for a building partner, we highly recommend Churches by Daniels. Charlie and his team specifically partner with churches to fulfill their ministry vision. To contact Churches by Daniels, call 918-872-6006.

HR POLICY

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OVERVIEW

Our church image is essential and is vital to our brand. It also directly reflects our mission, vision, and values. For this reason, our facilities should always project an image of professionalism to visitors, serve team volunteers, members, vendors, and all others, including fellow employees. Below are appearance guidelines for all Word of Life Church facilities and work areas.

WORK AREA APPEARANCE GUIDELINES

The following are our work area appearance guidelines for all employees.

Word of Life Church (WOLC) expects all areas of the facilities to be professional-looking: neat, clean, uncluttered, and orderly. It is every employee's responsibility to ensure their work area is maintained accordingly at all times, including but not limited to the following ways:

- WOLC's employees should keep their work areas as neat as possible during the regular workday and straighten them before leaving at the end of their shift.
- Excessive "stacking" of materials on desks is prohibited, and desktops/workstations should not be excessively cluttered with materials.
- Confidential information (e.g., member care, member contact information, financial information, etc.) should not be left unattended in plain view.
- Storage rooms and cabinets are to be organized at all times.
- Additionally, all employees are to ensure that all common areas (conference rooms, restrooms, break rooms, coffee stations, mail/copy rooms, serve team areas, etc.) are clean and orderly for visitors, members, serve team volunteers, and other employees.
- Please remove all personal belongings before leaving the break rooms or any common areas. Personal items such as food, dishes, containers, etc., left in common areas will be discarded by the end of each day, including items left in sinks, counters, etc.
- Any food left in the refrigerator will be cleared out at the end of each week.

To project a consistent professional image throughout the office areas of Word of Life Church, below are guidelines for the display of personal items:

- Wall art purchased by WOLC is the only art approved for offices. WOLC will budget and provide art for every office.
- Personal plants or flowers are limited to one small vase or plant container per office or workstation. No large personal plants on the floor or in hanging planters are permitted.
- Employees may display framed personal family pictures on office furniture. WOLC limits three framed pictures per office/desk/workstation. Employees should not display photos on walls or in areas designated to display work/church communication.
- Work-related materials only are permitted on designated communication boards/panels.
- No nonwork or church related signs, stickers, or decals are permitted on walls, workstations, or windows.
- Employees should not use tape on any painted surface, nor should any items (like nails, tacks, picture hangers, etc.) that will create a hole be used on any wall in the facility.

- Fans and heaters are allowed in offices and workstations. However, they must be turned off when unattended or when you leave for the day. For safety reasons, candles are not allowed.
- The following electronic appliances are not approved for use in your work area: coffee pots, microwave ovens, or refrigerators. Radios are allowed in office areas only (not workstations) and must not be heard by others.
- Added furnishings (e.g., chairs, tables, cabinets, etc.) not provided by Word of Life Church are not permitted for use in all work areas.
- Small, dry food snacks and beverages are permitted at desks/workstations. Meals are permitted in assigned break rooms only. Meals in work areas are not allowed.
- Boxes and other storage items should remain out of sight within the workstation or neatly placed in the appropriate storage area(s).

Your cooperation in helping ensure a professional work environment is both expected and critical in supporting Word of Life Church's mission, vision, and values. Please direct any questions regarding workplace appearance to your manager.

PERFORMANCE REVIEWS

HELPING EMPLOYEES GROW

How can we maximize the potential of our employees? By building a culture of spiritual and professional GROWTH through Performance Reviews.

THE HEART

1. To promote our GROW value by providing systems (tools) that help our employees GROW in their current roles in the organization.
2. To foster a growth culture: For employees to grow professionally in ways that will benefit them, even if they are called to another field or organization.
3. To EMPOWER employees to GROW and be discipled as they are being developed for God's plan for their lives.

WHY PERFORMANCE REVIEWS?

For Word of Life to grow, our employees must balance growth.

Our church was growing at a much faster rate than our employees, so we had to establish a framework for measuring employee GROWTH.

HOW?

1. Identify clear levels of authority throughout the organization.
2. More defined job descriptions and finding talent to fit them.
3. Train our leaders on how to coach and have corrective conversations throughout the year.
4. Establish a framework for more effective Performance Reviews.

BENEFITS OF PERFORMANCE REVIEWS

1. Set a precedent of stewardship and accountability.
2. Identify areas of strength and GROWTH opportunities in employees' performance.
3. Set career and ministry goals.
4. Celebrate accomplishments.
5. Ensure consistency across the board in how performance is measured and reviewed.
6. Create a GROWTH culture.

WHAT IS A PERFORMANCE REVIEW?

1. A formal and productive procedure to measure an employee's work and results based on their job responsibilities.
2. It is NOT an employee's identity.

HOW OFTEN DO WE CONDUCT PERFORMANCE REVIEWS?

1. Midyear Review: A touch-base is held in July, providing an update on the employee's progress toward their performance and goals.
 - a. Review the January through June performance.
 - b. Usually without ratings or merit pay adjustments.

2. Year-End Review

- a. Given at the end of January, no later than mid-February.
- b. Review performance results from January through December.
- c. Includes performance ratings and possible merit pay adjustments.

RATINGS AND WHAT THEY MEAN

5 points Outstanding (O): Rarely or never misses in performing job duties. Performance that far exceeds job expectations and that sets trends.

4 points Exceed Expectations (EE): Consistently exceeds expectations in performing job responsibilities.

3 points Expected (E): Consistently meets all expected performance standards in job responsibilities. Performance that constantly shows progress.

2 points Needs Improvement (NI): Consistently underperforms in job responsibilities and expectations. An area requiring a plan for job development.

1 point Unsatisfactory (U): Performance that does not meet basic job standards and expectations.

RATING SCALE

4.5 - 5.0 points: Outstanding

3.5 - 4.4 points: Exceeds Expectations

2.5 - 3.4 points: Expected

1.5 - 2.4 points: Needs Improvement (Possible PIP)

0 - 1.4 points: Unsatisfactory (determine employment status)

CONDUCTING THE PERFORMANCE REVIEW

1. Choose the right place and time.
2. Block out time...do not rush.
3. Create a pleasant environment that supports discussion, cooperation, and negotiation (for setting goals).
4. Eliminate as many interruptions as possible.
5. Avoid discussing other employees during the meeting.
6. Keep all reviews confidential and in a secure place.

WHAT SHOULD AN EMPLOYEE BE CLEAR ABOUT WHEN LEAVING THE MEETING?

1. Where they stand in their performance
2. Where performance is strong and celebrated
3. Where growth is needed
4. Their next steps (goals)
5. Communication of pay
6. That they are VALUED!!!

COMPETENCIES

The measurable patterns of knowledge, skills, abilities, and behaviors that are essential for an employee to perform their job successfully. Here are examples:

- Innovation and Adaptability
- Drive for Results
- Professionalism
- Time Management
- Takes Initiative
- Communication
- Team Development
- Teamwork
- Job Knowledge

EMPLOYEE SELF-REVIEWS

Pros: We see how the employee sees their performance, and it gives the employee input on their performance review.

Cons: Time-consuming.

DO'S AND DON'TS OF WRITING A REVIEW

DO remove emotion from your ratings; use facts

DO rate according to the employee's performance

DO include positive and negative behaviors that describe their performance (behaviors the employees can see or have heard)

DO be brief and complete

DO write the review as if someone else will deliver it

DO incorporate the church culture and job description language in the review

DO read it out loud before the meeting

DON'T rate based on likeability

DON'T use slang and non-performance information

DON'T write opinions

WRITING A SELF-REVIEW

The following are instructions for how an employee can write a self-review.

To write an effective self-review, consider highlighting your accomplishments and strengths that align with Word of Life Church's goals, mission, vision, and values. You may also mention your weaknesses and challenges, along with ways to improve. Here is a list of tips to help you write a clear and relevant self-review:

1. SHARE YOUR EFFORTS AND OBSTACLES

- Mention how your efforts made a measurable impact on the team and the organization.
- You can also include details about the challenges you overcame to accomplish your goals. This can show your resilience and work ethic.

2. IDENTIFY YOUR AREAS OF IMPROVEMENT

- Be sure to identify areas where you need to improve.
- This helps you formulate a list of skills, knowledge, and experience you need to thrive both in your job and within the organization.

3. QUANTIFY YOUR ACHIEVEMENTS

- Describe your achievements using facts and metrics.
- This data can help you point out your competence and productivity. It will also highlight how your performance contributed to the organization's growth.

4. ASK FOR GROWTH OPPORTUNITIES

- You can use the self-review to demonstrate to your manager that you are ready for additional responsibilities.
- If an advanced role becomes available in the future, your manager may consider this information when evaluating you for a promotion.

5. SET GOALS

- Consider listing your goals in the self-review in as many competencies as possible, and definitely for any goals that are listed.
- Try to make your goals as specific as possible to measure at year-end.

6. STAY POSITIVE AND RESPECTFUL

- When discussing a challenge or obstacle, you may add details about how you overcame the challenge to keep the language positive.
- Take the time to review your review before submitting it, ensuring your language is positive and actionable.

SELF-REVIEW EXAMPLE

GOALS

Projects Serve Team Goal: 50

- At the beginning of 2025, there were 39 people on the Projects Team roster. 25 of the 39 (64%) were actively serving every month.
- As of June 15, 2025, there are 45 serve team members on the roster, and 34 (76%) are actively serving every month.

- I will continue to recruit to achieve my 2025 goal of 50 and ensure that at least 37 (75%) are actively serving every month by continuing the practice of “Member Care Monday.”

COMPETENCIES

PROFESSIONALISM: Maintains professionalism in all areas of the job

1. Appearance (dress and work area)
2. Exhibits sound judgment
3. In demeanor and behavior in all situations
4. Adheres to Word of Life Church’s policies and procedures
5. Strictly follows confidentiality practices

COMMENTS

- I model professionalism in my dress and conduct when representing WOLC to its employees, members, and/or business contacts.
- When making decisions on behalf of WOLC, I do so objectively, regardless of the difficulty.
- By the end of the year, my challenge is to consistently maintain a neat and organized work area, even when working on projects. I will also hold myself accountable for following safety policies, such as those related to _____ and parking in the designated employee area.

EXPENSE MANAGEMENT

1. Exercises good stewardship of church expenses.
 - a. Controlled spending to budget.
 - b. Reconciled monthly credit card expenses and invoices timely and accurately.
2. Adheres to Word of Life Church’s financial policies.
 - a. Complete check requests as needed.
 - b. Follow all credit card procedures.

COMMENTS

- The Projects Team’s 2025 budget is \$30,000, with a midyear goal of \$15,000. As of June 15, 2025, I’ve spent \$19,000. The Mother’s Day event was larger than planned. We had planned for 350 attendees, but over 625 attended, resulting in going over budget by \$4,000. To stay within budget by year-end, I will _____.
- I sometimes struggle to reconcile my monthly expenses promptly because I tend to start the process at the end of the month. Beginning in July, I will reconcile weekly by the EOD on Thursdays to ensure expenses are reconciled by the deadline set by the financial department.

TIME MANAGEMENT AND RELIABILITY

1. Consistently meets deadlines
2. Displays effective planning and organizational skills
3. Time spent on projects is in proportion to value-added
4. Utilizes appropriate tools to help organize and manage time

COMMENTS:

- Time management is an area of focus for me. Since a lot comes across my desk daily, I need to better prioritize projects with deadlines versus those that require immediate attention.
- My project plans are thorough and methodical, but I get too detailed. Although there are times when it's appropriate to include details, I need to simplify my plans to make them consistently user-friendly for the Projects Team.
- Starting in July, I will use Monday.com to help me prioritize and simplify my processes.

PERSONAL GROWTH

1. Willingly receives constructive feedback and demonstrates a teachable spirit
2. Responds well to adversity or failure and is resilient
3. Actively seeks opportunities for personal development
4. Actively develops spiritually

COMMENTS:

- After each project, I solicit honest feedback from my peers and team to use as a basis for planning future events. I am skilled at navigating adversity and bouncing back quickly by speaking the truth in love and receiving the truth in love. When I receive harsh feedback from those attending events, I do not take it personally. Instead, I use it to make adjustments where needed and quickly move on.
- I consistently research ways to improve project management. The success of the Easter events was due to what I learned from the Northpoint Church project guide and meeting with their Projects Coordinator. Since then, I have trained two churches (names of churches) on planning church events.
- Starting in July, I will attend a service on Sundays to foster continued spiritual growth.
- I also sense a call to teach. I will start attending "Following Jesus" in July for training to become a table leader by October 2025 and, if possible, begin teaching in January 2026. My long-term goal is to teach in the Bible School.

EMPLOYEE COACHING AND CORRECTIVE GUIDELINES

THINGS TO KNOW ABOUT COACHING

Coaching an employee is not:

- A Confrontation
- A One-Time Event
- Micromanaging
- Criticism
- Doing the Job for Them
- A Close Personal Relationship
- Corrective or Disciplinary Action

Coaching an employee is:

- Leadership Development
- Relationship Building
- Goal Setting
- Future Path Strategizing
- Strength Training
- Spiritual Shepherding
- Intentionally Setting a Person Up for Success

Three Types of Conversations to skillfully navigate. In some cases, they may be separate meetings:

- Spiritual
- Professional
- Personal

CORRECTIVE GUIDELINES

FIVE IMPORTANT COMPONENTS OF CORRECTIVE ACTION

- Do from a place of love (compassion) even when being direct
- Consistency
- Clear Documentation/Communication
- Consequences
- Confidentiality

WHEN SHOULD THE FORMAL CORRECTIVE PROCESS BE INITIATED?

- When there is a serious violation of policy

- Repeated minor violations of policy, where the employee was warned in previous conversations
- Behavior indicating a disregard for policy
- When coaching an employee on their job performance has not produced improved, measurable results within a reasonable time frame

THE PROGRESSIVE ACTION STEPS BENEFITS

1. Should not necessarily happen in this order
2. Document records of your expectations and the meeting(s) in which they were communicated
3. Documents the consequences when expectations are not met

CORRECTIVE ACTION STEPS

VERBAL WARNING

- Can be initiated for minor performance, conduct problems, or policy violations
- Can be given to clarify expectations
- Can be used for the development of an action plan to improve performance
- Can be initiated to communicate consequences if performance is not corrected

WRITTEN WARNING

- Can be initiated for a serious policy violation, and when behavior or performance is unacceptable
- Is given when a Verbal Warning was given and the employee's performance or behavior did not improve
- Employee is advised that continuation of any unacceptable performance or conduct for the same or different reason may result in further disciplinary action up to and including termination of employment

WRITTEN FINAL WARNING

- Is given when situations involving severe policy violations and the subsequent policy violation incidents could result in the termination of employment
- The final phase of the progressive corrective action process
- When the employee, at this stage, is advised that failure to improve performance or unacceptable behavior may result in termination of employment

SUSPENSION

- Time off with pay for situations requiring Word of Life Church time to conduct an investigation into a severe policy violation and/or performance problem.
- Suspensions occur when...
 - It is a disruption in the workplace for the employee to remain present during an investigation
 - Employment status is being reviewed as a result of a severe policy violation or incident

TERMINATION

- To end employment (see at-will guidelines)
- Documentation that the employee understands that they were informed of the following:
 - Their employment has ended with Word of Life Church
 - Payouts (hours worked, severance pay (if applicable), termination effective date, etc.)
 - Separation Agreements

10 THINGS TO REMEMBER WHEN HAVING A DIFFICULT CONVERSATION WITH EMPLOYEES

1. **Conquer Your Fears:** No one likes conflicts. Managers are hesitant to engage in these conversations because they're unsure how to approach the employee. They fear the conversation won't go well, and the employee will get upset.
2. **Do Your Homework:** The more prepared you are, the better the meeting will go. You don't want to address an employee based solely on your observations. You need proof. Facts to back you up.
3. **Be Positive:** It's important to set a positive tone to the meeting. Don't go into it frustrated. Put yourself in their shoes. Ask yourself, "How would I like to be addressed in this same situation?"
4. **Leave Emotions at the Door:** These meetings should be fact-based. Avoid saying "I'm disappointed" or "I feel..." Doing so only adds biased emotional elements to the conversations.
5. **Find the Right Setting:** This sets the tone for the meeting. Find a place that's private with less chance of distractions.
6. **Can I Get a Witness?** Unless it's a quick chat, you should always have a witness present. Especially when addressing policy violations, behavioral issues, or anything that is disciplinary in nature. The Executive Pastor (EP), HR, or designate should be your first consideration. If neither are available, have another manager sit in. Review the conversation with EP (Executive Pastor) and/or HR after the meeting.
7. **Be Consistent:** Hold all your employees accountable to the same performance expectations. Have the same dialogue with anyone who is slipping.
8. **Keep It Confidential:** Any employee who isn't involved should not be aware of the situation. If employees come to you confidentially, make sure they understand that you cannot guarantee 100% confidentiality. Depending on what they disclose, you may have the responsibility to take action or partner with others.
9. **When All Else Fails:** It's rare that conversations like these get out of hand. But if an employee acts rudely, disrespectfully, or displays aggressive behavior, it's time to end the meeting. If the employee is disruptive, consider sending them home (suspend the employee). This will allow everyone's emotions to settle down. Then regroup with a third-party witness and reflect on what happened in the previous meeting so that you can correct it in future interactions with the employee. Do conduct another meeting.
10. **Document:** Document what happened in the meeting for the employee's file.

HOW DO I BEGIN DIFFICULT CONVERSATIONS?

Here are a few conversation openers:

1. "I have something that I want to discuss with you that I think will help us work together more effectively."

2. "I'd like to talk about _____ with you, but first I'd like to get your input." Note: allow them to tell their story first, when possible.
3. "I need your help with what just happened. Do you have a few minutes to talk?"
4. "I need your help with something. Can we talk about it soon?" If the employee says, "Sure, let me get back to you," follow up quickly for a date and time.
5. "It seems we have a different perspective on _____. I'd like to hear your thinking on this."
6. "I'd like to talk about _____. It seems we may have different ideas about how to _"_____.

HOW TO TERMINATE AN EMPLOYEE

The following are brief descriptions of consistent practices and basic infrastructure a church should have with paid staff:

A thorough and consistent Onboarding Process

- An introduction to the structure of the church organization

Employee Handbook

- Policies and procedures outlining general expectations and guidelines for working for your church

Job Descriptions for all positions

- Outlines core competencies/expectations of a position

Documentation process

- Documenting key conversations or observations of performance
- Can also document successes!

Corrective Processes (formal documentation with the employee and manager signatures)

- Verbal Warning
- Written Warning
- Final Warning
- Termination

PIP (Performance Improvement Plan)

- A formal documented process used to help an employee IMPROVE core responsibilities in their job when their performance is below expectations
- A PIP should not be used for someone you know in your heart should be let go, or who is not right for the position.

FIVE THINGS YOU NEED TO KNOW WHEN TERMINATING AN EMPLOYEE

- View termination as a process...not a one-time event. This includes actions leading up to this point and transitioning a worker out.
- In most cases, an employee can be terminated at any time, with or without cause. Almost all states are at-will, so you can let someone go as long as:
 - There is no employment contract
 - It is not for a discriminatory reason
 - It is not in retaliation for a protected act
- The burden of proof is ALWAYS on the employer to prove that they were not discriminatory
 - Be able to show that the termination was in accordance with your organization's policy, or for poor performance

- Double-check your decision with someone you trust who is not involved with the situation (like a lawyer or HR professional).
- Almost all churches have exempted themselves from unemployment insurance; therefore, consider offering a generous severance package regardless of the reason.

BEFORE AND DURING THE MEETING

Before the meeting

- Once you have made the decision to terminate, don't procrastinate
- Develop a checklist beforehand (have a standard one for all terminations)
- Set a time and place
- Arrange for another person to be in the meeting
- Have a Termination Letter to include severance, payouts (vacation/PTO), etc.
- Have answers to the following:
 - Email, phone, computer
 - Health insurance
 - How it will be communicated to staff, volunteers, etc.
 - W-2 (communicate address changes)

During the Meeting

- Be direct and truthful.
- Provide justification: Ex. David, you and I have met many times over the past _____. Unfortunately, you still have not been able to meet the expectation. The last time we met, we discussed the consequences for failing to meet expectations. Therefore, for this reason, Word of Life Church has decided to terminate your employment, effective _____.
- Be Gracious: Thank them for their contributions...
- Give Time Frame: Provide the person with options on how they would like to leave (if possible), such as today or returning later to collect their personal belongings.

Be Overly Generous

- Allow the employee to talk
- Empathize without apologizing for the decision
- Give severance
- Extend health benefits

AFTER THE MEETING

- Whether your team members breathe a sigh of relief or feel like they're losing a family member, there will be a void.
- It also may mean increased workloads for them.

Here are 7 things to do after the termination meeting:

- Depending on the situation, collaborate with the departing employee regarding what and how information will be communicated.
- Consider how the firing will affect morale and productivity before announcing to the entire staff. (Communicate to those who worked closely with the individual first.)
- Don't be silent...be deliberate about your words when sharing the why
- Don't blab either...if you have to be vague, let the staff know that you cannot give more info due to respecting the departing staff member's privacy or legal reasons of confidentiality. BE COMPASSIONATE.
- Communicate what will change (any temporary redistribution of assignments, replacements, etc.)
- Hold staff accountable for avoiding gossip and speculation
- Follow up with employees

STAFF HANDBOOK

THE STAFF HANDBOOK IS GIVEN TO ALL WORD OF LIFE STAFF AND IS UPDATED PERIODICALLY.

VISIT [THIS LINK](#) TO VIEW THE LATEST VERSION.

IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

WORD OF LIFE

JOB DESCRIPTIONS

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SENIOR PASTOR JOB DESCRIPTION

Position Overview

The Word of Life Church (WOLC) Senior Pastor leads the overall organization to a deepened relationship with the Lord and to reach the world with the Gospel. He is responsible for the health and direction of WOLC. He is the lead communicator for weekend and special services across all campuses. His main focus as the Senior Pastor is to give himself to prayer and the ministry of the Word by delegating the daily operation of the church to qualified staff leadership of good reputation, full of the Holy Spirit and wisdom, as noted in Acts 6:2-4. He oversees the execution of WOLC's vision, mission, values, and goals by the church's executive lead team and Campus Pastors.

WOLC's Senior Pastor works closely with the board of directors and serves on multiple boards and advisory committees.

Essential Job Functions

- Serves as the spiritual leader for Word of Life Church
- Prioritizes spending time with the Lord in fellowship and prayer for growth, direction, worship, and ministry/study of God's Word
- Responsible for providing sound Spirit-led biblical teaching and leadership
- Serves as a leader by example in personal discipleship, stewardship, evangelism, and Christ-centered life
- Casts clear vision and Spirit-led direction related to the short- and long-term goals (God-given assignment) of WOLC that support the following:
 - To reach the lost, disciple the found, and empower the called
 - To establish WOLC as
 - Prototype Church: a church where other churches come to see operational processes and procedures across all ministries and departments
 - Lighthouse of the South: leverage the unique work of God at WOLC in diversity (race/cultures and age), host conferences, and establish a training center to raise up and empower other churches
 - Worldwide Outreach Center: fulfill the Great Commission to go into all the world by supporting missionaries all over the world to reach the world with the Gospel
 - Core Values: Go, Grow, Connect, Partner, and Serve
- Oversees and approves credentialing (ordaining, commissioning, and licensing) of individuals called into ministry
- Oversees and equips staff and ministry leadership for the works of the ministry

Job Requirements

- Ordained Minister
- Leadership and life are governed by:

- Titus 1:6–9 (NKJV): “if a man is blameless, the husband of one wife, having faithful children not accused of dissipation or insubordination. For a bishop must be blameless, as a steward of God, not self-willed, not quick-tempered, not given to wine, not violent, not greedy for money, but hospitable, a lover of what is good, sober-minded, just, holy, self-controlled, holding fast the faithful word as he has been taught, that he may be able, by sound doctrine, both to exhort and convict those who contradict.”
- 1 Timothy 3:1–7 (NKJV): “If a man desires the position of a bishop, he desires a good work. A bishop then must be blameless, the husband of one wife, temperate, sober-minded, of good behavior, hospitable, able to teach; not given to wine, not violent, not greedy for money, but gentle, not quarrelsome, not covetous; one who rules his own house well, having his children in submission with all reverence (for if a man does not know how to rule his own house, how will he take care of the church of God?); not a novice, lest being puffed up with pride he fall into the same condemnation as the devil. Moreover he must have a good testimony among those who are outside, lest he fall into reproach and the snare of the devil.”
- Facilitates and operates by 1 Corinthians 12:4–11 (NKJV): “There are diversities of gifts, but the same Spirit. There are differences of ministries, but the same Lord. And there are diversities of activities, but it is the same God who works all in all. But the manifestation of the Spirit is given to each one for the profit of all: for to one is given the word of wisdom through the Spirit, to another the word of knowledge through the same Spirit, to another faith by the same Spirit, to another gifts of healings by the same Spirit, to another the working of miracles, to another prophecy, to another discerning of spirits, to another different kinds of tongues, to another the interpretation of tongues. But one and the same Spirit works all these things, distributing to each one individually as He wills.”
- Solid theological grounding and skilled at communicating the Bible to individuals of diverse backgrounds and spiritual maturity
- Excellent communication skills with large and small audiences in person and on camera
- Strong leadership vision and abilities; able to lead a multiple-site ministry
- A heart that is wired to reach the lost and make disciples
- Strong conflict resolution skills and the ability to properly delegate responsibilities
- Self-discipline regarding personal time usage, and spiritual, physical, and emotional health
- Able to engage with and minister to people of diverse cultures and backgrounds
- Must be able to travel

Employee's Name (print): _____

Employee's Signature: _____ Date: _____

EXECUTIVE PASTOR JOB DESCRIPTION

Position Overview

The Executive Pastor is a senior leadership position that's second in command to the Senior Pastor. This role focuses on the operational and administrative aspects of the church, ensuring Word of Life Church's mission, vision, and values are effectively carried out. The Executive Pastor also oversees various departments, manages selected staff, and handles strategic planning for the church, allowing the Senior Pastor to focus on spiritual leadership, the study of the Word, and preaching, as noted in Acts 6:2-4.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrines of Word of Life Church is required, and this must be demonstrated in their conduct.

Essential Job Functions

- Works with the Senior Pastor, Chief Operations Officer, and other church leaders to develop and implement strategic plans that align with the church's mission, vision, and values
- Manages the day-to-day operations of the church, including the integrity of events and the operations of each department
- Leads and supervises church staff by providing guidance, support, and performance standards/expectations
- Ensures all church ministries (Next Gen, Following Jesus, Healing School, etc.) are aligned with Word of Life Church's overall vision and operate effectively
- Helps the Senior Pastor to translate the vision into actionable strategies and initiatives
- Communicates effectively with church staff, leadership, serve teams, and members
- Represents Word of Life Church in the community and develops partnerships with other organizations
- Other duties as assigned

Job Skills Requirements

- Ability to lead and motivate staff, manage teams, and resolve conflicts
- Strong organizational skills with the ability to manage multiple tasks, prioritize effectively, and meet deadlines
- Ability to develop and implement strategic plans that align with the church's mission, vision, and values
- Excellent verbal and written communication skills
 - Must be able to communicate effectively in large groups in person and virtually
 - Comfortable communicating at all levels
- Must have a pastoral heart with a genuine love for people and a desire to see them grow spiritually
- A strong foundation in biblical principles and theology

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, study, and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- 3+ years of serving or working in a church leadership role
- Bachelor's degree
- Must be ordained

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Frequently moves items weighing up to 20 pounds in an office and workstation setting

Employment At-Will

All employees of Word of Life Church are at will and, as such, are free to resign at any time without reason. Word of Life Church, likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period.

No manager, supervisor, or employee of Word of Life Church has any authority to enter into any employment agreement for any special period or to make any agreement for employment other than at will.

Acknowledgment

I have read and received a copy of my job description. I understand this overrides anything I have been given or told in the past. I understand that I am expected to follow my job as outlined above, and if I have any questions concerning what is expected of me, I will speak with my immediate supervisor. I also understand that the statements herein are intended to describe the general nature and level of work being performed by staff members and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of staff so classified. Therefore, the individual may perform other related tasks under the direction of their supervisor.

Employee's Name (print): _____

Employee's Signature: _____ Date: _____

CREATIVE PASTOR JOB DESCRIPTION

Position Overview

The Creative Pastor at Word of Life Church works on teaching series, special events, and production elements. He/she will be responsible for taking the Senior Pastor's vision and aligning the branding, marketing, communication, website, and social media strategies for effective execution. Additionally, this position manages execution of the church's social media strategy and is responsible for helping to improve the organization's communication efforts and social media impact internally and externally. He/she will be responsible for initiating and managing social media strategies and timelines for departments, special events, and conferences.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Oversight and creative direction for special events (e.g., Teaching Series, Campus Events, Global Events, etc.)
- Responsible for the creative direction for all campuses
- Acts as the chief ideator for sermon series, events, productions, and digital content
- Collaborates with Campus Pastors to create events at each campus that create community and contribute to the mission of Word of Life Church
- Responsible for initiating and managing social media strategies and timelines for services, departments, special events, and conferences.
- Supports other teams by providing creative direction to enhance Sunday ministry venues like (NEXT Class, Following Jesus, Next Gen, Healing School, LifeGroups, etc.)
- Provides creative direction for promoting sermon series, productions, conferences
- Provides creative direction for WOL Online Campus/Web Presence
- Other duties as assigned

Job Skills Requirements

- Creative mindset (out-of-the-box thinker)
- Excellent written/verbal and interpersonal skills
- Ability to work as a team player and discuss needs, challenges, and ideas
- Ability to think ahead, anticipate needs, offer creative solutions, and make things happen
- Ability to persuade and negotiate with others, including conflict resolution skills
- High-capacity, multi-tasking individual who is comfortable working independently without constant supervision while also being able to work as a team player

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God

- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree
- Minimum 2 years of experience
- Experience managing multiple project timelines and details while successfully keeping multiple team members on schedule and meeting deadlines
- 2+ years of serving or working on a church staff

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Frequently moves items weighing up to 20 pounds in an office and workstation setting

Employment At-Will

All employees of Word of Life Church are at will and, as such, are free to resign at any time without reason. Word of Life Church, likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

CHIEF OPERATIONS OFFICER JOB DESCRIPTION

Employee: [Insert Name]

Position Reports to: Senior Pastor

Employment Status: Full-Time/Exempt

Position Overview

The Chief Operations Officer (COO) is responsible for assisting the Senior Pastor with strategic planning, goal setting, and ministry planning. The COO ensures the church and staff stay in alignment with goals and objectives. They also oversee the day-to-day facilitation of administrative, financial, and operational functions, including facility management, payroll, church budgets, stewardship, and special projects for the overall WOLC organization. The COO reports directly to the Senior Pastor and is second only to this person for Word of Life Church business affairs. This role is part of the organization's executive lead team led by the Senior Pastor.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in his/her conduct and lifestyle.

Essential Job Functions

- Executes and attains the church's short- and long-term goals
- Administers and enforces WOLC's adopted administrative policies and procedures to achieve the goals of the church
- Serves as resource person regarding business, administrative, and operational matters
- Oversees hiring process, performance, disciplinary, and termination processes for church and contract staff
- Works closely with the Senior Pastor during the design and construction stage of church projects
- Oversees global monthly staff meetings and campus lead team meetings
- Assists Senior Pastor in his relationship with architect, contractor, and others in building, remodeling, and equipping church facilities and provides project management when needed
- Supervises the following staff: Campus Pastors, Financial Director, and Assimilation Director
- Prepares, administers, and reviews the annual budget process in collaboration with the executive lead team. Assists in presenting the budget to the Trustee Board for approval
- Oversees monthly, quarterly, and year-end reports as needed
- Oversees the maintenance of an accurate filing, recordkeeping, and reporting system for all financial matters
- Oversees a process to ensure that generally accepted accounting principles are maintained at all times
- Follows proper payroll procedures and makes sure all income and expenses are properly accounted for and safeguarded

- Provides pertinent financial information to the Senior Pastor (e.g., monthly financial statements, budget forecasting and projections, financial trends, fiscal problem areas)
- Reviews financial stewardship (e.g., church operating budget, construction costs, etc.)

Job Skills Requirements

- Excellent organizational, analytical, financial, and writing skills
- Proven ability to meet deadlines, develop and implement program policies and procedures, and manage changing and conflicting priorities
- Outstanding leadership, supervisory, interpersonal, and communication skills
- Tact, discretion, and ability to handle sensitive and confidential matters
- Mastery of using financial software; and willingness to learn new technology and knowledge of databases; experience overseeing a variety of accounting transactions
- Strong conflict resolution skills and ability to properly delegate
- Self-discipline regarding personal time usage, and spiritual, physical, and emotional health

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree in business or a related field
- 5+ years of experience in direct financial, administrative, and management, preferably in church or nonprofit administration
- Experience negotiating contracts, leases, or agreements

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Frequently moves items weighing up to 20 pounds in an office setting
- May require some lifting, bending, and standing for a long period of time

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

HUMAN RESOURCES DIRECTOR JOB DESCRIPTION

Employee: [Insert Name]

Position Reports to: Senior Pastor

Employment Status: Full-Time/Exempt

Position Overview

Responsible for supporting and leading the Human Resources (HR) and training needs for Word of Life Church; establishing, writing, and implementing Word of Life Church (WOLC) HR and ministries policies and procedures. This position also oversees and facilitates pastoral care needs and meetings, and leads LifeGroup hub leaders, Prayer Team, and Healing School at the central campus. The HR Director also participates in teaching needs in WOLC support ministries.

This position requires a firm grasp of Word of Life Church's beliefs, mission, vision, and values to incorporate into its policies, training, and processes.

Essential Job Functions

- Supports and advises on HR personnel practices and coaches serious employee conflict issues
- Maintains the work structure by updating job descriptions and position statuses for all positions at WOLC
- Establishes and maintains paid staff organizational charts for clear chains of command
- Facilitates screening/interviewing, hiring, onboarding, and orientation/training of new employees. Also ensures existing employees are onboarded when transitioning into new positions
- Researches policies, prepares, and schedules ongoing training for employees and volunteers for growth/development
- Maintains knowledge of industry trends and employment legislation to ensure compliance
- Facilitates workers' compensation, FMLA guidelines, FLSA compliance, and risk management
- Participates in and trains management on HR and legal policies
- Coordinates appraisal processes, performance management for growth, disciplinary, and performance improvement plans
- Coordinates employee terminations and exit process with Chief Operations Officer and Campus Pastors
- Ensures legal compliance by monitoring and implementing applicable federal/state requirements in HR matters, and maintains human resource files/records
- Monitors salary ranges by position
- Consults with HR legal counsel on HR matters and compliance
- Writes and updates WOLC employee manual, HR training material, and miscellaneous and operational policies

- Facilitates pastoral care meetings and WOLC wedding and funeral processes at the central campus
- Communicates in ministry classes (e.g., Healing School, Prayer School, Grow Class, and Staff Prayer)
- Other duties as assigned

Job Skills Requirements

- Strong leadership and communication skills
- Ability to facilitate difficult conversations
- Professionalism in appearance, conduct, and written and oral communications
- Ability to work well and maintain a positive demeanor under pressure
- A high level of confidentiality required
- Ability to make sound decisions

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree or equivalent work/ministry experience
- 5+ years working in church ministry
- 5+ years of HR leadership experience

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Constantly positions self to maintain files and cabinets

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

FINANCIAL DIRECTOR JOB DESCRIPTION

Employee: [Insert Name]

Position Reports to: Chief Operations Officer

Employment Status: Full-Time/Exempt

Position Overview

The Financial Director is responsible for ensuring the integrity of Word of Life Church's (WOLC) financial matters through proficiency in accounting, team leadership, effective process building, and solid reporting.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Oversees and records deposit receipts weekly for contribution
- Provides giving statements to contributors as needed
- Prepares funds received from church services from all campuses for deposit
- Prepares weekly and monthly financial reports (receipts including tithes and offerings, and expenditures)
- Completes annual audit
- Ensures WOLC accounting is compliant with IRS, state, and federal laws. Also follows guidelines to maintain the church's 501(c)(3) status as a nonprofit
- Prepares sales tax forms from church retail departments
- Reconciles bank statements, credit card statements, reviews invoices, check requests, purchase requests, and other accounting practices
- Coordinates financial records with Dime (accounting firm)
- Maintains financial records in Dime/QuickBooks, Bill.com, Pushpay (Online Giving), CCB, Nexonia, Divvy, and payroll reports in Paycom
- Coordinates annual contribution-giving statements
- Prepares guest ministers' financial reports
- Maintains all contracts, group medical and dental insurance plans, retirement funding program, and property and casualty insurance program
- Manages and completes biweekly payroll in Paycom (payroll system)
- Works closely with the COO regarding budgeting, credit card reconciliation, and coding expenses for month-end report
- Interviews, hires, coaches, and writes reviews for accounting administrative assistants

Job Skills Requirements

- Proficient in using church software and creating spreadsheets
- Keen attention to detail

- Proficient at record-keeping
- Strong organizational and time management skills
- Communicates comfortably at all leadership levels
- Ability to make sound and wise decisions
- Works well under pressure (deadline driven)

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree in accounting or equivalent accounting work experience
- 3+ years of nonprofit experience

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Frequently moves items weighing up to 20 pounds in an office setting

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

ASSIMILATION DIRECTOR JOB DESCRIPTION

Employee: [Insert Name]

Position Reports to: Chief Operations Officer

Employment Status: Full-Time/Exempt

Position Overview

The Assimilation Director oversees the strategic plans that provide pathways to assimilate Word of Life Church attendees from their first steps on the church campuses as a visitor through becoming an active and engaged member. This position oversees the serve team recruiting, leadership development, and discipleship processes and analyzes reports that track their spiritual journey for the global church. The Assimilation Director trains leaders and discipleship teams to help others understand and embody the WOLC vision and creatively assimilate attendees into serving and community.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Responsible for strategic planning, setting goals and objectives for a comprehensive assimilation process across all WOLC campuses
- Oversees the quality of the assimilation process and training for WOLC NEXT Classes and LifeGroups
- Works closely with Campus Pastors, Campus Assimilation Managers, and Serve Team Department Heads to accomplish assimilation goals
- Collaborates plans with COO and Senior Pastor in the executive lead team
- Gives leadership and provides feedback from key tracking and reporting growth through CCB, SWOTs, and Weekly Department Head Report
- Aligns the assimilation process to Word of Life Church's mission, vision, and values
- Develops and trains leaders by facilitating Leader Nights and LifeGroups Leadership Training
- Provides direction and pastoral care for assimilation leaders and teams
- Partners with the Chief Communications Officer, Creative and Social Media teams for innovative ways of using diverse platforms to provide an easy way for people to connect
- Oversees the following assimilation points: NEXT Class, Following Jesus, Healing School, Serve Teams, and LifeGroups across all campuses
- Facilitates LifeGroup launches across all campuses
- Champions the use of Church Community Builder (CCB) and trains staff and authorized Serve Team leaders on the system
- Responsible for championing the initiative of turning the world into a visitor, a visitor into a member, a member into a core member

Job Skills Requirements

- Excellent verbal and written communication skills
- Strong ability to align processes with mission, vision, and values
- Strong organizational and team-building skills
- Have a nurturing heart that pastors and disciples
- Strong leadership, organizational, and time management skills
- Comfortable communicating to large and small audiences and on camera
- Proficient in using church software and creating spreadsheets

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree or equivalent work experience
- 3+ years of serving or working on a church staff

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Frequently moves items weighing up to 20 pounds in an office setting

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

CAMPUS PASTOR JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Chief Operations Officer

Employment Status: Full-Time/Exempt

Position Overview

The Campus Pastor at Word of Life Church (WOLC) is responsible for building, growing, and shepherding the staff, serve team, and members at their campus. The overall goal is to facilitate the WOLC mission, vision, and values by providing on-site execution.

The Campus Pastor must also have a personal relationship with the Lord and have the natural ability to engage and pastor a diverse audience. A strong grasp of the mission, vision, and values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Strong collaboration with the Senior Pastor and executive lead team
- Oversees weekend services and establishes meaningful relationships with the people at that campus
- Connects with the people, businesses, local officials, etc., in their surrounding communities
- Executes the organization, development/growth, and management of the campus leadership teams
- Oversees the execution of all on-site ministries (e.g., Healing School, Following Jesus, LifeGroups, Next Gen, worship/production team, pastoral care, baptisms, NEXT, outreach, and all serve team departments)
- Responsible for executing the upkeep and maintenance of the building and grounds. Ensures the facility is ready for weekend services and clean at all times
- Prepares a message each week in the event of technical malfunctions and the need to speak live arises
- Communicates comfortably to a congregation from stage, in person, via video, etc.
- Facilitates staff prayer and meetings
- Ensures execution of pastoral duties such as weddings, funerals, baptisms, baby dedications, and pastoral care meetings
- Responsible for hiring, training, coaching, morale, recognition, and monitoring the performance of the campus's paid staff
- Facilitates performance review and is responsible for establishing and maintaining an overall environment for team growth and development
- Partners with Human Resources Director on termination decisions and processes
- Adheres to and enforces WOLC policies and procedures

- Partners with the Chief Operations Officer and Chief Communications Officer to execute campus special events and weekend service needs to ensure consistent execution of WOLC brand
- Oversees the campus budget and tracks campus spending
- Responsible for and monitors their campus church metrics (e.g., weekend attendance across all ministries and serve team growth and participation)

Job Skills Requirements

- Solid theological grounding and ability to communicate the Gospel and biblical principles to a diverse audience
- A passion for reaching people for Jesus on a local and global scale
- Ability to lead and make wise decisions under pressure
- Excellent leadership skills that build teams and develop future leaders
- Excellent communication, time management, and organizational skills
- Strong ability to execute plans and leverage technology to build and grow relationships

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree or equivalent ministry experience
- 2+ years working in church ministry
- Must be ordained

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Exposure to loud sounds and bright lights
- Uses earpieces and microphones

Employment At-Will

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Employee's Signature: _____ Date: _____

WORSHIP PASTOR JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Campus Pastor

Employment Status: Full-Time/Exempt

Position Overview

The role of the Worship Pastor is to serve the Senior Pastor and Campus Pastor in overseeing and coordinating the worship ministry at Word of Life Church. The Worship Pastor takes on the responsibility of guarding the spiritual culture and character of the worship ministry and its full- and part-time staff, serve team, and other people or groups as assigned by the Campus Pastor.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Provides leadership and manages their campus' Music Directors, Vocal Directors, Worship Leaders, and audio and production teams
- Oversees worship rehearsals in coordination with Music Director
- Plans worship for weekend services and special events (revival nights, weddings, funerals, etc.)
- Participates in WOLC global services (revival nights, etc.)
- Plans and communicates weekend service worship song selections and sends audio tracks to scheduled vocalists
- Ensures worship song selections are biblically sound
- Facilitates scheduling for worship and production teams
- Oversees worship team recruiting and auditioning process
- Interviews, hires, coaches, monitors performance, writes performance reviews for paid staff on their team
- Manages worship team spending and staffing budgets, and monitors performance to set goals
- Oversees the recordings and administration processes
- Collaborates with WOLC Chief Communications Officer and Creative Director on major productions (Easter, Christmas, special weekend services, etc.)
- Conducts research from other churches regarding their worship ministry structure and new worship trends
- Pastors and disciples the worship team

- Other duties as assigned

Job Skills Requirements

- Ability to effectively lead and direct diverse talents/gifts with humility
- Strong verbal and written communication skills
- Comfortable in front of large audiences and on screen
- Ability to handle multiple projects effectively and execute tasks in a high-pressure environment
- Excellent verbal and interpersonal skills
- Ability to learn and use GarageBand or Pro Tools and Planning Center Online software
- A strong singing voice is a must, and proficient musical ability
- Ability to create, coordinate, and lead a worship experience with a team

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- 5+ years of worship leading in a local church

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Exposure to loud sounds and bright lights
- Uses earpieces and microphones

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

FIRST IMPRESSIONS MANAGER JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Campus Pastor

Employment Status: Full-Time/Non-Exempt

Position Overview

The First Impressions Manager is a department head position leading a team that's responsible for establishing a welcoming environment that impacts the impression an attendee has before they experience the church service. The First Impressions Manager also helps with facilitating the NEXT Class, where attendees get plugged into the church. Additionally, this role connects with first-time guests and attendees throughout the week.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Responsible for the overall operations of the first impressions team (greeters, welcome center, ushers, and parking), including recruiting, training, communication, and scheduling
- Oversees the discipleship and growth of the team through impactful huddles and establishing community within the team
- Ensures the first impressions team is well-informed about church events and ministries
- Oversees team huddles that promote community and leadership growth
- Executes a welcoming and friendly experience from the parking lot, foyers, and sanctuary that sets the tone before an attendee experiences the church service
- Partners with the Assimilation Director and helps facilitate the NEXT Class
- Processes information from Church Community Builder (Word of Life's church management system platform) for first-time guests, membership, and serve team inquiries
- Ensures first-time guests and NEXT attendees are called within a week of attending
- Makes phone calls and sends handwritten notes to attendees and serve team members
- Analyzes and inputs first impressions team metrics results for the Campus Pastor and communicates successes, weaknesses, opportunities, and threats in weekly department head meetings
- Completes background checks for new serve team members
- Assists Assimilation Director with Leader Life Night and other serve team initiatives
- Supports first impressions in special events (e.g., invite weekends, baptisms, Revival Nights, funerals, etc.)
- Manages, restocks, and orders all inventory for the welcome center
- Manages first impressions spending to budget

- Other duties as assigned

Job Skills Requirements

- Excellent verbal and written communication skills
- Must be friendly and hospitable
- Strong ability to align processes with mission, vision, and values
- Strong organizational and team-building skills
- Have a nurturing heart that pastors and disciples
- Strong leadership, organizational, and time management skills
- Proficient in using church software

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree or equivalent work experience
- 3+ years of serving or working on a church staff

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Frequently moves items weighing up to 20 pounds in an office and workstation setting

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

YOUTH PASTOR JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Campus Pastor

Employment Status: Full-Time/Exempt

Position Overview

The Youth Pastor at Word of Life Church (WOLC) is responsible for all aspects of ensuring spiritual growth and development for Junior High (6th–8th grades) and High School (9th–12th grades) students. This includes leadership of weekly services for youth and special events (conferences, mission trips, camps, etc.). They attend student functions at schools and home-school events, grow relationships with the education community, and provide biblical guidance to students and their families. This position is the department head who leads all serve team volunteers for the youth (MMTM) department (students from 6th–12th grades).

The Youth Pastor is required to have a firm grasp of the mission, vision, and values and is committed to the biblical beliefs and doctrine of Word of Life Church in their conduct.

Essential Job Functions

- Oversees and organizes the youth (MMTM) ministry at WOLC
- Leads middle and high school students to encourage their spiritual growth
- Develops teaching that parallels the current sermon series/teachings of the main sanctuary from the Senior Pastor. Ensures all curriculum and sermons line up with WOLC mission, vision, values, and the Word of God from the Bible
- Assists in developing an annual budget for MMTM and manages spending to budget
- Functions as the department head by training, leading, and discipling the serve team leaders and members
- Monitors and drives the productivity for all MMTM metrics (e.g., goals set for recruiting, check-in, roster growth, attendance, etc.)
- Fulfills pastoral duties, including pastoral care, spiritual guidance, baptism, communion, hospital visitation, leading adult church services when scheduled, officiating funerals, performing marriage ceremonies, etc.
- Maintains strong communication with students and parents to ensure the Senior Pastor's vision is implemented in all aspects of family ministry
- Plans and executes serve team volunteer celebrations
- Attends student functions at local middle and high schools and grows relationships with the education community
- Oversees all aspects of youth weekly services, including the following: energetic praise and worship; writing, planning, and delivering biblically sound sermons for students; oversees post-sermon small groups for discipleship; and facilitates the events/games following

- Provides spiritual guidance and community by organizing outings/events
- Recruits and trains serve team volunteer leaders to lead small groups and disciple students for spiritual growth
- Oversees and grows 60+ MMTM serve team volunteers by providing training, fellowship, and discipleship ministry
- Serves as a group leader for City Groups. Recruits and trains leaders to lead these groups

Job Skills Requirements

- Solid theological grounding that demonstrates the ability to communicate the Gospel to middle and high school-age students
- Strong creative writing and communication skills in the MMTM curriculum
- Strong organizational and time management skills
- Proven ability to lead and engage with pre-teens and teens
- Superior interpersonal skills working with various people: serve team leaders/members to parents to kids
- A positive and sound approach to problem-solving
- Skilled and comfortable communicating on camera and to large and small audiences
- Working knowledge of creative programming related to children's ministry and special events

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree or extensive ministry experience
- Proven study and knowledge of the Bible and communicates the Word of God with soundness
- 5+ years in children's/youth ministry, leadership level
- Ordained Minister

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Exposure to loud sounds and bright lights
- Uses earpieces and microphones
- May require lifting, bending, and standing for a long time

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

KIDSLIFE PASTOR JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Campus Pastor

Employment Status: Full-Time/Exempt

Position Overview

To provide leadership, vision, and direction that creates a life-giving environment of vibrant discipleship and evangelism for the children, parents, and KidsLife ministry volunteer serve team at Word of Life Church (WOLC). A passion for teaching about God is required. The KidsLife Pastor is responsible for locating, writing, and customizing curriculum and skits for weekend service sermon production for kids first through fifth grade.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Oversees and organizes all processes for KidsLife at WOLC
- Recruits, develops, and trains high-quality serve team volunteer leaders and members to execute all aspects of KidsLife
- Assists in developing an annual budget for KidsLife and manages spending to budget
- Engages in consistent communication with key leaders and parents by conducting ongoing meetings
- Develops a healthy community among parents and equips parents for discipleship through the Sunday sermon production and small group experience
- Responsible for the administrative functions of KidsLife (writing and maintaining current manuals, scheduling serve team volunteers, adding new Serve Team to church/department database, etc.)
- Develops and maintains security standards for child safety
- Creates teaching and skits that parallel the current sermon series/teachings of the main sanctuary from the Senior Pastor. Ensures all curriculum aligns with the WOLC mission, vision, values, and the Word of God from the Bible
- Fulfills pastoral duties, including pastoral care, spiritual guidance, baptism, communion, hospital visitation, leading adult church services when scheduled, officiating funerals, performing marriage ceremonies, etc.
- Maintains strong communication with direct reports to ensure the vision of the Senior Pastor is implemented in all aspects of family ministry
- Functions as a department head by training, leading, and discipling the serve team leaders and members
- Monitors and drives growth for all KidsLife metrics (monitors performance of set goals)

- Manages KidsLife spending and staffing budgets, and monitors performance to set goals
- Other duties as assigned

Job Skills Requirements

- Solid theological grounding and ability to communicate the Gospel through various means to children of all ages
- Possess a passion for teaching children from the Bible and a solid ability to communicate the Word of God with soundness
- Strong creative writing and communication skills in the KidsLife curriculum
- Strong organizational and time management skills
- Proven ability to lead and engage children and adults
- Superior interpersonal skills working with various people: serve team leaders/members to parents to kids
- A positive and wise approach to problem-solving
- Skilled and comfortable communicating on camera and to large and small audiences
- Strong working knowledge of creative programming related to children's ministry and special events

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree or extensive ministry experience and proven study and knowledge of the Bible
- 3+ years of experience or equivalent as a church staff member in a children's ministry leadership capacity
- Ordained Minister

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Exposure to loud sounds and bright lights
- Uses earpieces and microphones

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

LITTLELIFE MANAGER JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Campus Pastor

Employment Status: Full-Time/Exempt

Position Overview

The LittleLife Manager is responsible for implementing and carrying out the administrative and operational processes for the nursery, preschool, and children's check-in department. This position also provides dependable, safe, secure, and nurturing care to the children at church, ages 0 through 5, in a clean environment. The LittleLife Manager shows Christ to the children and families who need nursery care during worship hours. The position is also responsible for ensuring that Word of Life Church complies with childcare and safety/security practices and laws for small children.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Operates the CCB system, which includes the member and visitor database and other shared information
- Participates in and organizes meetings to ensure the department effectively communicates needs, wins, challenges, services, and events
- Works with the financial team to participate in the budget drafting process and help monitor expenditures. Purchases department supplies needed for nursery, preschool, and check-in departments
- Supports volunteer recruitment and administration, including maintaining serve team databases
- Reviews, discusses, and enters department metrics results from previous weekend services on Mondays
- Maintains and updates monthly rosters for children's check-in, nursery, and preschool departments
- Coordinates weekly one-on-one meetings with part-time administrative assistant, coach, or any additional staff in the LittleLife department
- Oversees part-time employees' hours weekly to ensure the timekeeping process is in place and all hours are documented correctly
- Oversees monthly department schedules and serve team rosters to ensure department heads are informed and schedules are in place.
- Manages process queues and recruitment tracking
- Facilitates baby dedication services along with the Campus Pastor for church members

- Leads monthly refresher meetings: coach behaviors, inform of new policies and/or updates, get feedback on progress in classrooms, and evaluate the health and needs of the team
- Oversees orientation and training of new serve team members
- Other duties as assigned

Job Skills Requirements

- Strong leadership and conflict resolution skills
- Excellent communication skills for all ages
- Ability to lead and make decisions under pressure
- Strong organizational and time management skills
- Excellent written skills with experience in writing curricula for toddlers

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- Bachelor's degree or equivalent experience
- 3+ years of experience or equivalent as a church staff member in a children's ministry leadership capacity

Physical Requirements/Work Conditions

- Operates a computer and other office productivity machinery
- Exposure to loud sounds and bright lights
- Uses earpieces and microphones
- Frequently moves and transports children weighing up to 30 pounds

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

FACILITIES MANAGER JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Campus Pastor

Employment Status: Full-Time/Exempt (can also be non-exempt)

Position Overview

Word of Life Church's (WOLC) Facilities Manager operates and maintains custodial functions. They ensure that security and emergency preparedness procedures are implemented properly. They also oversee building and grounds maintenance.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Ensures the highest quality environment for staff, serve team, and church attendees by developing a routine maintenance program (schedule) to be followed by the maintenance team
- Cleans and sanitizes restrooms and all other areas using established practices and procedures
- Keeps all cleaning supplies organized, labeled, and maintains adequate inventory
- Ensures office areas, sanctuaries, foyers, entrances, storage areas, windows, etc., are cleaned and maintained at all times
- Sweeps, dusts, and vacuums floors; empties and cleans trash containers; replaces light bulbs; and refills restroom dispensers
- Uses and maintains assigned power equipment and hand tools: buffers, auto scrubbers, extractors, high-pressure washers, high-speed buffers and vacuums, brooms, mops, dusters, squeegees, etc.
- Washes walls and equipment, using ladders and lifts when required in work assignments
- Follows instructions regarding the use of chemicals and supplies
- Performs cleaning and related activities such as removing debris from sidewalks, yards, and parking lots
- Basic repairs and maintenance as needed
- Sets up and takes down necessary props, furniture, and decor for events, functions, and weekend services as needed
- Supports and enforces all policies and health, safety, and security regulations and guidelines
- Locks and unlocks assigned doors and secures building when not in use
- Responsible for assigning codes and keys to new hires as requested

- Maintains and repairs facility, equipment, fixtures, and furniture through evaluation and inspection to ensure a high-quality environment
 - Patches and paints as needed
 - Keeps all equipment secure, organized, and available for use
- Contact point for HVAC, repair contractors, elevator inspections, landscapers, roofers, plumbers, electricians, etc.
- Available to assist teams with special projects
- Ensures the building is 100% ready for weekend service
- Interviews, hires, coaches, and writes reviews for facilities staff
- Recruits for and leads security and cleaning serve teams

Job Skills Requirements

- Strong organizational and time management skills
- Ability to work without supervision
- Minor computer skills
- Have knowledge of construction (and equipment) and maintenance
- Ability to follow detailed instructions and complete tasks
- Adaptability and servant heart
- Team player (willing to work with other departments)
- Must be willing to work flexible hours

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- High school diploma or equivalent experience
- Experienced using cleaning equipment

Physical Requirements/Work Conditions

- Operates cleaning and construction machinery/equipment
- Regularly ascends/descends a ladder to service high areas
- Frequently moves boxes and equipment weighing up to 50 pounds
- Constantly works in outdoor weather conditions

Employment At-Will

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Employee's Name (print): _____

Employee's Signature: _____ Date: _____

CAFE MANAGER JOB DESCRIPTION

Employee: [Insert Name]

Campus: [Insert Campus Name]

Position Reports to: Campus Pastor

Employment Status: Part-Time/Non-Exempt

Position Overview

The Cafe Manager at Word of Life Church is responsible for leading the cafe team and overseeing the day-to-day operations of the cafe. They supervise the cafe staff and volunteers, order cafe supplies, resolve customer complaints, and ensure that we comply with food health and safety regulations.

A strong grasp of the mission, vision, values, and commitment to the beliefs and doctrine of Word of Life Church is required and must be shown in their conduct.

Essential Job Functions

- Recruits, trains, and supervises cafe staff and serve team volunteers
- Commits to any necessary training (barista, cooking, leadership, etc.)
- Prepares weekly work schedules for staff and volunteers
- Completes and analyzes department metrics and sales productivity
- Ensures all cafe expenses are within budget and follow WOLC financial guidelines
- Maintains an environment in the cafe that promotes community
- Ensures the cafe merchandise and food are displayed neatly and conveniently
- Oversees the delivery of cafe supplies and verifies the accuracy of orders
- Takes inventory of cafe supplies and orders fill-in stock and supplies as needed
- Resolves customer complaints regarding food quality and customer service
- Adds new items to the cafe based on customers' preferences, feedback, and trends
- Identifies strategies to retain and attract customers
- Conducts research from other churches/businesses for fresh ideas
- Other duties as assigned

Job Skills Requirements

- Excellent management and communication (verbal and written) skills
- Excellent organizational and time management skills
- Exceptional customer service skills
- Basic cooking and food preparation skills
- Adapts quickly to change and can multitask
- Works well under pressure

- Proficient in using church technology (CCB, Monday.com, Slack, Google Docs, etc.) as well as Apple products

Spiritual Requirements

- A strong relationship with God. A life given to prayer, worship, and study and application of the Word of God
- Must have a continuous spiritual and professional growth plan by seeking ways to grow, raising up leaders, and making disciples
- Strong ethical standards and conviction by honoring and respecting your leaders, co-workers, and church with your words and actions, and speaking the truth in love

Education/Experience

- High school diploma or equivalent; some college preferred
- 2 years in the food or service industry

Physical Requirements/Work Conditions

- Frequently moves boxes and equipment weighing 25 to 50 pounds
- Operates a computer and other office productivity machinery, such as a calculator, copy machine, register
- Exposure to extreme cold/heat

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Employee's Name (print): _____

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SERVE TEAM MANUALS

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CAFE TEAM

VISION

To support the mission of Word of Life Church by creating a welcoming environment where people feel seen, valued, and connected through excellence, hospitality, and joy.

Serving on the Cafe Team supports our values of SERVE and CONNECT and is an extension of Word of Life Church.

MISSION

Reach the Lost

By creating an atmosphere where people can encounter God through genuine hospitality, quality food, specialty coffee, and every interaction.

Disciple the Found

By serving with excellence and removing distractions so people can focus on encountering God and building relationships before and after services.

Empower the Called

By providing opportunities for volunteers to serve with joy, flexibility, teamwork, and excellence while representing Christ in every interaction.

POSITIONS

Coffee Roles

Barista

Oversees specialty drinks.

Brew Crew

Responsible for brewing and replenishing all complimentary coffee.

Cafe Roles

Service Leader

Oversees the overall flow of the service, ensuring the cafe operates smoothly and volunteers are supported throughout the day.

Chef

Prepares and cooks featured menu items while ensuring the food case remains stocked and ready for guests.

Pizza Team

Prepares pizza ingredients and bakes fresh pizzas throughout the day.

Registers

Greets guests, processes purchases, and provides friendly customer service at checkout.

Runner

Assists the register team by retrieving food and beverage items from the display case and helping keep service moving efficiently.

Restock

Keeps beverages, soups, snacks, and other cafe items fully stocked throughout the service.

Food Prep

Prepares grab-and-go meals, pastries, and other food items while assisting with pizza preparation before service.

Kitchen Clean-Up

Maintains a clean and sanitary kitchen by washing dishes, sanitizing work surfaces, sweeping floors, and keeping the kitchen organized throughout the service.

Foyer Clean-Up

Maintains a welcoming cafe environment by cleaning and resetting tables and chairs, wiping down surfaces, taking out trash, and keeping the front-of-house area neat and inviting.

RESPONSIBILITIES

Cafe 5401 volunteers:

- Create a welcoming, safe, and excellent environment.
- Represent Word of Life Church through every interaction.
- Wash hands and follow food safety procedures.
- Wear gloves when handling ready-to-eat food and change gloves as needed.
- Keep personal cell phone use to emergencies or ministry-related communication.
- Serve as one team by assisting other areas when your responsibilities are complete.
- Serve with joy, flexibility, and a positive attitude.

EXPECTATIONS

Customer Service

- Greet each guest entering your area.
- Make eye contact.
- Keep the line moving.
- Smile and connect with guests and your team.

Accountability

- Log out of the register whenever you leave it.

- Help maintain accurate registers for inventory and financial purposes.

Presentation

- Keep counters, shelves, fixtures, and inventory neat and free of unnecessary clutter.
- Recover your area before leaving.

Ministry

- Represent Christ through your expressions, responses, and interactions.
- Win people with love and the love of God.

Teamwork

- Help another area if your responsibilities are complete.
- Ask your Service Leader where additional help is needed.

Attitude

- Serve with joy.
- Serve with flexibility.
- Maintain a positive attitude.

COMMUNICATION & SCHEDULING

Scheduling is managed through Church Community Builder (CCB).

- Schedules are sent by the 15th of every month.
- Confirm or decline your schedule so planning can be completed.
- Notify your Service Leader well in advance if you cannot serve.
- In cases of illness or emergency, contact your Service Leader.

SERVE TIMES

Volunteers are asked to:

- Begin serving one hour before service starts.
- Remain 30 minutes after service concludes to assist with cleanup and resetting.

AGE REQUIREMENTS

- Volunteers must be 16 years of age or older for most cafe positions.
- Those under 16 years old may serve in the Restock or Foyer Clean-Up roles.

ATTIRE

- Wear clothing that is clean, modest, and appropriate for serving.
- Closed-toe shoes are required for volunteers serving in food preparation and kitchen areas.

REGISTER TRAINING

Login Information

- Log in using your assigned six-digit passcode.
- Select the Register App.
- Never leave a register unlocked or unattended.

Ring Up Sales

- Scan the item barcode or search for the item.

Payments

Credit/Debit Card

- Select Charge.
- Send transaction to the PIN pad.

Cash

- Select Cash.
- Count back the customer's change when applicable.

Discounts

- Select the item.
- Open the discount window.
- Apply the appropriate discount percentage or dollar amount if applicable.
- Discounts outside of staff discounts require Cafe Manager approval.

Voiding Transactions

- Requires Cafe Manager or Service Leader approval.

Additional Register Information

- Close open orders after performing price checks.
- Personal purchases must be completed by Team Leaders.
- Church staff receive a 20% discount.
- Always log off the register when not serving customers.
- Refunds are performed by the Cafe Manager only.

CLEANING & CLOSING

At the end of service:

- Clean your assigned area.
- Assist with cleaning the remaining cafe areas.
- Wipe down countertops.
- Clean the pizza station.
- Wash dishes.
- Clean the oven.
- Sweep and clean floors.

- Place registers in the safe.
- Ensure all register funds are accounted for.
- Do not leave until someone has relieved you from your position.

WINS

Cafe 5401 wins when:

- Guests feel seen, valued, and connected.
- Every interaction demonstrates the love of Christ.
- A welcoming, safe, and excellent environment is created.
- Excellence, hospitality, and joy remove distractions so people can focus on encountering God.
- The cafe serves as an extension of the ministry and mission of Word of Life Church.

Leadership:

Jheri Thomas: Cafe Manager: jthomas@thelife.cc

Staff Team:

Mauri Grace Shaw - Barista

Albert Taylor - Chef

FIT TEAM

VISION

Serving on the First Impressions Team supports our values of SERVE and CONNECT and is an extension of Word of Life Church.

MISSION

At Word of Life Church, our mission is to reach the lost, disciple the found, and empower the called. That means no matter where you are in your spiritual journey, we want to walk with you, and we want you to walk with us as we all follow Jesus and participate with God in changing the world.

Our mission starts with YOU!

POSITIONS

Greeter

Welcomes every guest who comes to Word of Life Church and serves at designated entrances throughout the campus.

Guest Experience

Answers questions about Word of Life Church or connects guests with someone who can, provides campus tours, collects guest information, distributes first-time guest gifts, and assists guests before and after services.

FIT Leader

Provides leadership to the First Impressions Team by leading huddles, assigning positions, training new volunteers, communicating with the team, and ensuring every serving area is covered.

RESPONSIBILITIES

First Impressions Team Members

- Welcome every guest with warmth and enthusiasm.
- Prepare guests for the worship experience.
- Answer questions or connect guests with someone who can.
- Walk guests to their destination rather than pointing.
- Help guests take their next step by directing them to the iPads for:
 - Membership
 - Baby Dedication
 - Water Baptism
 - LifeGroups
 - Serve Teams

- Following Jesus
- Pastoral Care
- Remain at your assigned post until the end of the second worship song.
- Return to your post at the conclusion of service (preferably before the final prayer).

EXPECTATIONS

Smile: Smiling immediately creates a friendly atmosphere.

Arrive on Time: The team huddle begins 30 minutes before each service at the Welcome Desk.

Wear Your Welcome Badge: Your badge makes you easily identifiable to guests.

Dress Code: Wear clean, modest clothing with no distracting words, phrases, or lengths.

Focus on Our Guests: Avoid spending extended time talking with friends while serving. Be available to welcome guests and answer questions.

Be Active: You don't have to stand still. Wave to guests, dance with your sign, participate in worship while serving, or do whatever feels natural while creating an inviting atmosphere.

Read the Weekly Updates: Review the weekly FIT update to stay informed about upcoming events and important information for Sunday.

Guide Our Guests: If someone asks where something is located, personally walk them there instead of pointing.

Introduce Yourself: When appropriate, introduce yourself and share how you found Word of Life Church.

Share the News: Help guests discover their next step by directing them to the iPads for registration.

Answer Questions: If you don't know the answer, find someone who does.

Remember Why They Are Here: Everyone who walks through our doors is looking for an encounter with Jesus. Your smile and warm welcome are the beginning of that experience.

Remember Why You Are Here: You came to serve, but you also came to receive the Word.

Sit for Service: Enjoy the worship service in the sanctuary. You may leave your serving position after the second worship song on Sundays. During special events, you may leave your position once worship begins. FIT Leaders will relieve you.

COMMUNICATIONS

Weekly Communication: Review the weekly FIT updates before serving.

Team Communication: Communicate with your FIT Leader regarding:

- Prayer requests
- Praise reports
- Schedule changes

- Serving availability
- Questions or concerns

FIT Leaders may communicate through:

- GroupMe
- Text Message
- Email
- Phone Calls
- Facebook

OPPORTUNITIES

Weekend Services

The First Impressions Team creates a friendly, high-energy environment that welcomes every guest, prepares them for worship, and answers questions before and after services.

Although volunteers are trained in all areas of First Impressions, they primarily serve where they are most comfortable.

LEADERSHIP

FIT Leader Responsibilities

- Arrive early enough to welcome the team.
- Review the weekly leader updates.
- Assign serving positions.
- Ensure every area is covered.
- Never send volunteers away—there is always room to serve.
- Ensure everyone is checked in.
- Lead the team huddle promptly 30 minutes before service.
- Walk all serving areas throughout the service.
- Pair new volunteers with a leader for one-on-one training during their first two services.
- Personally thank each volunteer.
- Ensure all resources are cleaned, sanitized, and returned to their proper place.
- Encourage team members throughout the week.
- Communicate questions, concerns, prayer requests, praise reports, and updates to the staff leader.
- Attend FIT events and leader meetings whenever possible.
- Have FUN!

ATTIRE

- Wear your Welcome Badge while serving.

- Clean clothing.
- Modest clothing.
- Clothing should not contain distracting words or phrases.
- Clothing should be an appropriate length.
- Maintain a neat and welcoming appearance.

WIN: Our win is creating an environment where every guest feels seen, valued, and welcomed from the moment they arrive. Through genuine hospitality, intentional connection, and joyful service, we remove barriers so people can focus on encountering Jesus and confidently take their next step.

DEPARTMENT-SPECIFIC INFORMATION

FIT Family Responsibilities

- Arrive on time for the huddle.
- Read the weekly FIT updates before serving.
- Ask your FIT Leader if you have questions.
- Remain at your assigned position until the end of the second worship song.
- Return to your post at the end of service.
- Communicate schedule changes, prayer requests, praise reports, or questions with your FIT Leader or staff leader.
- Have FUN!

Training: All FIT volunteers receive training in both Greeter and Guest Experience roles but will primarily serve in the area where they are most comfortable.

Guest Experience: Every interaction matters. Your smile, greeting, willingness to walk someone to their destination, and ability to answer questions all help create an environment where guests feel loved, valued, and ready to encounter Jesus.

GIVING PLACE TEAM

VISION

To meet practical needs while demonstrating the love and compassion of Christ so that every individual feels seen, valued, and cared for.

MISSION

Reach the Lost

By demonstrating the love, compassion, grace, and mercy of Jesus through practical assistance and meaningful interactions.

Disciple the Found

By encouraging and serving individuals with compassion while reflecting the heart of

Jesus in all that we do.

Empower the Called

By equipping Serve Team members to represent Christ through service and compassionate care for others.

POSITIONS

Giving Place Serve Team Member

RESPONSIBILITIES

As a member of The Giving Place Serve Team, you may assist individuals by:

- Answering questions about accepted donations.
- Helping guests complete The Giving Place Request Form.
- Providing information about financial giving opportunities.
- Preparing and organizing pickup orders.
- Assisting individuals during scheduled pickups with kindness and professionalism.
- Shopping for inventory.
- Keeping track of inventory.
- Stocking, organizing, and prepping for orders.

Every interaction should communicate compassion and the love of Christ.

EXPECTATIONS

- Arrive 30 minutes before your scheduled serve time.
- Participate in prayer, preparation, and organizing pickup orders before guests arrive.
- Serve every individual with compassion, grace, and mercy.
- Reflect the heart of Jesus in all that you do.
- Respond to serve requests as soon as your availability is known.
- Notify your Team Leader as soon as possible if you are unable to serve your scheduled time.

COMMUNICATIONS

- Scheduling is managed through Church Community Builder (CCB).
- Serving requests are sent monthly.
- Requests are sent through email and/or text message.
- Team members should accept or decline serving requests as soon as possible.
- Team Leaders should be notified promptly of scheduling conflicts.

AGE REQUIREMENTS

Must be at least 16 years of age to serve.

OPPORTUNITIES AVAILABLE

- Assisting with donation questions.
- Assisting guests with request forms.
- Organizing pickup orders.
- Assisting individuals during scheduled pickups.
- Providing information regarding financial giving opportunities.

LEADERSHIP

Team Leaders:

London Pearson and Jenna Horne

Serve Team members should contact their Team Leader if they are unable to serve during their scheduled time.

ATTIRE

Modest, comfortable clothing that does not bring unnecessary attention to yourself.

WINS

The Giving Place wins when:

- Practical needs are met.
- Individuals feel seen, valued, and cared for.
- Every interaction communicates compassion and the love of Christ.
- The heart of Jesus is reflected in every encounter.

DEPARTMENT-SPECIFIC INFORMATION

Assistance Requests & Pickups

Individuals requesting assistance complete “The Giving Place Request Form.”

The form allows individuals to:

- Select the items they need.
- Choose their preferred pickup day and time.

Scheduling pickups throughout the week provides:

- A more personal, one-on-one experience.
- Greater privacy for those receiving assistance.
- Better inventory management and order preparation.

Accepted Donations:

A complete list of accepted donations is available:

- On the QR code sign located outside The Giving Place.
- Online at thelife.cc/thegivingplace.

Donation Guidelines

- All donated items must be new and unopened.
- Adult clothing is not accepted at this time.
- Baby clothing is accepted; must be NEW and unopened.
- Other baby items are accepted.

Frequently Asked Questions

Do I have to be a member of Word of Life Church to receive assistance?

No. Assistance is available to both members and non-members.

How many times can someone receive assistance?

Individuals may receive assistance up to two times.

*If a third request is submitted, an appointment will be scheduled with a member of the Pastoral Care Team to better understand their situation and identify additional ways to serve and support them.

Can someone schedule a pickup for the same day?

We require a minimum of 24 hours for pickup appointments to allow adequate time to verify inventory available and prepare orders for pickup.

HEALING SCHOOL TEAM

VISION

Serving on the Healing School Ministry supports our values of SERVE and CONNECT and is an extension of Word of Life Church.

MISSION

Welcome to the Word of Life Church Healing School Ministry.

It is a privilege to serve alongside you as we minister the healing power of God. We believe Healing School is a place where people encounter Jesus, grow in faith through the teaching of God's Word, and receive healing in their spirit, soul, and body.

Our desire is that every person who attends experiences the love of God, hears the truth of His Word, and is given every opportunity to receive by faith what Jesus has already provided.

These guidelines exist to help us minister together in unity, excellence, and biblical integrity.

Healing School at Word of Life Church exists to:

- Raise people's faith through the teaching of God's Word.
- Create opportunities for people to receive healing by faith.
- Minister to both believers and those who have not yet received Christ.
- Encourage and strengthen those who are continuing to stand in faith for healing.

Healing School is not designed as a believers-only meeting. Every service should be welcoming, understandable, and accessible to people from every spiritual background.

Our priority is simple:

For people to come, hear the Word, believe, and receive healing. Luke 5:15

"The cure for unbelief is not more experiences—it is the teaching of God's Word."

POSITIONS

Healing School Speaker

Healing School speakers are selected, approved, and equipped by the leadership of Word of Life Church.

Our expectation is that every speaker communicates biblical truth with clarity while allowing the Holy Spirit to lead the service.

During every service, speakers should:

- Teach in a way that builds faith.
- Explain biblical principles using language that both believers and guests can understand.
- Avoid assuming everyone understands church terminology.

- Teach people how to receive from God rather than simply telling them to do so.
- Minister with compassion, confidence, and biblical accuracy.

Ministers are also expected to attend Healing School on the Wednesdays they are not scheduled to teach. Their presence provides continuity, support for ministry functions, and additional trained ministers available during the ministry time. If they are unable to attend, they should notify the Healing School Ministry Director.

HEALING SCHOOL MINISTER

At Word of Life Church, Healing School ministry is conducted through two primary biblical expressions:

- Laying on of Hands
- Prayer

Each serves a distinct biblical purpose and should be taught before people are invited to respond.

WORSHIP TEAM

The Worship Team serves under the Worship Pastor's leadership and partners with the Healing School speaker to create an atmosphere where people can worship, hear the Word, and receive from God.

RESPONSIBILITIES

Everything we do during Healing School should point people to Jesus Christ and the truth of God's Word.

Our purpose is to:

- Teach God's Word.
- Build faith.
- Minister the healing power of God.
- Help people receive by faith what Christ has already provided.

Healing School is not designed to create emotional experiences or pursue outward manifestations. Our confidence is in God's Word, the finished work of Jesus Christ, and the ministry of the Holy Spirit.

EXPECTATIONS

Laying on of Hands

- The laying on of hands is not prayer, and prayer is not the laying on of hands. While both are biblical ministry practices, each serves a distinct purpose and should not be treated as the same ministry expression.
- Teach first. Before inviting people to receive the laying on of hands, teach the biblical foundation for this ministry practice so people understand what is happening and can receive by faith.

- Tell people what you are doing before you do it. Briefly explain the purpose of the laying on of hands and what they are believing to receive according to God's Word.
- Minister by speaking God's Word with faith and authority. The laying on of hands is more "saying" than praying. Speak directly to the sickness or disease in the name of Jesus, commanding it to leave and declaring the life and healing power of God to work in that person's body.
- Minister with confidence, love, and compassion. The laying on of hands should be authoritative without being harsh or aggressive. Our goal is to administer the healing power of God in a way that reflects the love and character of Christ.
- Create an opportunity for people to receive by faith. The laying on of hands is a biblical point of contact through which people can receive the healing power of God. Encourage individuals to actively receive what God has promised in His Word.
- Keep the focus on Jesus and His Word. The power is not in the minister—it is in God working through His Word and by His Spirit. Always point people to Christ as the source of their healing.

Prayer

Prayer is another biblical ministry expression used during Healing School. When inviting people to come forward for prayer:

- Explain the biblical purpose of prayer so people understand what they are receiving.
- Minister with kindness, compassion, and sensitivity to where each person is spiritually.
- If a line is anticipated at the altar, be prepared to explain the flow of the line to avoid confusion.
- Feel free to invite additional Healing School ministers and Prayer Team members to assist with the prayer lines as needed.

Any additional ministry methods should receive approval from church leadership and always be supported with clear biblical teaching.

MINISTRY STANDARDS & BEST PRACTICES

Biblical Foundation

Everything we do during Healing School should be rooted in Scripture.

Healing is received by faith, and faith comes by hearing the Word of God. Therefore, every aspect of Healing School should consistently point people back to Jesus and His Word.

We should:

- Teach the Word before ministering.
- Pray according to Scripture.
- Speak God's Word with confidence and authority.
- Never guarantee healing based on feelings or experiences.

- Encourage people to continue standing on God's promises.

Preparing to Minister

Every minister should come spiritually prepared before arriving to serve.

Preparation includes:

- Spending personal time in God's Word.
- Praying before ministry.
- Being led by the Holy Spirit.
- Coming with a servant's heart.
- Being prepared to minister with excellence.

Ministering to People

As you minister:

- Be compassionate.
- Listen carefully.
- Minister with confidence.
- Keep the focus on Jesus.
- Teach people to receive from God by faith.
- Do not pressure people.
- Avoid drawing attention to yourself.
- Allow the Holy Spirit to lead while remaining grounded in Scripture.

Ministry Excellence

Healing School should always reflect excellence.

- Be prepared.
- Be organized.
- Be led by the Holy Spirit.
- Honor church leadership.
- Work together in unity.
- Minister with humility.
- Represent Jesus well.

COMMUNICATIONS

Healing School speakers who are unable to attend should notify the Healing School Ministry Director.

Any ministry methods, practices, or changes should remain consistent with church leadership and biblical teaching.

OPPORTUNITIES

Healing School Services

A typical Healing School service includes:

- Worship led by the Word of Life Church Worship Team.
- Biblical teaching from an approved Healing School speaker.
- An opportunity for people to respond in faith.
- Ministry through prayer and/or the laying on of hands.
- Additional worship during ministry time as needed.

LEADERSHIP

Healing School Speaker

Healing School speakers are selected, approved, and equipped by the leadership of Word of Life Church.

Worship Pastor

The Worship Team serves under the leadership of the Worship Pastor.

Healing School Ministry Director

Provides oversight for Healing School and serves as the primary point of contact for speakers and ministers.

WINS

People come, hear the Word, believe, and receive healing.

DEPARTMENT-SPECIFIC INFORMATION

Continuing the Journey

Before leaving Healing School, attendees can receive a list of healing Scriptures to read, meditate on, and confess. Members of the ministry team are available to provide prayer, biblical encouragement, and answer questions from Scripture.

Healing School is intended to help people develop confidence in God's Word and in the finished work of Jesus Christ—not dependence on a ministry team.

HEALING TESTIMONIES

Healing testimonies are encouraged and gladly received.

Whenever possible:

- Testimonies should be handled with care and integrity.
- They should be documented and, when appropriate, verified before being shared publicly.
- Ministry leaders may celebrate testimonies, follow up as needed, and identify opportunities for sharing during future Healing School services or church gatherings.

KIDSLIFE TEAM

VISION

- The KidsLife Ministry is a house of prayer where children learn spiritual disciplines, knowing they're not too young to share the Gospel or be used by God. We teach them to pray, worship, read the Bible, and serve, believing there is no Junior Holy Spirit—the same Spirit empowers them fully. We partner with families to help kids Go, Grow, Partner, Connect, Serve, Pray, and Obey as they become bold, faith-filled followers of Jesus.

MISSION

- Reach the Lost: By providing an excellent service that can't be found anywhere else - where kids want to be and start an authentic relationship with Jesus.
- Disciple the Found: By being present and personal with our kids in small groups.
- Empower the Called: By partnering with the biggest influence in a child's life - the parent.

SERVE TEAM OPPORTUNITIES

In each service, we have:

- Coach: Over the entire serve team. They are the shepherds of their team and make sure everyone knows their role for the day.
- Host: Hosts the entire experience, interacts with guests, and helps the audience navigate through the service.
- Greeters/Security: Makes the first impression by greeting and connecting with guests. They also check security tags, provide information to new families, and answer questions to provide clarity and confidence in leaving their child with us.
- Worship Team Lead: Leads praise and worship and helps with the props during the experience.
- Small Group Leaders: Connects with and leads an age group during the adventure (small group time) in the sanctuary.
- Production Team: Enhances the sanctuary experience by operating audio, video, lighting, and screens.

SCHEDULE AND SERVICE

WHAT DOES SERVICE LOOK LIKE?

- Arrive 45 minutes to check in at the desk by LittleLife

- Wear your name tag at all times
- Huddle with your team to pray
- Report to your post
- Participate in service
- Help make sure the room is ready for the next service

HOW DO I KNOW WHEN I AM SUPPOSED TO SERVE AND WHAT TO DO?

- We use a system called CCB, and that is how we send the schedule. You will be able to confirm and decline invitations.
- Through the link invitation, you will also see your position.
- Each week, we send out an email with a link to the lesson and CCB.

WHO DO I CONTACT IF SOMETHING COMES UP?

- Once you select your service time, you'll be introduced to your service leader.
- After you join a serve team, we send the schedule out a month in advance so you are able to block out dates that you will not be available for.

POLICIES AND PROCEDURES

- Sunday serve teams will arrive 45 minutes prior to service for the team huddle.
- You must be at least 14 years of age to serve.
- Serve team members are required to check in and wear their security sticker when serving.
- We would like for you to commit to attend one service and serve one service. It is very important that as you serve, you also attend a service each week. We believe in staying full of the Word so that we can continue to give out.
- We offer KidsLife services for your child throughout the day. Please let our children's check-in team know that your child will be attending both services.
- Please be a team player and stay flexible when change happens. There may be occasions when you are asked to move to another room or age group that you do not prefer.
- Please be aware of your appearance so that you present a positive and welcoming impression on behalf of KidsLife and Word of Life Church. Use

discretion - if you think your clothing is questionable or could be a distraction, please do not wear it.

- When bringing personal belongings, be aware that secured space is limited. For further instructions, please see your service leader.

- Avoid eating or drinking during your serve time.

- Please stay in your serve position until your service leader dismisses you. We want to make sure that your position is staffed so we can best serve our families.

- Doors are open 45 minutes prior to service for kids whose parents are serving and 30 minutes prior to service for members and attendees.

- Out of respect and protection for our families, it is important to put away anything that may cause a distraction while serving. This includes cell phones, cameras, and/or any similar devices. No pictures should be taken, stored on devices, or posted to any social media or website.

- For safety: every child's name tag is matched to a parent identification number, every serve team member is screened with an interview and background check, and every hallway is monitored by security personnel. Additionally, there must be at least two adults (18 years or older) in a room where children are present at all times. This ensures the safety of our kids and maintains accountability in the room.

Guidelines for appropriate affection while serving:

We are committed to creating and promoting a positive, nurturing environment that protects our families and serve team from misunderstandings. When creating safe boundaries, it is important to establish what forms of affection are appropriate and inappropriate.

Starting with which behaviors are appropriate and inappropriate allows our serve team to comfortably show positive affection in ministry, and yet identify individuals who are not maintaining safe boundaries. The following guidelines are to be carefully followed by all serve team members:

- Positive and appropriate forms of affection:

- Brief hugs
- Pats on the shoulder, back, or head
- Handshakes
- High-fives and hand-slapping
- Verbal praise
- Arms around shoulders
- Holding hands during prayer
- When greeting a couple, women greet women first and men greet men first.
- Keep verbal compliments general
- Sitting beside small children
- Kneeling or bending down for hugs with small children
- Inappropriate forms of affection:
- Inappropriate or lengthy embraces
- Hugs from behind
- Any form of unwanted affection
- Spending time alone with a child, other than your own, outside of KidsLife. A serve team member should never be alone with children.
- Kissing children
- Holding children over three years of age on the lap - men should always refrain from having children sit in their lap
- Touching the knees or legs of children
- Wrestling with or tickling children
- Piggyback rides
- Any type of massage given by an adult to a child or child to an adult
- Comments or compliments (spoken, written, or electronic) that relate to physique or body development.

LITTLELIFE TEAM

VISION

To provide every child with an exceptional church experience that helps build a strong foundation of faith from an early age. LittleLife exists to create a safe, loving, and engaging environment where children can discover who God is through the care, prayer, and intentional investment of our volunteers.

From infancy through preschool (ages 2–6), we introduce children to biblical truths through age-appropriate Bible lessons, worship experiences, hands-on activities, and meaningful small group interactions. Our goal is to help every child begin developing a personal understanding of God’s love and His plan for their lives.

MISSION

We partner with parents to teach children three foundational truths:

- God MADE me.
- God LOVES me.
- Jesus is my Friend forever.

These simple but powerful truths serve as the cornerstone of everything we do in LittleLife.

GOAL

Weekend services are the most important ministry opportunities we have each week. Our goal is to make every service the most meaningful and impactful part of a child’s week by creating an environment where they can experience God’s love, learn His Word, and grow in their faith.

As a LittleLife Serve Team member, you have the privilege and responsibility of helping shape the spiritual lives of the next generation. Through your service, you support the mission and values of Word of Life Church by helping children and families:

- Serve others with love and compassion
- Grow in their relationship with God
- Partner with the local church and family
- Go and share the love of Jesus with others

Every interaction is an opportunity to influence a child toward a lifelong relationship with Christ.

YOUR PURPOSE

Your purpose is to help bring the Word of God to life for every child who enters LittleLife.

Through your words, actions, encouragement, and example, you demonstrate the love of Jesus in a way children can understand and experience. As a LittleLife volunteer, you are called to:

- Create a safe, welcoming, and nurturing environment.
- Help children understand God's love and truth through age-appropriate teaching and interaction.
- Encourage a love for church and a desire to grow in faith.
- Model Christ-like character through kindness, patience, grace, and compassion.
- Support and partner with parents as they lead their children spiritually.

We believe that even the smallest moments—a warm greeting, a comforting hug, a Bible story, a prayer, or a word of encouragement—can have an eternal impact on a child's life.

Together, we are building a generation that knows God, loves God, and follows Jesus wholeheartedly.

NURSERY SERVE TEAM

Purpose

The Nursery Serve Team provides loving care, prayer, and support for infants, crawlers, walkers, and toddlers in a safe, nurturing, and Christ-centered environment. Team members help children feel secure and cared for while cultivating positive, trusting relationships with parents and guardians.

Key Responsibilities

- Provide attentive and compassionate care for infants, crawlers, walkers, and toddlers.
- Create a safe, clean, and welcoming environment for all children.
- Pray for and encourage the children and families entrusted to our care.
- Comfort children as they transition into the nursery environment.
- Build positive relationships with parents through warm, professional communication during drop-off and pick-up.

Time Commitment

- 30 minutes before service
- 1 hour during service
- 10 minutes after service

Age Requirement

- 18 years of age or older

NURSERY BUGGY TEAM

Purpose

The Nursery Buggy Team provides additional support and comfort for infants, crawlers, walkers, and toddlers who may be experiencing difficulty separating from their parents or adjusting to the nursery environment. Through patience, care, and attentive supervision, team members help children feel secure, calm, and loved.

Key Responsibilities

- Provide individualized care and comfort to children experiencing separation anxiety or emotional distress.
- Assist children in adjusting to the nursery environment through nurturing interaction and reassurance.
- Safely transport children on buggy rides within designated LittleLife hallway areas while maintaining constant supervision.
- Support the overall nursery team by helping create a peaceful and positive atmosphere for children and families.
- Communicate professionally with parents and nursery leaders regarding children's needs and progress during service.

SAFETY POLICY

- Every child's name tag is matched to a parent-identification number.
- Every Serve Team member is screened with an interview and background check.
- Every hallway is monitored by security personnel.

TWO-ADULT POLICY

- There must be at least two adults (above 18 years old) in a room at all times.
- This ensures the safety of our kids and maintains accountability in the room.

Time Commitment

- 30 minutes before service
- 1 hour during service

- 10 minutes after service

Age Requirement

- 18 years of age or older

The Win

Every child feels safe, loved, and cared for while parents are able to participate in worship with confidence, knowing their child is receiving exceptional care and attention.

PRESCHOOL SERVE TEAM

Purpose

The Preschool Serve Team invests in the lives of young children by creating a safe, engaging, and Christ-centered environment where they can grow in their faith and build meaningful relationships. Through intentional care and encouragement, team members help children take steps toward becoming fully devoted followers of Jesus Christ.

Time Commitment

- 30 minutes before service
- 1 hour during service
- 10 minutes after service

Age Requirement

- 18 years of age or older

PRESCHOOL SMALL GROUP LEADER

The Win

Preschool Small Group Leaders have the unique opportunity to invest in a small group of children—typically six or fewer—through meaningful interactions that help nurture their faith in Jesus and strengthen healthy relationships with others.

Key Responsibilities

Build Meaningful Connections

- Learn and consistently use each child's name.
- Ensure children know your name and feel personally valued.
- Celebrate their attendance and help them understand that their presence is important and appreciated.
- Create a welcoming, encouraging environment where every child feels seen, known, and loved.

Prepare for Success

- Review the weekly lesson provided by your Department Head before serving.
- Familiarize yourself with all lesson components, including:
 - Bible story and teaching points
 - Small group discussion questions
 - Worship motions and activities
 - Crafts and hands-on learning experiences
 - Memory verse activities

Be Intentional

- Take time to learn about each child's interests, including school, sports, hobbies, pets, and family life.
- Encourage children by recognizing their strengths, accomplishments, and unique gifts.
- Help build their confidence by speaking life-giving words and offering positive reinforcement.

Partner with Parents

- Greet parents warmly during both drop-off and pick-up.
- Express appreciation for their commitment to bringing their children to church.
- Communicate in a friendly and professional manner that builds trust and connection.

Extend Care Beyond Sunday

- Strengthen relationships by sending handwritten LittleLife postcards to children in your small group at least once each month.
- Use these notes as an opportunity to encourage, celebrate milestones, and remind children that they are valued and prayed for.

SAFETY POLICY

- Every child's name tag is matched to a parent-identification number.
- Every serve team member is screened with an interview and background check.
- Every hallway is monitored by security personnel.

TWO ADULT POLICY

- There must be at least two adults (above 18 years old) in a room at all times.

- This ensures the safety of our kids and maintains accountability in the room.

Our Goal

Every Preschool Small Group Leader plays an important role in helping children experience the love of Jesus, build lasting friendships, and develop a strong spiritual foundation that will impact their lives for years to come.

Check-In Team / Purpose Statement

Our LittleLife Check-in Team acts as the primary gateway for every family and guests joining us. We are dedicated to cultivating a safe, hospitable, and warm atmosphere where each individual—child or adult—feels truly cherished from the very first greeting. By providing gracious hospitality, proactive help, and streamlined processing, we empower families to navigate their time with us with absolute peace of mind.

We know that a sincere smile and a heart focused on service leave a permanent mark. Through intentional relationship-building and efficient care, we set the stage for an environment where children are eager to encounter God's love and parents feel right at home.

Our Mission:

To receive each family with excellence, making every first impression count by providing a secure and loving space where all feel noticed, valued, and welcome.

SERVE TEAM GUIDELINES

ARRIVAL TIME

Serve Team members are to arrive 30 minutes prior to service for the team huddle.

SERVE TEAM CHECK IN

Serve Team members are required to check in and wear their security sticker when serving.

ATTEND ONE, SERVE ONE

We would like for you to commit to attend one service and serve one service. It is very important, as you serve, that you also attend a service each week with Pastor Joel. We must stay full of the Word so we can continue to give out.

CHILDCARE AS YOU ATTEND ONE/SERVE ONE

We do offer our KidsLife services for your child as you attend one and serve one.

Please let our Children's Check-In know that your child will be attending one or more services.

BE A TEAM PLAYER

Stay flexible and supportive when change happens. There may be occasions when you will be asked to move to another room or age group you do not prefer. "Blessed are the flexible, for they will not get bent out of shape." Note: Serve Team Members will not be placed in the same room as their own children so we can best serve all of our families.

FOOD AND DRINK

Eating and drinking should be limited to the Serve Team break room or kitchen during serving times.

SERVING POSITION

Please stay in your serve position until your service leader dismisses you. We want to make sure that your position is staffed so we can better serve our families.

ATTIRE

Please be aware of your appearance so that you present a positive and welcoming impression. We ask you to wear your serve t-shirt that we provide when you are scheduled to serve.

Serve Team Scheduling and Communication Guidelines

CCB is our church community site for our church membership profiles, tithes and offering, as well as departmental scheduling. This is our primary means of communication. Please respond to schedule requests via email. Text messages will also be sent as reminders. This allows leadership to know in advance that we are adequately prepared to serve our families for upcoming worship services and/or special events.

RESPONDING TO SCHEDULE REQUESTS

- Serve Team Members will receive their monthly schedule by the 15th of each month for the upcoming month. If you do not currently have an email address, we will assist you with setting up a free email account.

- Please respond for each date(s) you are scheduled to serve by clicking

CONFIRM (that you will be there to serve) or DECLINE and leave a note explaining why you are unable to serve on this specific date.

- If you decline, your scheduler may contact you and ask if you can serve on another weekend. Responding to CCB helps us to staff our department so we can serve our families better.

BLOCK OUT DATES

- You can block out all family birthdays, anniversaries, vacation plans, etc. on your personal profile at any time.
- Look for the edit profile, then locate the button that reads “Block-out Dates” and click on it to block out the dates you are not available to serve.
- Please type in a reason for your absence before you click on the “decline” button. This will inform our Lead Team you are still on the serve rotation and they can find a replacement for this specific date.

EMERGENCY NOTICE

When possible, we ask for a 24-hour notice. Please contact the Scheduler or Service Leader via text message or DM in GroupMe.

Serve Team Confidentiality Guidelines

CONFIDENTIALITY STATEMENT

As a member of the LittleLife Serve Team, I understand that I may come into contact with personal information about children and their families that could be sensitive and should be kept confidential. I agree to keep all information I might encounter about children’s health, behavior, disabilities, and related matters confidential and only disclose it to the

Next Gen Staff and leaders who need to know. I agree that I will uphold this confidentiality statement whether or not I continue to be a member of the Next Gen

Serve Team, in order to protect the families and children who attend Word of Life Church.

Printed First & Last Name _____

Signature _____

Date _____

MEDICAL RESPONSE TEAM

VISION

Serving on the Medical Response Team supports our values of SERVE and CONNECT and is an extension of Word of Life Church.

MISSION

The purpose of the Word of Life Church Medical Response Team is to provide immediate assistance to individuals experiencing a medical need during weekend services and designated church events until emergency responders arrive, as needed.

POSITIONS

Medical Response Team Member

Provides immediate medical assistance within the scope of their training and certification during weekend services and designated church events.

Medical Team Leader

Coordinates the Medical Response Team during services and serves as the primary point of contact for team members.

RESPONSIBILITIES

- Provide immediate assistance to individuals experiencing a medical need.
- Respond within the scope of your medical training and certification.
- Communicate with Security and church staff throughout a medical response.
- Continue providing care until EMS arrives, when applicable.
- Complete an incident report following emergency responses.

EXPECTATIONS

Before Entering the Sanctuary

- Check in with Security.
- Notify the Medical Team Leader that you have arrived.
- Pick up your Medical Response Team badge.

During the Service

- If a medical situation arises, respond promptly when notified by an usher.
- A Word of Life Church staff member will:
 - Assist with the response.
 - Gather necessary information from the individual or family to document the incident.
 - Coordinate communication as needed.

- If emergency medical services (EMS) are required, follow established emergency procedures and continue providing care within your level of training until EMS arrives.

General Expectations

- Wear your Medical Response Team badge whenever serving.
- Respond only within the scope of your medical training and certification.
- Remain calm, professional, and compassionate.
- Maintain the privacy and dignity of the individual receiving care.
- Communicate with Security and church staff throughout the response.
- Complete an incident form detailing the incident and give it to the staff member assisting you.

COMMUNICATIONS

- Check in with the Medical Team Leader before each service.
- Communicate with Security during medical responses.
- Coordinate with church staff throughout emergency situations.
- Complete incident documentation following emergency responses.

OPPORTUNITIES

Weekend Services

Medical Team members serve during the service they normally attend.

Special Events

Additional opportunities to serve include:

- Concerts
- Revival Nights
- Momentum
- Summer Blast
- Other special events as needed

Scheduling

A monthly CCB serving request will be sent to each team member. Please accept or decline your assignments as soon as possible.

LEADERSHIP

Medical Team Leader

The Medical Team Leader oversees Medical Response Team members during each service and serves as the primary point of contact before and during services.

ATTIRE

- Wear your Medical Response Team badge whenever serving.
- Dress professionally and modestly.
- Wear comfortable shoes appropriate for responding quickly to medical situations.

WINS

Our win is creating a safe environment where every guest knows they are cared for. By responding quickly, professionally, and compassionately, we help people receive the care they need while allowing worship services to continue with as little disruption as possible.

DEPARTMENT-SPECIFIC INFORMATION

Entering the Sanctuary

- Introduce yourself to an usher.
- Let the usher know you are serving on the Medical Response Team.
- The usher will direct you to a reserved seat for Medical Team members.

Medical Equipment & Supplies

Medical Supply Kits

Medical supply kits are located at each InfoCenter station and are accessible throughout the Next Gen departments.

Automated External Defibrillators (AEDs)

AEDs are located in Phase 2:

- Near the Men's Restroom
- Near the Ladies' Restroom

Emergency Response

- Respond promptly when notified of a medical need.
- Work alongside Security, church staff, and EMS as needed.
- Continue providing care only within your level of certification until emergency responders arrive.

Professional Conduct

- Maintain confidentiality and the dignity of every individual.
- Exercise good judgment while remaining calm under pressure.
- Every interaction should reflect the compassion and excellence of Christ.

MMTM TEAM

VISION

Momentum exists to develop students into leaders of influence who discover who they are and whose they are through authentic relationships, biblical community, and a growing relationship with Jesus Christ.

Serving on the Momentum Team supports our values of SERVE and CONNECT and is an extension of Word of Life Church.

MISSION

Momentum is passionate about developing leaders who are committed to reaching the next generation.

We believe students are worth investing in, and every service, event, and relationship is an opportunity to help students grow spiritually, build meaningful community, and discover God's purpose for their lives.

As Momentum leaders, we are committed to loving God, loving people, and creating an environment where students feel known, valued, and encouraged to follow Christ.

POSITIONS

Momentum Leaders serve students through a variety of ministry opportunities, including:

- Small Group Leader
- Wednesday Service Leader
- Momentum Bible Study Leader
- Sunday Serve Leader
- Event Leader (Winter Retreat, Summer Camp, Fall Retreat, Mission Trips)
- Ambassadors Leadership Mentor

RESPONSIBILITIES

Momentum Leaders are responsible for:

- Building relationships with students.
- Connecting students to Jesus through personal example and discipleship.
- Creating authentic community where students feel they belong.
- Participating in Prayer and Huddle before serving.
- Serving during weekly services and Momentum events.
- Encouraging students to become active in church life and serve on a ministry team.
- Supporting students throughout retreats, camps, mission trips, and leadership opportunities.

EXPECTATIONS

Momentum Leaders are expected to:

- Prioritize their personal relationship with God.
- Live a lifestyle that reflects Christian leadership.
- Love God and love people.
- Understand that leadership is visible to students, church leadership, and the congregation.
- Invest intentionally in students.
- Create community rather than cliques.
- Help students grow both spiritually and relationally.

COMMUNICATIONS

Momentum Leaders should:

- Arrive for Prayer and Huddle before serving.
- Check in with the team for each service.
- Participate in the Momentum Team GroupMe after completing onboarding.
- Communicate with leadership throughout the onboarding process.

AGE REQUIREMENTS

Must be at least 18 years of age or older to serve.

OPPORTUNITIES

Wednesday Services

Momentum's weekly Wednesday services are the foundation of the ministry and are centered on teaching God's Word, fellowship, worship, and prayer.

MMTM Midweek

Held on the 1st, 3rd, 4th, and 5th Wednesdays of the month.

These services emphasize:

- Worship
- Biblical teaching
- Grade- and gender-based Small Groups
- Building community among students

MMTM Night

Held on the 2nd Wednesday of each month.

These evangelistic services include:

- Extended worship

- Gospel-centered message
- Afterparty with food and activities
- Opportunities for students to invite friends

Momentum Bible Study

Sunday Bible Study for students in grades 6–12.

Meeting Times:

- 10:00 AM
- 11:30 AM

The purpose is to help students mature in their knowledge and love for God's Word.

Sunday Serve

Students are encouraged to become planted in the House of the Lord by serving and using the gifts and talents God has given them.

Winter Retreat

An annual student conference held at the Lakeland Campus during February.

The retreat includes worship sessions, breakout sessions, afterparties, and opportunities for students to grow spiritually.

Summer Camp

A week-long trip to Axis Conference in Memphis, Tennessee, designed to help students spend focused time in God's presence away from everyday distractions.

Held annually at the end of June.

Fall Retreat

An off-site retreat at Timber Creek Camp during October.

The purpose is to provide students with an opportunity to hear God's voice and respond to His calling.

Mission Trips

Momentum provides opportunities for students to share the Gospel through annual mission trips.

Ambassadors

Momentum's summer leadership program for students who consistently:

- Attend Momentum services
- Serve on Sundays
- Participate in Wednesday Small Groups

The program develops leadership and communication skills for ministry and everyday life.

LEADERSHIP

Becoming a Momentum Leader

Step 1

- Complete NEXT.
- Complete a background check.
- Attend Prayer and Huddle.
- Meet the team.
- Shadow a leader.
- Meet students.

Step 2

- Attend Prayer and Huddle.
- Check in with the team.
- Continue shadowing a leader.
- Complete the Leader Application.

Step 3

- Attend Prayer and Huddle.
- Check in with the team.
- Shadow a leader while assisting with leadership responsibilities.
- Schedule a pastoral meeting.
- Submit the completed application.

Step 4

- Receive your first leadership assignment.
- Be added to the Momentum Team GroupMe.

ATTIRE

Modest clothing that represents Christ. Nothing that would bring attention to yourself inappropriately.

WIN

Our goal is to help every student:

- Know Jesus.
- Find authentic community.
- Discover who they are and whose they are.
- Grow into a leader who influences their generation for Christ.

Success happens when students are connected to both Jesus and community, creating an environment where lasting discipleship can take place.

DEPARTMENT-SPECIFIC INFORMATION

Connecting With Students

Don't be overwhelmed by trying to connect with everyone immediately. Allow God to lead you toward a few students to intentionally invest in.

Helpful conversation starters include:

- What school do you go to?
- Do you play any sports? Which ones?
- What do you like to do for fun?

Connect Students to Jesus

Your own relationship with Christ is the foundation of your leadership.

As Scripture says:

"Follow my example, as I follow the example of Christ."

1 Corinthians 11:1 (NIV)

Students will follow your example, so lead them toward Jesus through your words, actions, and personal walk with God.

Connect Students to Community

Momentum is more than a gathering—it is a family.

Leaders are responsible for intentionally creating healthy community by helping students build meaningful relationships and ensuring everyone feels like they belong.

Rather than creating cliques, Momentum Leaders cultivate a culture of connection where students experience both authentic community and spiritual growth through discipleship.

PHOTOGRAPHY TEAM

VISION

To capture and tell the story of what God is doing through Word of Life Church by preserving moments of worship, life change, community, and ministry that inspire faith and celebrate God's work in and through His people.

MISSION

The Photography Team exists to visually support the mission of Word of Life Church by:

- Reaching the Lost by capturing moments that communicate the life, joy, and authenticity of our church community and invite others to experience Jesus.
- Discipling the Found by documenting stories of worship, baptism, serving, growth, and community that encourage spiritual growth and engagement.
- Empowering the Called by equipping creative team members to use their gifts and talents to advance the Kingdom and tell the story of what God is doing through His Church.

POSITIONS

Photographer

Captures assigned moments throughout services and events according to the shot list and storytelling goals of the department.

Photo Editor

Curates, edits, and prepares images for ministry use and distribution.

Service Leader

Leads the Photography Team during services, manages assignments, distributes equipment, and develops team members.

RESPONSIBILITIES

Photographer

- Accept or decline serving opportunities through LEAD.
- Attend the pre-service huddle and equipment pickup.
- Capture photos according to the assigned shot list.
- Focus on storytelling moments and ministry impact.
- Return all equipment, badges, SD cards, and media promptly after service.
- Return borrowed equipment in clean and working condition.

Photo Editor

- Serve during the designated editing service assignment.
- Cull and organize images from assigned services.

- Edit images using Adobe Lightroom according to ministry standards.
- Upload final images to the appropriate folders and storage locations.

Service Leader

- Schedule photographers at least two weeks in advance.
- Lead pre-service huddles, including prayer and assignments.
- Prepare and distribute cameras, lenses, badges, SD cards, and shot lists.
- Communicate with the team throughout the week.
- Celebrate wins and provide coaching opportunities.
- Train and onboard new team members through shadowing and mentorship.

EXPECTATIONS

- Arrive on time for all scheduled serving opportunities.
- Accept or decline requests within the required response window.
- Remain in assigned ministry areas unless reassigned by leadership.
- Follow the provided shot list and ministry priorities.
- Prioritize quality over quantity.
- Maintain a servant-hearted attitude while interacting with guests, staff, and team members.
- Exercise good judgment and professionalism while representing Word of Life Church.
- Properly care for all church-owned equipment.
- If using personal equipment, only approved camera bodies and lenses may be used.

COMMUNICATIONS

- GroupMe serves as the primary communication platform for the Photography Team.
- Team newsletters and updates are distributed weekly.
- Service assignments are confirmed throughout the week prior to serving.
- Team members should communicate respectfully and professionally with fellow serve team members, church members, and staff.
- Questions requiring immediate attention should be directed to the Service Leader through direct message or text.

AGE REQUIREMENTS

- Recommended minimum serving age: 16 years old.
- Team members under 18 may be required to serve alongside an approved adult team member or Service Leader.

OPPORTUNITIES AVAILABLE

Sunday Services

- 8:30 AM Service

- 10:00 AM Service
- 11:30 AM Service

Midweek Services

- Wednesday Night Services
- Revival Nights

Special Events

- Conferences
- Concerts
- Outreach Events
- Special Church Gatherings
- Ministry Events

LEADERSHIP

Social Media Manager

Provides creative oversight and strategic direction for photography content.

Service Leader

Responsible for scheduling, communication, training, and service execution.

ATTIRE

Photography Team members should wear:

- Dark or neutral-colored clothing.
- Comfortable clothing suitable for movement throughout the campus.
- Clothing that is modest, clean, and appropriate for a ministry environment.
- Shoes that allow safe and quiet movement during services.

The goal is to remain visually unobtrusive so attention remains on ministry moments rather than the photographer.

WINS

The Photography Team wins when:

- Every service and event is visually documented with excellence.
- The story of life change is captured and shared.
- Guests, families, and ministries feel seen and valued.
- Images help people connect with the mission and culture of Word of Life Church.
- Team members grow in both skill and spiritual maturity while serving.
- Creative content helps move people one step closer to Jesus.

DEPARTMENT-SPECIFIC INFORMATION

Equipment

The church provides photography equipment for scheduled serving opportunities.

Approved equipment may include:

- Camera bodies
- Lenses
- SD cards
- Batteries
- Photography badges

Team members who own personal equipment may use it if approved by leadership.

Team members who do not own photography equipment may borrow church equipment when available and approved by the Service Leader.

Designated Areas

Photographers may be assigned to specific ministry areas during a service, including:

- Auditorium/Sanctuary
- Lobby/Foyer and Parking lot areas
- Kids and Student areas
- Baptisms
- Special Events
- Outdoor gathering spaces

Team members should remain in their assigned area unless directed otherwise by leadership.

Scheduling Expectations

- Serving opportunities are released through LEAD at least two weeks in advance.
- Sunday service responses are due by the Wednesday prior to serving.
- Wednesday service responses are due by the Sunday prior to serving.
- Team members may respond with either Accept or Decline.
- If no response is received by the deadline, the opportunity may be reassigned.

Photography Guidelines

Do

- Follow the shot list.
- Capture authentic moments and genuine interactions.
- Seek smiling faces and moments of connection.
- Use strong framing, composition, and exposure techniques.
- Shoot with editing and cropping flexibility in mind.

- Focus on storytelling rather than simply documenting attendance.

Don't

- Overshoot unnecessarily.
- Cut off limbs or create distracting compositions.
- Shoot in unassigned areas without approval.
- Become a distraction during worship or ministry moments.

PRAYER TEAM

VISION

Serving on the Prayer Team supports our values of SERVE, CONNECT, and GROW and is an extension of Word of Life Church.

MISSION

We pray for others because we want to lead them into a relationship with God the Father. We want to see them set free, restored, and healed. Praying for people is our way of representing the Father's heart to a hurting and lost world.

Word of Life is a strong church bearing the burdens of the weak, and praying for others is simply one way that we do this.

"[God] desires all men to be saved and to come to the knowledge of the truth."
1 Timothy 2:4 (NASB)

POSITIONS

Prayer Team Member

Prayer Team members minister to individuals through biblical prayer, encouragement, and compassion while helping people encounter God and take their next step in their relationship with Him.

Prayer Team Leader

Prayer Team Leaders provide direction during services, assist team members during ministry time, answer ministry questions, and help facilitate altar ministry with excellence and biblical integrity.

RESPONSIBILITIES

Prayer Team members are responsible for:

- Helping people receive salvation.
- Helping restore people to fellowship with the Father.
- Leading people to their next step in the church.
- Representing the Father's heart through prayer.
- Praying according to God's Word.
- Ministering with compassion, excellence, and biblical truth.

EXPECTATIONS

Commitment

Being a part of any team is an honor and privilege, but it's also a great opportunity to display faithfulness and excellence.

Arriving 30 minutes prior to service time to huddle with the team, pray, and receive your assignments is required. This allows you to check in, grab coffee, and pick up your badge before the huddle begins.

It is also encouraged to be both spiritually and naturally prepared before arriving to serve. This only comes from a consistent walk and relationship with the Father.

Taking time every day to talk with Him—not simply to ask for things, but to bring thanksgiving and praise—keeps your heart ready to minister at any moment.

The Holy Spirit is the Teacher, and when we remain in tune with Him, we minister with excellence.

If you arrive late to the huddle, please see your team leader and let them know you've arrived.

If you have not attended the huddle and connected with your team leader, you cannot serve during that service.

Flexibility

As part of the Prayer Team, we expect every team member to be a team player and remain flexible whenever changes occur.

Prayer Time & Etiquette

Once you come forward to pray:

- Face the audience.
- Watch for people coming to the altar.
- Make every person feel welcomed and received.
- Avoid drawing attention to yourself.
- Avoid drawing unnecessary attention to the individual receiving prayer.
- Always cover and protect the person as the Holy Spirit ministers to them.
- Pray with your understanding (English) while ministering at the altar so there is no confusion.

Please take time to study 1 Corinthians 14 for biblical guidance regarding public prayer.

During Prayer Time

Begin by locating where the individual is spiritually.

Ask questions such as:

- “What would you like for me to get in agreement with you about today?”
- “What Scriptures are you standing on concerning your situation?”

Then:

- Share specific Scriptures that build faith concerning their request.
- Base your prayer on God's Word.

- Pray with men when ministering to men and women when ministering to women whenever possible.
- If someone of the opposite gender must initially be assisted, invite someone of the same gender to join you as soon as they become available.
- If you do not feel comfortable praying for someone, immediately ask a Prayer Team Leader to assist or take over the situation.

Do's When Praying for Others

- Be positive and encouraging.
- Be enthusiastic and excited about the things of God.
- Keep conversations centered on God's Word.
- Share Scriptures that build faith.
- Keep confidential information private.
- Notify a staff pastor through your team leader if someone shares information involving possible harm to themselves or another person.
- Give people the church office contact information (769-216-3650 or thelife.cc) rather than your personal contact information.
- Encourage people to support and remain faithful to their home church if they already have one.
- Minister using the facts of God's Word rather than emotions or feelings.
- Look to those in authority for direction whenever necessary.

Don'ts When Praying for Others

- Don't be negative or condemning.
- Don't argue with people.
- Don't pry into people's private lives.
- Don't encourage people to share unnecessary personal details.
- Don't betray someone's confidence.
- Don't give people your personal phone number or contact information.
- Don't encourage people to leave their church to attend Word of Life.
- Don't assume authority or responsibility you do not have.
- Don't use the word "counseling." We do not counsel—we give biblical, spiritual guidance based on God's Word rather than personal opinion.

COMMUNICATIONS

Scheduling

We use a system called CCB to schedule Prayer Team members for service.

Please take the time to create an account. You will receive an email whenever you have been requested to serve. Through CCB you will be able to:

- Accept or decline serving requests.
- Communicate with your team leader if you are unable to serve.
- Receive weekly reminders about your scheduled serve dates.

CCB is the primary communication tool for the Prayer Team.

OPPORTUNITIES

Weekend Services

Prayer Team members serve during weekend worship experiences by ministering to individuals during altar ministry at the conclusion of each service.

Prayer Huddle

Prayer Team members are expected to arrive 30 minutes before service for the team huddle, prayer, assignments, and encouragement before serving.

Connection Time

Following the huddle, take advantage of the time before service begins to intentionally meet new people. Great Prayer Team members are also great connectors.

LEADERSHIP

Prayer Team Leader

Prayer Team Leaders provide oversight during services by:

- Leading the pre-service huddle.
- Assigning ministry responsibilities.
- Assisting team members during ministry time.
- Helping with difficult ministry situations.
- Providing biblical guidance when questions arise.

If you ever feel uncomfortable ministering to someone or are unsure how to proceed, notify your Prayer Team Leader immediately.

ATTIRE

Prayer Team members should always dress in a conservative, respectful manner. Your appearance has the potential to either enhance or distract from the message being ministered.

Men

- Dress neatly.
- Maintain neat hair.
- Keep facial hair trimmed.
- Do not appear unkempt.

Women

- Dress modestly.
- Avoid short or low-cut dresses or skirts.

Hygiene

- Wear clean, fresh clothing.
- Check clothing for odors before serving.
- Use deodorant and/or antiperspirant.
- Use mouthwash, breath freshener, or mints before serving.
- Mints are available during the huddle.
- Always wear a smile.

WINS

Our win is helping every person encounter the love of the Father through prayer, receive biblical encouragement, and confidently take their next step in following Jesus. Every prayer should point people to God's Word, strengthen their faith, and connect them to the life of the church.

DEPARTMENT-SPECIFIC INFORMATION

Baptism in the Holy Spirit

If someone comes to the altar asking to be filled with the Holy Spirit and desires to receive the evidence of speaking in other tongues, feel free to pray with them.

You may lead them in the following prayer:

"LORD, I believe I am Your child. I have Your Spirit living in me, and now I want You to fill me to overflowing with the evidence of speaking in other tongues. I receive it just like I received my salvation. Thank You, LORD, for filling me! In Jesus' Name, Amen."

After an individual has received the Holy Spirit:

- Have them complete a response card.
- Give them The Helper book by Pastor Joel.
- Encourage them that this gift is available to every believer, just like salvation.
- If you do not feel comfortable leading someone in this prayer, notify your Prayer Team Leader.

Connecting

Remember that you are a connector first.

Great Prayer Team members are also great connectors.

All huddles conclude at or before the five-minute countdown to service. Use this opportunity to move throughout the auditorium and meet people you have never met before.

These conversations often make people feel comfortable enough to come forward for prayer at the end of service.

How to Connect

The best way to connect is simply to introduce yourself.

After meeting someone, encourage them to take their next step by:

- Becoming a member.
- Joining a LifeGroup.
- Joining a Serve Team.
- Attending Following Jesus.

The best opportunity to make these connections is before each worship service begins.

Seating

Prayer Team members are encouraged to sit as close to the front of the sanctuary as possible so they are prepared to move forward immediately when the speaker dismisses the service.

There are no assigned seats or sections for the Prayer Team.

Next Steps

One of the most important responsibilities of the Prayer Team—second only to praying for people—is helping them discover their next step.

An encounter with God is powerful, but discipleship is what helps people continue growing after that encounter.

After ministering to someone, prayerfully use wisdom to help guide them toward the appropriate next step.

Questions you may ask include:

- Have you been through our NEXT Class?
- Are you ready to build on your relationship with Jesus? (Following Jesus)
- Are you looking to build your faith concerning healing? (Healing School)

Helping people take their next step is one of the greatest ways we continue ministering to them after prayer has ended.

PRAYER TEAM TRAINING: INTERVIEW

Interviewer: _____

Date: _____

Serve Team Interviewee: _____

Ask if they mind you taking notes, and let them know this interview is simply to help us get to know them better.

SALVATION

When were you saved?

Can you briefly share your testimony?

What kind of church did you grow up in?

How did you come to Word of Life Church?

THE HOLY SPIRIT

Have you been filled with the Holy Spirit with the evidence of speaking in tongues?

How do you use this gift in public?

Have you read 1 Corinthians 14?

☐ Yes

☐ No

CHURCH INVOLVEMENT

Are you a member of Word of Life Church?

☐ Yes

☐ No

Have you completed NEXT?

☐ Yes

☐ No

MINISTRY EXPERIENCE

Have you served in ministry before? If so, where and in what capacity?

CURRENT SEASON OF LIFE

Tell us about what is happening in your life right now (work, faith, family, etc.). Where are you in these areas?

PERSONAL STRENGTHS

What do you believe are your greatest strengths?

SERVE TEAM

Why do you want to serve on the Prayer Team?

CCB SCHEDULING INFORMATION

Name: _____

Gender: ☐ Male ☐ Female

Email: _____

Cell Phone Provider: _____

Cell Phone Number: _____

Date of Birth: _____

Preferred Service Time(s)

[] 8:30 AM

[] 10:00 AM

[] 11:30 AM

PRODUCTION TEAM

VISION

Serving on the Production Team supports our value of SERVE and is an extension of Word of Life Church.

The vision of the production team is to empower each team member to use their God-given gifts & talents to bring people closer to God, whether they're worshipping in person or online.

MISSION

We are excited to welcome you to the team! As a member, your responsibilities go beyond documenting the ins and outs of a given Sunday. Our task is to capture what God is doing through Word of Life Church as we work to Reach the Lost, Disciple the Found, and Empower the Called.

POSITIONS

Lighting Programmer/Operator

Programs and operates sanctuary lighting. Experience is required to program, but not necessarily to operate.

Producer

Oversees and coordinates all production elements, including live stream, lyrics, props, cross-campus communication, and overall service flow, making on-the-fly decisions as needed. Experience preferred but not required.

Camera Operator

Operates sanctuary cameras. Different positions are available depending on skill level and physical ability. No experience required.

CG

Programs and operates lyrics, message notes, and countdown timers. No experience required.

Video Switcher / Director

Operates the video switcher and makes decisions regarding cutting camera shots, graphics overlays, and other media. Experience required.

RESPONSIBILITIES

Our responsibility is to capture what God is doing through Word of Life Church as we work to Reach the Lost, Disciple the Found, and Empower the Called.

EXPECTATIONS

Grow Spiritually

- Feed on the Word of God daily so you will be full and able to feed others.

- You are responsible for building your faith and relationship with God.
- Make church a priority and devotion a daily habit.
- Service times should not be your only time of worship.

Be Prepared

- Be familiar with the service rundown before you arrive and be aware of any specific responsibilities that may come with your position.
- Arrive on time.

Be Humble

- Stir up your gifts and work hard on your craft with a good attitude.
- Always look and ask for ways you can grow and maintain a humble and teachable spirit.

Be Flexible

- Remain flexible as schedules or service rundowns may change based on unforeseen circumstances.

COMMUNICATIONS

Scheduling

- Schedules are sent by email and text through Planning Center Online (PCO).
- Use block-out dates in Planning Center when you are unavailable to serve.
- Positions are typically scheduled three to four weeks in advance.

AGE REQUIREMENTS

- Volunteers must be 16 years of age or older to serve on the Production Team.

OPPORTUNITIES

Sunday Morning Services

- Service Times: 8:30 AM, 10:00 AM, and 11:30 AM
- CG Operators Call Time: 7:00 AM
- All Other Positions Call Time: 8:00 AM
- Thursday rehearsals are held at 6:00 PM in the sanctuary. While not mandatory, they are encouraged.

Special Events

Special events include Revival Night services, pop-up off-site events, and other non-Sunday morning services.

LEADERSHIP

Technical Director

Jay Horne

jhorne@thelife.cc

Video Broadcast Director
 Richard Plucker
 rplucker@thelife.cc

ATTIRE

- Dark or neutral-colored clothing
- Comfortable, quiet shoes
- Modest clothing

WINS

Our win is creating a distraction-free environment where people can encounter Jesus. Whether someone is worshiping in the room or online, every camera shot, lyric, light cue, and transition works together to remove distractions so the Gospel remains the focus.

DEPARTMENT-SPECIFIC INFORMATION

Service Flow

- Production serves every ministry on a Sunday, including Worship, KidsLife, Guest Experience, Communications, and Teaching.
- Every role contributes to creating a consistent experience across all campuses and online.

Problem Solving

- Stay calm under pressure and communicate clearly with your team.
- If a problem arises, notify the Producer or Technical Director immediately rather than trying to solve it alone.
- Be prepared to adapt as service elements may change with little notice.

Equipment Care

- Handle all production equipment with care.
- Never move or adjust equipment unless you have been trained to do so.
- Report any damaged or malfunctioning equipment to leadership as soon as possible.

Excellence

- We pursue excellence, not perfection.
- Preparation, attention to detail, and teamwork help create an environment where people can focus on worship rather than production.
- Every position matters. Whether serving behind a camera, running graphics, programming lights, or directing the service, your role helps remove distractions so people can experience Jesus.

PULSE TEAM

VISION

To connect young adults to Jesus, purpose, and each other.

MISSION

Reach the Lost, Disciple the Found, Empower the Called

POSITIONS

- Setup
- Greeting
- Hospitality
- Merch Booth
- First Impressions
- Worship
- Production

RESPONSIBILITIES

As a member of the Pulse Serve Team, you may serve in one or more of the following areas:

Every interaction should communicate compassion and the love of Christ.

EXPECTATIONS

- Arrive at 6:00 PM.
- Participate in huddle and prayer before guests arrive.
- Lead joyfully.
- Create a welcoming and God-honoring environment.
- Serve every individual with compassion, grace, and mercy.
- Reflect the heart of Jesus in all that you do.
- Respond to serve requests as soon as your availability is known.
- Notify your Lead Team Member or Pastor as soon as possible if you are unable to serve your scheduled time.

COMMUNICATIONS

- Scheduling is managed through Planning Center.
- Serve requests for the upcoming month are sent out at the end of each month.
- Requests appear on your Planning Center dashboard and are also sent by email.
- Team members should accept or decline serving requests as soon as possible.
- Leadership should be notified promptly of scheduling conflicts.

AGE REQUIREMENTS

Must be at least 18 years of age to serve.

OPPORTUNITIES

- Assisting with setup.
- Greeting and first impressions.
- Hospitality.
- Merch booth.
- Worship.
- Production.

LEADERSHIP

The Pulse Serve Team reports to the Lead Team Member or Pastor.

Serve Team members should contact their Lead Team Member or Pastor if they are unable to serve during their scheduled time.

ATTIRE

Dress casual and modest.

- No inappropriate graphics.
- No revealing clothing.

WINS

- Young adults are connected to Jesus and each other.
- An inviting and intentional space for encounter and community is created.
- Every interaction communicates compassion and the love of Christ.
- The heart of Jesus is reflected in every encounter.

SECURITY TEAM

VISION

Serving on the Security Team supports our value of SERVE and is an extension of Word of Life Church.

MISSION

The purpose of the Word of Life Church Security Team is to ensure a worship environment that is safe and free of both internal and external distractions and/or disruptions. The primary focus is to be alert for any behavior, item, or person that could endanger or distract members and guests while attending a service or event at Word of Life Church.

POSITIONS

Security Team Member

Monitors assigned areas, remains alert to potential safety concerns, and helps maintain a safe and distraction-free worship environment.

Security Director

Functions as the overseer and general policy maker for the Security Team at the Lakeland Campus. Develops and implements church-wide safety and security policies, procedures, training standards, and team practices.

RESPONSIBILITIES

- Ensure a worship environment that is safe and free of distractions and disruptions.
- Remain alert for any behavior, item, or person that could endanger members or guests.
- Carry out assigned responsibilities using the authority entrusted by Word of Life Church leadership.
- Exercise sound judgment while remaining accountable for decisions made in the course of serving.

EXPECTATIONS

Authority

The Security Team has the authority to perform duties and conduct activities that come directly from the leadership team of Word of Life Church. Therefore, the Security Team has the full authority of Word of Life to enforce all Security Team policies and procedures.

Accountability and Limits

To effectively execute their responsibilities, all Security Team members are given adequate authority to make necessary decisions. Each member is accountable for his or her use of that authority.

Professionalism

Remain alert, attentive, and prepared to respond appropriately while maintaining a calm and welcoming presence.

COMMUNICATIONS

- Follow the direction of the Security Director and campus leadership.
- Carry out church-wide safety and security policies, procedures, training standards, and team practices established by Word of Life Church.

OPPORTUNITIES

Services

Serve during weekend worship experiences by maintaining a safe environment for members and guests.

Special Events

Provide security support during church events and gatherings as needed.

LEADERSHIP

Security Director

The Security Director of Word of Life Church, Lakeland, functions as the overseer and general policy maker for the Security Team.

While not directly part of the chain of command, church-wide safety and security policies, procedures, training standards, and team practices are developed with the Word of Life Church Security Team and enacted at each campus.

WINS

Our win is creating a safe, secure, and distraction-free environment where every person can confidently focus on worship and hearing God's Word. Through vigilance, preparedness, and servant-hearted leadership, we help remove barriers so people can experience Jesus.

DEPARTMENT-SPECIFIC INFORMATION

Team Structure

The structure of the Security Team is based on the number of campuses, campus location, local conditions, and functions performed. It is subject to change as the team continues evaluating the most effective way to carry out its mission.

Campus Oversight

While each campus may structure its Security Team differently, consistent standards and oversight are maintained through the Security Director and church-wide security policies.

Decision-Making

Security Team members are entrusted with the authority to make necessary decisions while remaining accountable for the proper use of that authority.

Safety First

The primary responsibility of every Security Team member is to identify and respond appropriately to behaviors, items, or situations that could endanger or distract members and guests.

Communication Standards

- All Security Team members should wear a church-issued radio (walkie-talkie) while serving.
- An earpiece is required whenever possible to maintain discreet communication and minimize distractions during services.
- Keep radio communication brief, professional, and limited to security-related information.
- All Security Team members should be part of the designated security group message to receive schedules, updates, training information, and important service-day communication.

SPANISH INTERPRETER TEAM

VISION

To remove language barriers by providing clear, accurate, and simultaneous interpretation so every Spanish-speaking guest can fully engage in the life, worship, and teaching of Word of Life Church.

MISSION

Reach the Lost

By making the Gospel accessible to Spanish-speaking individuals through faithful interpretation and a welcoming environment.

Disciple the Found

By accurately communicating biblical teaching, prayer, and worship so Spanish-speaking members can grow in their faith.

Empower the Called

By serving with professionalism, cultural sensitivity, and excellence while helping every guest feel seen, supported, and connected.

POSITIONS

Spanish Interpreter

Provides simultaneous interpretation of sermons, prayer, and other portions of the service through the church's interpretation system using Listen Technologies devices.

Help Desk Volunteer

Welcomes Spanish-speaking guests, checks out interpreter devices, assists first-time users, answers questions, and manages device check-in.

RESPONSIBILITIES

As a Spanish Interpreter Ministry volunteer, you are responsible for:

- Providing simultaneous interpretation during services.
- Accurately communicating the speaker's intended message.
- Remaining neutral and objective while interpreting.
- Maintaining professionalism throughout the service.
- Assisting Spanish-speaking guests with interpretation devices.
- Creating a welcoming and supportive environment for every guest.

INTERPRETATION GUIDELINES

Simultaneous Interpretation

Word of Life Church provides simultaneous interpretation using:

- Live sermon audio feed
- Interpreter headset
- Radio transmission
- Listen Technologies interpretation devices

Interpreters communicate the message in real time while the speaker is speaking.

Best Practices

- Wear headphones to hear the speaker clearly.
- Maintain a steady pace.
- Avoid interrupting the flow of the sermon or prayer.
- Adjust the headset and microphone before the service.
- Turn on the microphone and speak clearly.

EXPECTATIONS

Accuracy

Translate the intended meaning of the message while remaining faithful to the original content, particularly with theological concepts and Scripture.

Use a thought-for-thought translation approach.

Neutrality

Your responsibility is to communicate the speaker's message.

Do not:

- Add commentary.
- Alter the message.
- Emphasize or soften the message based on personal beliefs.

Tone & Voice

- Match the speaker's tone.
- Match the speaker's voice inflection during sermons and prayer.

Listening

Remain attentive to both the speaker and the congregation in order to communicate clearly.

Sensitivity

During prayer, remain respectful of the personal nature of the moment.

Professionalism

- Remain respectful and objective.

- Avoid personal conversations while interpreting.
- Maintain conduct appropriate for the church setting.

PREPARING FOR SERVICE

Before serving:

- Review sermon notes if provided.
- Review Scripture references.
- Familiarize yourself with church-specific vocabulary.
- Bring a digital Bible (Bible App) for Scripture references during the sermon.

Note: Sermon notes from Pastor Joel may not be available until late Saturday evening. When available, printed copies will be placed at the interpreter desk.

HANDLING CHALLENGING SITUATIONS

Technical Interruptions

If technical difficulties occur or the sermon is interrupted:

- Remain calm.
- Resume interpreting when appropriate.

Complex Concepts

Some theological concepts may be difficult to translate.

Do your best to communicate the intended meaning using a thought-for-thought approach. Simplified language may be requested when necessary.

HELP DESK RESPONSIBILITIES

Welcoming Guests

Our goal is to help every Spanish-speaking guest feel seen, supported, and valued from the moment they arrive.

Remember:

- Greet every guest warmly.
- Recognize that visiting a new church can be intimidating.
- Be patient, kind, and proactive in offering assistance.

Interpreter Device Check-Out

When issuing interpretation devices:

- Ask for the guest's name or phone number.
- Enter the information into the check-in iPad.
- Assign the device number.
- Explain how the interpretation device works.

- Assist first-time users as needed.

First-Time Guests

If a guest is using an interpretation device for the first time:

- Have them complete the First-Time Spanish Device Check-In form.
- Assist them with the form if needed.
- This information will allow for faster future check-ins.

CHURCH VOCABULARY

Sermons & Prayer

- Predicación — Preaching
- Sermón — Sermon
- Texto bíblico — Bible text
- Oración — Prayer
- Padre Nuestro — The Lord's Prayer
- Petición de oración — Prayer Request
- Bendición — Blessing

Worship

- Alabanza — Praise
- Adoración — Worship
- Coro — Choir

Bible Study

- Estudio bíblico — Bible Study
- Versículo — Verse
- Capítulo — Chapter
- Antiguo Testamento — Old Testament
- Nuevo Testamento — New Testament

Christian Doctrine

- Salvación — Salvation
- Redención — Redemption
- Fe — Faith
- Gracia — Grace
- Amor de Dios — God's Love
- Espíritu Santo — Holy Spirit
- Trinidad — Trinity
- Iglesia — Church

Help Desk Phrases

- Buenos días — Good morning
- ¿En qué te puedo ayudar? — How can I help you?
- ¿Necesitas audífonos? — Do you need earbuds?
- ¿Es tu primera vez en Word of Life? — Is it your first time at Word of Life?

WINS

The Spanish Interpreter Ministry wins when:

- Spanish-speaking guests fully understand the message being communicated.
- Interpretation remains accurate, clear, and faithful to the speaker's intended meaning.
- Every guest feels welcomed, supported, and valued.
- Language barriers are removed so people can fully participate in worship, prayer, and the teaching of God's Word.
- The ministry helps fulfill the mission of Word of Life Church by making the Gospel accessible to all.

SPECIAL NEEDS MINISTRY TEAM

VISION

We want every person of every ability to be welcome, supported, and empowered to fully engage in ministry. We do this by equipping volunteers, supporting families, and providing individualized care, so every person can encounter Jesus in a safe, loving, and inclusive environment. This happens through direct care for individuals and families, and through adaptive curriculum lessons. We want to serve them and help them fulfill their purpose in the church.

MISSION

We partner with families to help every individual know:

- God MADE them
- God LOVES them
- They BELONG
- They have so much to GIVE
- They were made to GROW in relationship with God and man

GOAL

To ensure everyone affected by disability or special needs can participate in church services and ministry opportunities with confidence and support. We create meaningful experiences through trained volunteers, intentional care, and strong partnerships with caregivers, so individuals can grow spiritually and connect in community.

Serving in the Special Needs Ministry at Word of Life supports our church values:

- GO - Opportunities to participate in special needs events in the community.
- GROW - Training as a skilled special needs volunteer. Learn more about God from sharing His Word, and from those you are serving.
- CONNECT - Growing in relationship with God and others.
- PARTNER - Opportunities as a church to pray and give towards special needs projects.
- SERVE - Giving of your time to serve individuals and families affected by disability.

YOUR PURPOSE

Help individuals experience God's love through patience, encouragement, kindness, and consistent care while sharing/contextualizing the message of the Gospel in a way they can understand. Instill a love for God and the body of Christ; His church; and a desire to live a life pleasing to God, who is loving, merciful, and kind towards His children.

SERVE OPPORTUNITIES

BUDDY SERVE TEAM

PURPOSE

- Provide one-on-one or small-group support for individuals with special needs within their regular ministry environment.
- Cultivate healthy relationships with caregivers.

TIME COMMITMENT

Buddy Team or Classroom Support Team: 1 hour and 40 minutes.

- 30 minutes before service
- 1 hour during service
- 10 minutes after service

AGE REQUIREMENT

- 18 years of age or older

THE WIN

Your buddy feels loved, safe, and like they belong.

CLASSROOM SUPPORT SERVE TEAM

PURPOSE

- Serve team members who contribute to the overall classroom dynamic on their assigned team, and provide support to the Buddy team volunteers. Examples include: bathroom trips, behavioral support, and individual needs.
- Assists the Buddy Team volunteers in transitions or changes, and helps maintain a comfortable environment for individuals with special needs.

TIME COMMITMENT

Buddy Team or Classroom Support Team: 1 hour and 40 minutes.

- 30 minutes before service
- 1 hour during service
- 10 minutes after service

AGE REQUIREMENT

- 18 years of age or older

THE WIN

Every Buddy Team volunteer feels backed up, never alone.

SAFETY & EMERGENCY PROCEDURES

Safety comes first, always. If you are ever unsure what to do, ask a ministry leader, team coach/service leader, or a classroom support team member before acting.

SAFETY POLICY

- If serving in Next Gen: Every child's name tag is matched to a parent-identification number.
- Every serve team member is screened with an interview and background check.
- Every hallway is monitored by security personnel.

INDIVIDUAL CARE INFORMATION

- Before each shift, review the individual's care profile: allergies, medical conditions, dietary restrictions, sensory triggers, communication style, and calming strategies that work for them.
- Care profiles are typically completed at intake and kept on file for the volunteer team to reference before each service.

BEHAVIORAL SUPPORT

- Most behaviors are communication, not defiance. Before responding, consider what the individual may be seeking: attention, a break from a demand, a preferred item or activity, or a sensory need.
- Use a calm, quiet voice and simple, consistent language.
- Offer a sensory break, fidget, or comfort item before a situation escalates.
- Give space, and calmly move others away from the area if needed.
- Never use physical restraint. If a behavior escalates beyond what you're equipped to handle, signal a Ministry Department Head, a Team Leader, or a Classroom Support

Team member immediately.

- After your shift, briefly note what happened so the next volunteer is prepared and patterns can be tracked.

TWO-ADULT AND RESTROOM GUIDELINES

- No volunteer (above 18 years old) should ever be alone with an individual in a closed room. Keep doors open, or serve in pairs.
- For restroom trips, use the “one-foot-in, one-foot-out” approach: stand in the doorway to monitor rather than entering a stall.
- Match volunteer gender to the individual’s for any restroom or personal care assistance whenever possible.
- If an individual needs a level of personal care beyond what a volunteer should provide, contact the parent or guardian.
- This ensures safety and maintains accountability.

MEDICAL EMERGENCY

- Stay with the individual. Do not leave them unattended.
- Send another volunteer to get help immediately rather than leaving yourself.
- Provide only basic first aid you’re trained for, and wait for trained help for anything beyond that.
- Note what happened, what time, and what was done, for the incident report.

EVACUATION PROCEDURE

- Know your classroom’s nearest exit before your shift begins.
- Take the individual care binder or roster with you if it’s within reach.
- Assist any individual who needs help with mobility. Never use an elevator during a fire evacuation.
- Proceed calmly to the designated outdoor meeting point and wait for a headcount.

INCIDENT REPORTING

- Every injury, behavioral incident, or safety concern should be documented before you leave, even if it seems minor.
- A blank incident report should be available in every classroom.

- Report to your team lead the same day, and file the written report per Word of Life's process.

Report to: list name, phone number and email of the ministry team leader

BEFORE YOU SERVE

A few things every volunteer should know before their first shift:

- Who to contact with questions: list name, phone number and email of the ministry team leader.
- Required training:
 - Interview with ministry leader, background check: renewed every 1-3 years
 - A short orientation covering the ministry's mission and safety policies
 - Two shadow shifts alongside an experienced volunteer before serving solo
 - Behavior-support / de-escalation training, ideally within the first few months

SERVE TEAM GUIDELINES

ARRIVAL TIME

Serve Team Members are to arrive 30 minutes prior to service for the team huddle.

SERVE TEAM CHECK-IN

Serve Team Members are required to check in and wear their security sticker when serving.

ATTEND ONE/SERVE ONE

We would like for you to commit to attend one service and serve one service. It is very important, as you serve, that you also attend a service each week with Pastor Joel. We must stay full of the Word so we can continue to give out.

CHILDCARE AS YOU ATTEND ONE/SERVE ONE

We do offer our KidsLife services for your child as you attend one and serve one.

Please let our Children's Check-In know that your child will be attending one or more services.

BE A TEAM PLAYER

Stay flexible and supportive when change happens. When serving in Next Gen (LittleLife, KidsLife, or Momentum) there may be occasions when you will be asked to move to another room, age group, or task you do not prefer. "Blessed are the flexible, for they will not get bent out of shape." Note: When serving in Next Gen Serve Team Members will not be placed in the same room as their own children so we can best serve all of our families.

FOOD AND DRINK

Eating and drinking should be limited to the serve team break room during serving times.

SERVING POSITION

Please stay in your serve position until your service leader dismisses you. We want to make sure that your position is staffed so we can better serve our families.

ATTIRE

Please be aware of your appearance so that you present a positive and welcoming impression. When serving in Next Gen we ask you to wear your serve T-shirt that we provide when you are scheduled to serve.

SERVE TEAM SCHEDULING AND COMMUNICATION GUIDELINES

CCB is our church community site for our church membership profiles, tithes and offering, as well as departmental scheduling. This is our primary means of communication. Please respond to schedule requests via email. Text messages will also be sent as reminders. This allows leadership to know in advance that we are adequately prepared to serve our families for upcoming worship services and/or special events.

RESPONDING TO SCHEDULE REQUESTS

- Serve Team Members will receive their monthly schedule by the 15th of each month for the upcoming month. If you do not currently have an email address, we will assist you with setting up a free email account.
- Please respond for each date(s) you are scheduled to serve by clicking

ACCEPT (that you will be there to serve) or DECLINE and leave a note explaining why you are unable to serve on this specific date.

- If you decline, your scheduler may contact you and ask if you can serve on another weekend. Responding to CCB helps us to staff our department so we can serve our families better.

BLOCK-OUT DATES

- You can block out all family birthdays, anniversaries, vacation plans, etc., on your personal profile at any time.

- Look for the edit profile, then locate the button that reads “Block-out Dates” and click on it to block out the dates you are not available to serve.
- Please type in a reason for your absence before you click on the “decline” button. This will inform our Lead Team you are still on the serve rotation and they can find a replacement for this specific date.

EMERGENCY NOTICE

When possible, we ask for a 24-hour notice. Please contact the Scheduler or Service

Leader via text message or DM in GroupMe.

CONFIDENTIALITY STATEMENT

As a member of the Special Needs Serve Team, I understand that I may come into contact with personal information about individuals and their families that could be sensitive and should be kept confidential. I agree to keep all information I might encounter about an individual's health, behavior, disabilities, and related matters confidential and only disclose it to the

Special Needs or Next Gen staff and leaders who need to know. I agree that I will uphold this confidentiality statement whether or not I continue to be a member of the Special Needs

Serve Team, in order to protect the families and children who attend Word of Life Church.

Printed First & Last Name _____

Signature _____

Date _____

USHER TEAM

VISION

Serving on the Usher Team supports our values of SERVE and CONNECT and is an extension of Word of Life Church.

MISSION

At Word of Life Church, our mission is to Reach the Lost, Disciple the Found, and Empower the called. That means no matter where you are in your spiritual journey, we want to walk with you, and we want you to walk with us as we all follow Jesus and participate with God in changing the world. Our mission starts with YOU!

POSITIONS

Usher

Welcomes guests from the sanctuary doors to their seats while creating a friendly and distraction-free environment.

Service Leader

Responsible for:

- Checking the sanctuary for trash and lost items before the next service.
- Reporting attendance counts directly to Pastor Luke Spencer.
- Reporting hands raised directly to Pastor Luke Spencer.
- Completing serve team check-in on the LEAD app.

RESPONSIBILITIES

- Welcome guests from the sanctuary doors to their seats.
- Remove all doubt about where to sit and where to go once inside the sanctuary.
- Guide guests to available seating with ease.
- Assist with Communion Sundays by monitoring Communion baskets and placing slim trash cans outside sanctuary doors following worship.
- Help maintain a clean and welcoming sanctuary environment between services.

EXPECTATIONS

Smile

Smiling immediately creates a friendly atmosphere!

Arrive on Time

The huddle begins 30 minutes before the start of each service at the Welcome Desk.

Wear Your Welcome Badge

You are set apart already, but this makes you easily identifiable to new guests.

Follow the Dress Code

Wear clean, modest clothing with no distracting words, phrases, or lengths.

Focus on Our Guests

Avoid huddling with friends while at your post so you are available to welcome guests and answer questions.

Be Active

You do not have to stand stagnant. Wave to our guests, participate in worship at your post, or do whatever feels right for you.

Guide Our Guests

Once a guest walks through the sanctuary doors, the Usher Team's goal is to get the guest to a seat with ease.

COMMUNICATIONS

- Attendance counts are reported directly to Pastor Luke Spencer.
- Hands raised are reported directly to Pastor Luke Spencer.
- Serve team attendance is checked in through the LEAD app.

OPPORTUNITIES

Sunday Morning Services

The usher team at Word of Life Church is a collective of friendly, courteous, and high-energy individuals who continue to welcome our guests from the sanctuary doors to their seats inside the sanctuary.

Sanctuary Posts

Each aisle of the sanctuary has an usher post. The sanctuary is divided into sections so that each usher is responsible for one section. This process is the same for both upstairs and downstairs at the Lakeland Campus.

Serve Times

The usher's serve time begins shortly after the huddle and lasts until worship is complete. Once worship has concluded, two ushers remain at the main sanctuary doors to guide people to available seats.

Communion Sundays

Communion baskets are placed at each sanctuary entrance (6 first-floor doors, 2 staircases, and 3 upstairs doors), along with two additional baskets inside the sanctuary. At the conclusion of worship, the usher team places slim trash cans outside the sanctuary doors for members and guests to dispose of their communion elements.

LEADERSHIP

Usher Department Head
Pastor Luke Spencer

Service Leader

The Service Leader oversees the usher team during each service and is responsible for sanctuary readiness, reporting attendance and hands raised, and completing serve team check-in on the LEAD app.

ATTIRE

- Wear your Welcome Badge.
- Clean, modest clothing.
- Clothing should not contain distracting words, phrases, or lengths.

WINS

Our win is creating a welcoming and distraction-free environment where every guest feels seen, valued, and confidently guided from the moment they enter the sanctuary. By helping people find a seat with ease, we remove barriers so they can focus on worship and hearing God's Word.

DEPARTMENT-SPECIFIC INFORMATION

Sanctuary Coverage

Each usher is assigned to a specific section of the sanctuary to ensure every guest receives assistance.

Guest Experience

The usher team's role begins the moment guests enter the sanctuary and continues until everyone has been comfortably seated.

Worship

Remain engaged during worship while staying attentive to guests who may arrive late or need assistance.

Communion

On Communion Sundays, ushers assist by monitoring communion stations and placing disposal containers outside the sanctuary after worship.

WORSHIP TEAM

VISION

To empower each team member to use their God-given gifts and to help connect people to God through worship. Our desire is for our church to be a worshipping church, where people respond to the presence of God as we lead them in worship.

Serving on the Worship Team supports our values of SERVE and CONNECT and is an extension of Word of Life Church.

MISSION

The Worship Ministry exists to support the mission of Word of Life Church by:

Reach the Lost

By creating worship experiences that help remove distractions and create opportunities for people to encounter Jesus and respond to the Gospel.

Disciple the Found

By leading people into deeper intimacy with God through worship, prayer, and the teaching of spiritual disciplines.

Empower the Called

By equipping and developing musicians and vocalists to steward their gifts with excellence and use them to serve the local church and advance the Kingdom.

POSITIONS

Global Worship Pastor

Provides spiritual leadership for all Worship Pastors, vision for the collective campuses, and oversight for the entire Worship Ministry.

Worship Pastor

Provides spiritual leadership on a campus level, enforces the vision from the Senior Pastor / Global Worship Pastor, and oversight for the Worship Team.

Music Director

Provides musical leadership, arrangement oversight, musician direction.

Vocalists

Lead the congregation in worship through vocal leadership and engagement.

Musicians

Support worship experiences through instrumental excellence and musical leadership.

Worship Interns and Developing Musicians

Serve in training and development roles while growing in skill and leadership.

RESPONSIBILITIES

Global Worship Pastor

- Cast vision for the ministry.
- Shepherd and disciple Worship Pastors.
- Maintain spiritual health for global worship teams.

Worship Pastor

- Leads campus worship team members.
- Provides direction for services and rehearsals.
- Maintain spiritual health and culture within the team.

Music Director

- Help coordinate musical arrangements.
- Provide musical coaching and direction.
- Ensure musical excellence during services.

Vocalists

- Learn all assigned songs, harmonies, and vocal arrangements.
- Lead with authenticity and engagement.
- Support the worship leader and team dynamics and exhortation.

Musicians

- Learn assigned parts prior to rehearsal.
- Arrive prepared and ready for rehearsal and services.
- Maintain proficiency on assigned instruments.
- Remain flexible to support multiple musical needs.

All Worship Team Members

- Participate in rehearsals and sound checks.
- Attend team huddles and prayer times.
- Prepare spiritually and musically for services.
- Serve with humility and excellence.

EXPECTATIONS

Grow Spiritually

- Spend time daily in God's Word and prayer.
- Prioritize personal spiritual growth.

- Maintain a healthy relationship with God outside of platform ministry.
- Remain actively engaged in church life and discipleship.

Be Humble

- Maintain a teachable spirit.
- Receive correction and feedback with grace.
- Serve the team rather than seeking personal recognition.
- Pursue excellence while remaining servant-hearted.

Be Flexible

- Adapt to song changes, schedule adjustments, and ministry needs.
- Be willing to serve in different capacities when necessary.
- Develop proficiency in multiple skills when possible.

Be Prepared

- Learn all music and arrangements before rehearsal.
- Review resources provided through Planning Center.
- Communicate needs or missing resources early.

Be Professional

- Arrive on time and prepared.
- Give full attention during rehearsals and services.
- Respect leadership direction and service flow.
- Demonstrate excellence in attitude, preparation, and execution.

COMMUNICATIONS

- Planning Center Online (PCO) serves as the primary communication and scheduling platform.
- Team members receive invitations through email and text notifications.
- Team members are expected to respond within two days of receiving scheduling requests.
- Block-out dates should be entered in advance whenever possible.
- PCO contains rehearsal tracks, vocal assignments, charts, multitracks, and service information.

AGE REQUIREMENTS

- Must be at least 16 years of age
- Specific age requirements may vary by position and services

OPPORTUNITIES AVAILABLE

- Sanctuary Sunday services
- Healing School
- MMTM

- Pulse
- Revival Services
- Holiday Productions
- Special Services

LEADERSHIP

Global Worship Pastor

Provides overall pastoral oversight of campus worship ministry.

Worship Pastor

Provides spiritual and ministry leadership for the worship department.

Music Director

Provides musical leadership and band direction.

ATTIRE

The goal of the Worship Team dress code is unity, excellence, and minimizing distractions so attention remains on Jesus rather than the platform.

General Guidelines

- Avoid distracting colors, patterns, graphics, or designs.
- Clothing should be modest, professional, and platform-appropriate.
- WOLC-branded apparel is permitted.
- Clothing should support movement and comfort while maintaining excellence.

Men's Guidelines

- No shorts.
- No flip-flops.
- No sleeveless shirts.
- Ripped jeans are permitted only at the knee.
- No shirts with graphics or writing unless they are WOLC merchandise.

Women's Guidelines

- No shorts.
- No flip-flops.
- Sleeveless or off-the-shoulder tops should be paired with a jacket or cover layer.
- Ripped jeans are permitted only at the knee.
- No shirts with graphics or writing unless they are WOLC merchandise.

WINS

The Worship Ministry wins when:

- People encounter the presence of God.
- The congregation actively participates in worship rather than observing it.
- Team members are growing spiritually, personally, and musically.
- Excellence removes distractions rather than drawing attention to itself.
- Worship leaders become disciples who make disciples.
- The platform reflects humility, unity, and servant leadership.

DEPARTMENT-SPECIFIC INFORMATION

Worship Nights

- Held periodically for the entire Worship Team.
- Include community building, prayer, worship, and team development.
- Attendance is encouraged.

Sunday Prayer

- Sunday morning prayer begins at 8:00 AM.
- Team members are encouraged to participate in covering the services in prayer.

Rehearsals

- Thursday rehearsals begin at 6:00 PM.
- Rehearsal attendance is required for scheduled services.
- Rehearsals are intended to refine what was already learned individually at home.

Sound Check

- Sound check begins with a team huddle and prayer.
- Team members should arrive early enough to prepare equipment and be ready by call time.
- Punctuality is essential to ensure smooth service execution.

Call Times

- Sunday worship team call time is 7 AM.
- Worship team prayer begins at 8 AM.

Childcare

- Childcare is not provided during rehearsals unless otherwise communicated by leadership.

Core Values of the Worship Ministry

- Presence over performance.
- Excellence over perfection.
- Unity over individuality.
- Preparation before participation.
- Humility over the platform.
- Worship as a lifestyle, not an event.

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

FIRST-TIME GIFTS

Below is a description along with an image to show the gifts given to our guests. These gifts may vary based on the campus.

FIRST-TIME GUESTS

Each First Time Guest who fills out the form at the Welcome Desk receives the following gift: Word of Life T-Shirt, Word of Life Pen, Word of Life Sticker, Welcome Card, and Invite Card.



BROUGHT A FIRST-TIME GUEST GIFT

We love celebrating those who invite others to experience Word of Life. As a small token of our appreciation, anyone who brings a first-time guest receives a card that can be redeemed at our cafe for a free specialty drink. This simple gesture allows us to say “thank you” while reinforcing a culture of invitation throughout our church.

KIDSLIFE FIRST-TIME GUESTS

Each child who attends our KidsLife service for the first time receives the following gift: a branded coloring book with crayons, Play-Doh, bubbles, candy, and a Connection Card.



MMTM YOUTH FIRST-TIME GUEST GIFT

All students in grades 6–12 who attend a Momentum service for the first time receive the following gift: MMTM T-shirt



STEWARDSHIP GIFT

All First-Time Donors receive a letter from our Senior Pastors and a copy of our giving book, Why Give.



MASTER SOFTWARE LIST

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IGNITE LIFE
WORD OF LIFE CHURCH CONFERENCE

FINANCIAL

- Pushpay: Giving platform used by the church for members to submit tithes and offerings.
- Dime: Accounting company used to outsource accounting and reporting to. Word of Life outsources our monthly financial reporting and accounts payable to Dime.
- QuickBooks: Church financial accounting software used in tandem with Dime to view real-time financial information and reporting as needed.
- Bill.com: Accounts payable software used in tandem with Dime that tracks accounts payable and allows for management approvals of large amount bills and houses necessary documentation for vendors.
- Paycom: Payroll software used for staff to clock in and clock out. Through Paycom, the financial department processes biweekly payroll.
- Nexonia: Credit card receipt reconciliation software. Used by each department to upload receipts for the financial department to track expenditures.

ASSIMILATIONS

- Church Community Builder (CCB): A church software system that holds the membership database, organizes systems and processes and manages and schedules volunteer teams.

WORSHIP/PRODUCTION

- Planning Center (PCO): Provides the basic flow of services, including information about who is speaking, special segments, and setlist. Essential for scheduling the serve team.
- Adobe Photoshop, Illustrator, InDesign: Software used to design graphics and edit photos.
- Adobe Premiere, After Effects, DaVinci Resolve: Video editing software used to create social media content and announcement videos.
- Visual Studio Code, Visual Studio, PyCharm: Programming/coding software used to make in-house software for production & web design needs.
- Logic Pro X: Software for editing podcasts, voiceover recording, and audio mixing.
- Allen & Heath dLive Consoles & MixRacks: Live audio consoles used for all main sanctuaries at broadcast and satellite campuses.
- Allen & Heath SQ5 Consoles: Live audio consoles for “secondary” spaces at campuses (e.g., classrooms, youth rooms, kids’ spaces, etc.).
- Allen & Heath ME-1: Personal mixers used for band and singers.
- Shure ULXD4Q + SM58/SE v7 Capsules: Wireless microphones for singers and speakers.
- Shure PSM500: Wireless in-ear monitoring for singers.
- Dante/Dante Virtual Soundcard: Audio-over-network infrastructure that is the backbone of our audio system. This gives the ability to multitrack record 64 channels of audio on a computer through a single network cable, route audio from a computer to any audio console easily, and route audio from any console to any amplifier.
- Adamson/Venueflex PA: Speakers in the main auditorium at central campus.

- Spotify: Platform for streaming music throughout the building for environmental purposes.
- grandMA3 on PC with Command Wing: Console for programming and operation of in-service lighting.
- ProPresenter 7 (macOS): Presentation software used for displaying lyrics and message notes in-room and online.
- ProVideoPlayer: Software for video playback of announcement videos, LED wall backgrounds, and message illustration videos.
- Resi: Turnkey hardware & software solution for satellite campus message streaming as well as online streaming.
- Resolume: VJ & media server software used for playback of any timecoded media.
- Sony HXCFB75 & Canon C100: Cameras used for main sanctuary IMAG and live stream.
- Ross Carbonite: Video switchers used at our broadcast location (Carbonite Plus 2ME) and satellite campuses (Carbonite Solo).
- Ross NK: Video routing and distribution that is the backbone of the video system at all campuses.
- Christie Digital Projection / Odeon LED Walls: Primary IMAG projectors and LED walls in main sanctuary.
- Dropbox: File sharing and file sync for all production computers across campuses. Used for sharing media files that are updated on a weekly basis.
- TeamViewer: Remote screen-sharing software that is installed on all production computers on all campuses. It gives the ability to screen share to any production computer at any time to assist in any troubleshooting or training needs.
- Extreme x440: Network switches for production at all campuses.
- Green Go: Intercoms used to communicate between stations (video director to cameras, lighting to stage) and campus to campus.
- Denon 900R: Schedule-driven raw audio recording of speaker preaching for use in post-production such as podcasting. Records 2 Channel, and is Dante-enabled. Accessible over network for ease of schedule programming (record triggering by Date/Time) and obtaining recording files from anywhere. Also used to record rehearsal recordings for use by the worship team. Auto-uploads files to FTP server for extra redundancy and ease of obtaining files through your computer's file browser (e.g., Finder, etc.).
- Website: Hosting by SiteGround. We use WordPress with Avada theme along with custom programming and our own custom plugins, such as syncing our giving projects with Pushpay.
- Subsplash iOS/Android App: Service that provides a custom iOS and Android app specific to Word of Life. We use Subsplash for app presentation of media such as series video and audio as well as general church information pages that pull from pages on our website.
- Blubrry: Website plugin and software used as a hosting provider to publish on the church website and gain podcast analytics from.
- JotForm: Form software solution used for all member forms. Has integrations to Google Sheets and Mailchimp.

NEXT GEN

- ProPresenter: Software used to run service screens for announcements, worship, and message in our services.
- Mailchimp: Software used to create and send emails to parents and other members of the church of kids ministry communications.
- Orange: Curriculum used for teaching in main areas and small groups.
- Church Community Builder (CCB): A church software system that holds the membership database, organizes systems and processes and manages and schedules volunteer teams.
- Canva: Design software used for quick design needs for the department.
- Spotify: Platform for streaming music throughout the building for environmental purposes.
- EZ Text: Software used to create and send mass text messages to members.
- Focus Mission: Software used for mission trip registration and trip payments for youth camps and events.
- Square: Financial software used for fundraisers and selling merchandise items.

CREATIVE

- Extreme Summit x440-G2: AV network switches for production at all campuses.
- Allen & Heath DLive Consoles & Mixracks: Live audio consoles used for all main sanctuaries at broadcast and satellite locations.
- Allen & Heath SQ5 Consoles: Live audio consoles for “secondary” spaces at campuses (e.g., classrooms, youth rooms, kids’ spaces, etc.).
- Allen & Heath ME-1: Personal mixers used for band and singers.
- Shure ULXD4Q + SM58/SE v7 Capsules: Wireless microphones for singers and speakers.
- Shure PSM500: Wireless in-ear monitoring for singers.
- Dante/Dante Virtual Soundcard: Audio over network infrastructure that is the backbone of our audio system. This gives the ability to multitrack record 64 channels of audio on a computer through a single network cable, route audio from a computer to any audio console easily, and route audio from any console to any amplifier.
- Adamson/Venueflex PA: Speakers in main auditorium at central campus.
- Denon 900R: Schedule driven raw audio recording of speaker preaching for use in post-production such as Podcasting. Records 2 Channel, and is Dante enabled. Accessible over network for ease of schedule programming (record triggering by Date/Time) and obtaining recording files from anywhere. Also used to record rehearsal recordings for use by the worship team. Auto-uploads files to FTP server for extra-redundancy and ease of obtaining files through your computer’s file browser (i.e. Finder, etc).
- Spotify: Platform for streaming music throughout the building for environmental purposes.
- GrandMA3 on PC with Command Wing: Console for programming and operation of in-service lighting.

- ProPresenter 7 (macOS): Presentation software used for displaying lyrics and message notes in-room and online.
- ProVideoPlayer: Software for video playback of announcement videos, LED wall backgrounds, and message illustration videos.
- Resi: Turnkey hardware & software solution for multisite message streaming as well as online streaming.
- Resolume: VJ & media server software used for playback of any timecoded media.
- Sony HXCFB75 & Canon C100/C200: Cameras used for main sanctuary IMAG and live stream.
- Ross Carbonite: Video switchers used at our broadcast location (carbonite plus 2ME) and satellite campuses (carbonite solo).
- Ross NK: Video routing and distribution that is the backbone of the video system at all campuses.
- Digital Forecast Bridge X-TS Mini Troubleshooter Multi-Platform A/V Signal Converter: Battery-operated SDI and HDMI monitor/signal generator to assist with troubleshooting general video issues.
- Christie Digital Projection / Odeon LED Walls: Primary IMAG projectors and LED walls in main sanctuary.
- Dropbox: File sharing and file sync for all production computers across campuses. Used for sharing media files that are updated on a weekly basis.
- Teamviewer: Remote screen sharing software that is installed on all production computers on all campuses. It gives the ability to screen share to any production computer at any time to assist in any troubleshooting or training needs.
- Claude/Grok: AI tools to assist with programming, problem-solving, and general troubleshooting.
- Planning Center (PCO): Provides the basic flow of services, including information about who is speaking, special segments, and setlist. Essential for scheduling the serve team.
- Adobe Photoshop, Illustrator, InDesign, Canva: Software used to design graphics and edit photos.
- Adobe Premiere, After Effects, Davinci Resolve: Video editing software used to create social media content and announcement videos.
- Visual Studio Code, Visual Studio, Pycharm: Programming/coding software used to make in-house software for production and web design needs.
- Logic Pro X: Software for editing podcasts, voiceover recording, and audio mixing.
- Green Go: Intercoms used to communicate between stations (video director to cameras, lighting to stage) and campus to campus.
- Website: Hosting by Siteground. We use Wordpress with Avada theme along with custom programming and our own custom plugins, such as syncing our giving projects with Pushpay.
- Subsplash iOS/Android App: Service that provides a custom iOS and Android app specific to Word of Life. We use Subsplash for app presentation of media such as series video and audio as well as general church information pages that pull from pages on our website.

- StudioC: Our member engagement platform.

HUMAN RESOURCES

- HR Ministry Solutions: A subscription service used to seek legal counsel for church-specific situations.
- MyHRCounsel: A subscription service that covers all legal advice needed, not just church specific situations.
- ChurchSalary.com: Software used to gauge the fair market value of each position at our church. It enables us to specify the campus size, annual budget, and description duties and in turn, provides the appropriate job salary range.

GENERAL

- Monday.com: Online project management software used to manage all tasks by department and send in department requests to the creative team.
- Slack: Software used for internal communication within the organization. Used for communicating church updates, written communication across departments, general announcements, etc.

