

# ***SERVING TEAM GUIDE***

## *Shepherd's Gate* **FAMILY**



*WE EXIST TO  
IMPACT THE  
WORLD WITH  
THE LOVE OF  
JESUS.*

*WE WILL VALUE  
EVERY[ONE] WE MEET.*

*WE WILL INFLUENCE  
EVERY[WHERE] WE GO.*

*WE WILL LIVE  
GENEROUSLY WITH  
EVERY[THING] WE HAVE.*

# WELCOME

## Welcome to the Family Team guide!

We are so thankful that you are willing to share your time and talents with the families of SG. Your influence will make a difference in the lives of the families we serve. Most, if not all, of the information you need to know about serving in this area is included in this guide. The Family Team staff are delighted that you are part of what God is doing at Shepherd's Gate as we "impact the world with the love of Jesus."

**SIGN UP TO SERVE AT:**  
**[sgatechurch.org/servetoday](http://sgatechurch.org/servetoday)**

# HOW SERVING WORKS

1

## JOINING

Sign up on our website at [sgatechurch.org/servetoday](http://sgatechurch.org/servetoday). The area leader will then interview each potential new team member. New team members must have a background check completed and on file at church before volunteering. A 2:1 ratio must be in effect at all times for adults, kids and students while serving.

## SHADOWING

All potential new team members will shadow an experienced member in their desired position. The first month will be a trial period to ensure that you are serving in the area best suited to your gifts.

3

## SCHEDULING

Our team uses PCO (Planning Center Online) to schedule team members each month. One responsibility for team members is to “accept” or “decline” invitations to serve as quickly as possible. Another is to follow through when accepting a position or notify the lead contact as soon as a conflict arises. There is the capability to add block out dates for future dates volunteers are not available.

## EXPANDING

We encourage people to join our team. One responsibility of current team members is to be looking out for potential new team members. You can best share what you love about serving with your friends and family.

2

4

# FAMILY TEAM VALUES

SIGN UP TO SERVE AT:  
[sgatechurch.org/servetoday](http://sgatechurch.org/servetoday)



## IMPACTFUL LOVE

We exist to impact others with the love of Jesus and reflect God's love in what we say and do.



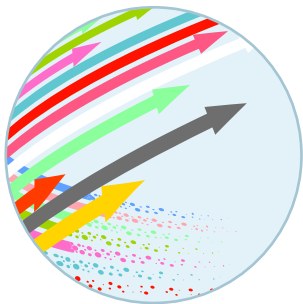
## VALUE

We value each kid and student for who they are, where they are, and how they choose to be involved.



## FAMILY

We are here to support caregivers as they raise & guide their kids & students. We focus on family-led, church-supported faith.



## GROWTH

**Explore, Engage, Expand & Extend**  
We focus on helping each person grow in their faith.



## REST/PLAY

We encourage team members to take breaks to remain refreshed and we encourage our volunteers to spend time together outside of their volunteer area.



## SERVE

God calls us to serve others. We focus on serving, not working. We offer opportunities for kids and students in our programs to serve others.

# F.A.Q.'S

frequently  
asked  
questions



## **How do I join the family team?**

Sign up at [sgatechurch.org/servetoday](http://sgatechurch.org/servetoday) and one of our team leaders will contact you.

## **How often can I serve?**

Some Student and Kid volunteer positions are weekly, while others are once or twice a month.

Family Event volunteer positions are based on the event (prep for an event or serve during the event).

## **What do I do if I am unable to volunteer at my scheduled time?**

Change your reply in PCO to decline as soon as possible. If it is a last-minute (less than 24 hours) cancellation, please text your area leader as well.

## **What do I do if I need to take a break or switch to a different team?**

We encourage Family Team Volunteers to speak to their area leader if they are feeling overwhelmed or feel they need to take a break for any reason. We want everyone to refresh their minds and souls before they pour into the next generation.

## **What is considered a family event?**

A special variety of events that take place once a year.

Examples:

- Bible Presentation
- Easter Family Event
- Summer Programming (SpringHill Camp)
- Christmas Family Event

.....  
“Have a heart that never hardens, and a temper that never tires  
and a touch that never hurts.” – CHARLES DICKENS  
.....

# FAMILY EVENTS

## SET UP/PREP WORK

### What they do:

Assemble kits, move tables and chairs, decorate rooms/spaces.

### When they do it:

As needed for individual events, some prep-work could take place as early as a couple of weeks prior to the event or the day of the event.

### How often:

As needed when events take place.

### You'll like it if:

You want to be involved in certain events or during small windows of time. You work well under pressure, can make changes quickly and/or you like decorating for parties and have an eye for placing things "just so."

## CLEAN-UP/TEAR DOWN

### What they do:

Clean up the room/space, put away any left-over supplies, and possibly help put away tables & chairs or take trash to the dumpster.

### When they do it:

As needed, immediately following the event.

### How often:

As needed when the event takes place.

### You'll like it if:

You like getting things back in their places; you like to socialize while working on a task, you like to stay behind the scenes.

## FOOD PREP

### What They Do:

Prepare food, help run the ovens in the kitchen, serve food, clean up any left-overs, and clean up the kitchen placing everything back in its proper place when the event is over.

### When They Do It:

Prior to event, on event days.

### How Often:

As needed for events.

### You'll Like It If:

You love being in the kitchen; you want to meet other people with a servant's heart who enjoy cooking/baking.

## TECH

### What They Do:

Turn on sound and light boards, man the sound board & lights during the event; turn off the sound/light equipment and put away after the event.

### When They Do It:

Prior to event, on event days.

### How Often

As needed for events.

### You'll Like It If:

You enjoy working with tech equipment behind the scenes.

## EVENT HOST/HOSTESS

### What They Do:

Greet families/participants arriving at the event, help them check in, provide any supplies and directions needed to start the event, check-in with participants to see how they are doing during the event. As participants leave, wish them a good day/week.

### When They Do It:

Before/during events.

### How Often

As needed as events take place.

### You'll Like It If:

You are the ultimate host/hostess and want all your guests to feel welcome and have a great time.

# STUDENTS

## SMALL GROUP LEADER

### What They Do:

Engage with students, making them feel valued; lead students in discussions about the message given at Student Night (questions provided), follow up with discussions or use devotionals/materials provided by Student Director for small group meeting night; encourage students in their faith.



# STUDENTS

continued

**When They Do It:**

Student Night Wednesdays and Small Group meeting times.

**How Often:**

2-4 times per month.

**You'll Like It If:**

You like to lead students/teens in discussion, want to help teens grow in their faith and like relationship building with the next generation.

## FIRST COMMUNION AND CONFIRMATION FAITH GUIDE

**What They Do:**

Engage with students to make them feel valued; lead students in discussions about the material covered at First Communion/Confirmation seminars. Help the students grow in relationships with one another.

**When They Do It:**

Attend Saturday Morning seminars and the Fall retreat.

**How Often:**

4 events a year.

**You'll Like It If:**

You like to lead students/teens in discussion, want to help teens grow in their faith and like relationship building with the next generation.

## FOOD TEAM

**What They Do:**

Prepare and serve a meal for all our students.

**When They Do It:**

Wednesday evenings and/or Sunday mornings.

**How Often:**

Once a month.

**You'll Like It If:**

Have the gift of hospitality and like behind-the-scenes work.

## PHOTOGRAPHER

**What They Do:**

Take videos and photos during Student Nights.

**When They Do It:**

Wednesday evenings.

**How Often:**

1-3 times a month.

**You'll Like It If:**

You have an eye for photography and like to creatively capture moments in time.

## STUDENT WORSHIP TEAM

**What They Do:**

Lead students in worship.

**When They Do It:**

Wednesday evenings.

**How Often:**

1-2 times a month.

**You'll Like It If:**

You love music, working with a team of musicians and like being on stage.

## GAME SUPERVISOR

**What They Do:**

Setup and lead large group games for students.

**When They Do It:**

Wednesday evenings.

**How Often:**

1-3 times a month.

**You'll Like It If:**

You like planning and playing games, having fun, and a little bit of chaos.

## WELCOME CENTER TEAM MEMBER

**What They Do:**

Greet all students, ensure they are checked in and welcome first-time students.

**When They Do It:**

Wednesday evenings.

**How Often:**

1-3 times a month.

**You'll Like It If:**

You enjoy making others feel welcome the instant they walk through the door. You can sense when someone needs a little extra guidance.

# KIDS (K - 6th Grade)

## ADULT LEADER

### What They Do:

All leaders will supervise the classroom, guide small groups through activities, bond with your kids & communicate with their parents. Some leaders will present the message to the large group, plan and run games or lead special events.

### When They Do It:

Sunday mornings, Wednesday nights and/or special events.

### How Often:

Every week that SG Kids gathers on Sundays or Wednesdays.

### You'll Like It If:

You love sharing Jesus with kids, like to have fun, interact well with this age range, don't mind a little bit of chaos.

## TEEN LEADER

### What They Do:

Guide your small group through learning & activities. Connect with kids in your group & communicate with their parents. Participate in games and activities.

### When They Do It:

Sunday mornings or Wednesday nights.

### How Often:

Twice per month or every week that SG Kids gather.

### You'll Like It If:

You enjoy interacting with kids, can easily include kids in your group, can guide kids through games, crafts or songs.

## SAFETY

### What They Do:

Greet kids at check-in, monitor the hallway, check parent's and kid's tags at pick-up.

### When They Do It:

Sunday mornings or Wednesday nights.

### How Often:

Twice per month or every week that SG Kids gather.

### You'll Like It If:

You enjoy greeting people who walk through our doors, can multitask, and have the ability to monitor the Kids area to keep everyone safe.

## SPECIAL BUDDY

### What They Do:

Partner with one kid with sensitivities, assist them with participation & movement between activities & rooms.

### When They Do It:

Sunday mornings or Wednesday nights.

### How Often:

Weekly, so that you can build a rapport with your special buddy.

### You'll Like It If:

You enjoy one-on-one time with our friends who have special needs or just need a little more assistance moving from room to room and engaging in activities.

## TECH

### What They Do:

Operate the sound board and Pro Presenter to display images and videos.

### When They Do It:

Sunday mornings or Wednesday nights.

### How Often:

Once a month or every week.

### You'll Like It If:

You enjoy being in the background making things flow well and are a little tech-savvy.

## CHECK-IN

### What They Do:

Set up the check-in computers, greet families as they arrive, trouble-shoot and fix any issues that arise during the check-in process, assist new families with registration.

### When They Do It:

Each time SG Kids gather on Sunday mornings or Wednesday evenings.

### How Often:

Options range from weekly to once a month.

### You'll Like It If:

You have a knack for making sure processes are efficient and move quickly without feeling rushed. You are always on time and making people feel welcome makes you smile.



# NURSERY (Birth-PreK)

## NURSERY VOLUNTEER

### What They Do:

Assist with check-in and play with, sing to, feed, comfort and encourage kids.

### When They Do It:

Options include Sunday mornings, Wednesday mornings and evenings, Thursday mornings and evenings and other times as needed.

### How Often:

Once or twice per month or every week.

### You'll Like It If:

You love spending time with Little Ones, enjoy interacting with them, feel drawn to calm them when they are upset and want to share God's love with them.

## PRE-K ADULT VOLUNTEER

### What They Do:

All volunteers will supervise the classroom, guide your small group through learning and activities, bond with your kids and communicate with their parents. Some volunteers will present the message to the large group or plan activities.

### When They Do It:

Sunday mornings when SG Kids gather.

### How Often:

Every week.

### You'll Like It If:

You love sharing Jesus with young kids, like to be a kid and have fun, interact well with this age range, don't mind a little bit of chaos, and are reliable.

## PRE-K TEEN VOLUNTEER

### What They Do:

All volunteers will guide your small group through learning and activities, connect with your kids and communicate with their parents, join the games and play-time before and after the lesson. Some volunteers will act out lessons for the large group.

### When They Do It:

Sunday mornings when SG Kids gather.

### How Often:

Every week.

### You'll Like It If:

You like to be a kid and have fun, enjoy interacting with young kids, can easily include kids in your group, can guide kids through games, crafts or songs.

**SIGN UP TO SERVE AT:** [sgatechurch.org/servetoday](http://sgatechurch.org/servetoday) .....

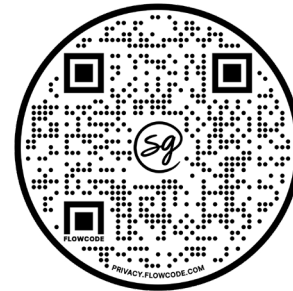
— Proverbs 22:6 —

Train up a child in the way he should go;  
even when he is old he will not depart from it.

HOW DO I SIGN-UP TO SERVE?



**VISIT OUR WEBSITE AT**  
**[sgatechurch.org/servetoday](http://sgatechurch.org/servetoday)**



*Shepherd's Gate*

**HAVE QUESTIONS?**

**WE'VE GOT ANSWERS!**

**EMAIL [family@sgatechurch.org](mailto:family@sgatechurch.org)**