

North Creek Presbyterian Church
Ministry Manual

Rev. Kurt Helmcke
5/9/2011

North Creek Presbyterian Church

Ministry Manual

Foundations.....	3
Psalm 1:1-3 (Theme Scripture).....	3
Statement of Purpose.....	3
Equipping God’s people for gift-based ministry.....	5
Equipping Meetings.....	6
Ministry Teams	8
Requirements for a functional ministry team.....	9
Team Ministry Definitions	9
Ministry Team Authority & Limitations	9
Definitive Pastoral Guidance	11
Relationship of Authority between Ministry Team and Program Director.....	11
Procedures.....	17
Meeting Agenda – REVISE 2011	17
Ministry Team Minutes	19
Financial Information for Ministry Chairpersons	21
Annual Reporting & Planning.....	22
New Ministry Process.....	24
Event Planning Process.....	25
Policies	30
Helpful Hints & Suggestions	32

FOUNDATIONS

God's Calling to North Creek Presbyterian Church

PSALM 1:1-3 (THEME SCRIPTURE)

Happy are those who do not follow the advice of the wicked, or take the path that sinners tread, or sit in the seat of scoffers;

But his delight is in the law of the Lord, and on his law he meditates day and night.

They are like trees planted by streams of water, which yield their fruit in its season, and their leaves do not wither. In all that they do, they prosper.

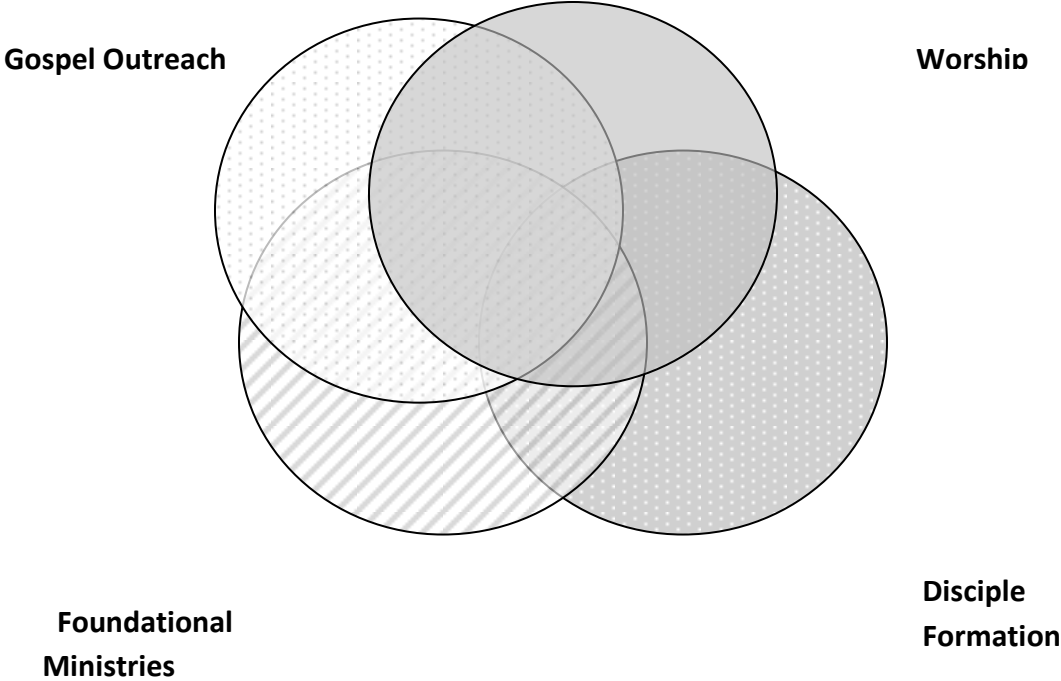
STATEMENT OF PURPOSE

We are called as God's people to know the loving, risen Christ and, through the power of the Holy Spirit, make Him known to a lost and hurting world.

WORKING PURPOSE

North Creek Presbyterian Church is a disciple-making community where people begin and continue the ongoing process of trusting in, learning from and loving like Jesus.

FOUR STRATEGIC MINISTRY AREAS (2007)



The manner of ministry at North Creek Presbyterian Church

BIBLICAL FOUNDATION FOR CHURCH LEADERSHIP : EPHESIANS 4:11-12

“And He (Christ) gave some as apostles, and some as prophets, and some as evangelists, and some as pastors and teachers, for the equipping of the saints for the work of service, to the building up of the body of Christ.”

THE EQUIPPING ELDER

In an equipping church, leaders equip servants to serve the Lord and build up the body of Christ. Session members are encouraged to be equipping leaders who love and empower the people they lead.

GIFT-BASED MINISTRY VALUE

Gift-based ministry is a value that permeates every aspect of ministry at NCPC. It is not one program among many, but a value of all ministry programs.

A 7-POINT STRATEGY FOR EQUIPPING GIFT-BASED MINISTRY

1. Discovery sessions (Network Classes)
 - Personal
 - Passion, Spiritual Gifts, Personal style
 - Organizational
 - God's design for the church, God's design for each one's contribution
2. Consultation (Network Classes)
 - Connecting the gifts and call of God's people with the need and ministry opportunities of the church.
3. Training equipping leaders
 - Utilizing *Experiencing Leadership* (Don Cousins & Bruce Bugbee),
 - Leaders are trained to engage effectively in the following:
4. Calling servers to ministry positions
5. Connecting servers into fruitful, cooperative ministry
6. Coaching servers with acts of encouragement
7. Changing servers into their next area of fruitful service

MINISTRY ROLES FOR AN EQUIPPING STRATEGY (P. 42 IN *LEADERSHIFT APPLICATION GUIDE*)

- Board Protected
 - Responsible to preserve the unity and purity of the church
 - Responsible to pursue the accomplishment of God's mission for the church
- Staff Led
 - Responsible to equip with authority and decisiveness
- Congregation Serving
 - Using a gift-based, passion-driven, style-sensitive service to others
- World Served
 - They find God in and through the body of Christ as the recipients of service

Required Leadership Text:

Experiencing LeaderShift, Application Guide (Don Cousins & Bruce Bugbee, 2008)

EQUIPPING MEETINGS

THE HEART OF MINISTRY SUPPORT AT NCPC

pastors equip elders;

elders equip ministry team leaders;

ministry team leaders equip team members

1. Mutual Responsibility

- The Equippee (the one being equipped)...
 - Takes initiative to set up regular meeting
 - Brings agenda (better if emailed in advance)
 - Prepares to discuss equipping relationships & plan
 - Takes notes
- The Equipper (the one doing the equipping)...
 - Communicates availability for regular meeting
 - Brings scripture focus
 - Adds items to discussion after equippee agenda has been discussed

- Takes notes
- Initiates discussion of joys/concerns and closing prayer

2. Equipping Meeting Outline

- Start with Scripture
 - Spiritually-discerned by equipper or use monthly suggestion
- Focus on Relationships
 - Check-in on equipping relationships (if equipping an equipper)
 - Evaluate this equipping relationship
- Discuss Ministry Tasks & Issues
 - Start with equippee agenda, move to equipper agenda
 - Summarize adjustments to equipping plan
- Spend Time in Prayer
 - Discuss personal & ministry joys & concerns

3. Accountability for Equipping Leaders

- Achieved through regular assessment of...
 - Competence: How are they doing in their ministry?
 - Commitment: How are they feeling about their ministry?
- Utilize observation & strategic questions
 - Prepare questions beforehand
 - Summarize answers, responses, observations following meeting
 - Look for CARE principles + Communication
 - **CALLING** – Are they using MPDs and actively following a strategy to invite people to their ministry?
 - Look for: completed MPDs for open or new positions; a ministry invitation strategy
 - **ASSIMILATING** – Are they team-building and training their people?
 - Look for: team member role clarity; orientation & training strategy; group-building aspect of meetings.
 - **RETAINING** – Are they actively appreciating and providing meaningful feedback to their people?
 - Look for: good communication patterns; regular & well-rounded meetings; feedback/evaluation strategy.
 - **EXITING** – Are they helping their people to know how to leave the ministry on good terms?

- Look for: term of service awareness; regular assessment strategy; carefrontation & transition skills.
 - **COMMUNICATION** – Are they sharing strategic & timely information with their people and others in ministry at NCPC?
 - Look for: regular, timely ministry team agendas & reports; regular communication with equipper; effective plan for communicating ministry goals & programs to congregation.
- Utilize Assessment Tools
- Apply Situational Leadership

MINISTRY TEAMS

The church of Jesus Christ is a unique organization. Unlike others its primary purpose is NOT to serve its members. Its purpose is to grow and equip its members to serve others. Ministry Teams make that happen.

The ministry team is one of the most important, productive elements in a church. Whether you are serving as a chair or as a member of a ministry team, you face the challenge of getting involved in doing God’s work at North Creek, in our community, or around the world.

While God will ultimately determine a ministry’s value, your contribution and participation on the team will certainly contribute to the quality of the fruit it bears. If you participate, get involved and encourage others on the team to do likewise, the team will be successful. Energy and enthusiasm are contagious.

Ministry teams are the method through which the work of the church is accomplished. They focus the talents and energy of our members and friends and allow them to do God’s work in the church, the community and the world. Ministry team work allows each individual the opportunity to **participate** actively and effectively in the life of the church. Only through such participation can we “make Christ known to a lost and hurting world.”

The work and the decisions made by the ministry team have a direct impact on the decisions made by the Session. The time and energy you put into your work on the ministry team will have a great influence on the direction North Creek takes. Thank you for your commitment to God’s work through North Creek Presbyterian Church.

REQUIREMENTS FOR A FUNCTIONAL MINISTRY TEAM

- Has a purpose statement
- Has a Ministry Team Operational Plan for the ministry that reflects the North Creek Long Range Plan
- Reports its progress on a monthly basis with a succinct (page or less) statement of Accomplishments, Upcoming plans and Concerns/Issues
- Meets on a regular basis
- Upholds each member of the Ministry Team in prayer
- Has a chairperson
- Identifies its budget to Session and operates within that budget
- Seeks, welcomes and encourages new members
- Experiences moderate turn-over
- Recognizes and utilizes each person's spiritual gifts, passions and styles
- Calls, Assimilates, Retains and Exits members as indicated in CARE Leadership

TEAM MINISTRY DEFINITIONS

MINISTRY TEAM

- Ongoing
- Reports directly to Session
- Leadership
 - Equipped by session elder
 - Trained through the LeaderShift course

ACTION TEAM

- Ongoing
- Reports to a ministry team (a "sub-team" of a ministry team)
- Leadership
 - Equipped by ministry team leader/chair
 - Trained through the LeaderShift course

TASK FORCE

- Short-term
- Focused on the accomplishment of a stated task
- Reports to the group that commissioned the task force

MINISTRY TEAM AUTHORITY & LIMITATIONS

Ministry Teams are empowered by the Session to envision, plan and implement the mission of the Church, with the following limitations:

1. Limitations Based on Higher Authorities
 - Scripture
 - Book of Confessions
 - Book of Order
 - Mission Statement of Church
 - Long Range Plan (should a current plan exist)
 - Annual Goals and Objectives as passed down from the Session

2. Fiscal Limitations
 - Stay within budget constraints.
 - Do not spend more than 1/6 of any one line item or \$_____, whichever is greater, in any one month except with prior approval of _____.
 - Do not raise additional funds without approval from the Finance Team at least 3 months prior to the event.

3. Program Limitations
 - Do not plan programs or make decisions in areas clearly within the purview of other Ministry Teams.
 - Consult with other Ministry Teams where ambiguity exists or where cooperation is called for.

4. Calendar Limitations
 - All dates determined by Ministry Teams are provisional until cleared with master calendar managed by the staff.

5. Staff Limitations
 - Any use of the staff must first be cleared with the Pastor, Head of Staff.
 - All staff members are supervised only by the Head of Staff, on behalf of the Session and its Personnel Ministry Team.
 - When a Program Director is employed by the Session, all program development, implementation, and communication in that ministry area is under the authority of the Program Director.

6. Process Limitations
 - No new ministries will be conducted without prior approval from the Session through its New Ministry Process.

DEFINITIVE PASTORAL GUIDANCE RELATIONSHIP OF AUTHORITY BETWEEN MINISTRY TEAM AND PROGRAM DIRECTOR

PART I

MINISTRY TEAMS DEFINED

At North Creek Presbyterian Church, the Ministry Teams are empowered to envision, plan, and implement the mission of the Church, subject to clear limitations:¹

1. Higher authority
(e.g. Scripture, Book of Order, Session Long-Range Plan)
2. Fiscal policy
(e.g. staying within budget constraints)
3. Program area
(e.g. making decisions in areas within the purview of other Ministry Teams)
4. Calendar
(e.g. dates determined are provisional until cleared with master calendar)
5. Church Staff
(e.g. any use of staff must be cleared with the pastor as Head of Staff)
6. New Ministry process
(e.g. no new ministries without prior approval of session)

This Definitive Guidance adds two specific provision to North Creek's policy of Staff Limitations on Ministry Team authority. Material to be added:

- All staff members are supervised only by the Pastor, Head of Staff, on behalf of the Session and its Personnel Ministry Team.
- When a Program Director is employed by the Session, all program development, implementation, and communication in that ministry area is under the authority of the Program Director.

Description. When a particular ministry team oversees an area in which the session determines the need for the services of a person hired to the role of Program Director, the program is now under the authority of the Program Director. This authority is attached to clear responsibility defined by a job description and to a process of accountability through the staff supervision

¹ See NCPC Session Handbook, page 3.3, "Limiting the Authority of the Ministry Teams"

structure overseen by the Head of Staff, which in turn is accountable to the Session through the Personnel Ministry Team. The ministry team retains authority in Spiritual Community (of the ministry team), Resources, and Vision; the Program Director serves in an advisory capacity in these areas and is considered the primary resource person for the ministry team. The Program Director retains authority in the area of Program Management (direction, implementation, communication); the ministry team serves in an advisory capacity for the Director's programmatic authority.

PART II

MAJOR TASK AREAS FOR MINISTRY TEAMS (SEE FIGURE 1)

Spiritual Community: Prayer, Equipping, Team-building

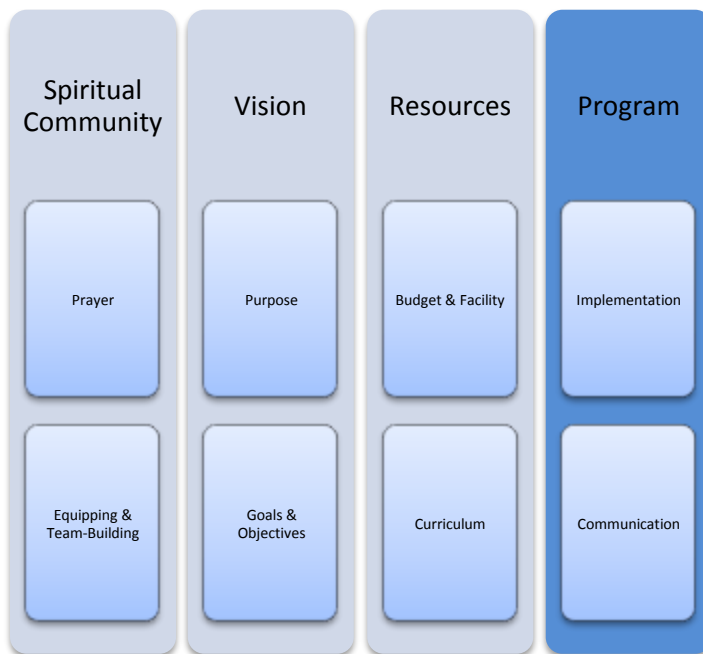
Resources: Budget & Facility, Curriculum

Vision: Ministry Goals & Objectives, Policies & Procedures

Program: Implementation & Communication

[This area shifts to the authority of the Program Director when one is hired by Session]

FIGURE 1



This information is gathered from North Creek Presbyterian Church's statement of the characteristics of a functional ministry team.¹

CHARACTERISTICS OF A FUNCTIONAL & FAITHFUL MINISTRY TEAM (REVISED, 6/16/10)

- Meets on regular basis and reports progress monthly
- Has a Purpose Statement & Operational Plan reflecting NCPC long range plan
- Identifies its requested budget to session and operates within the session-approved budget
- Seeks, welcomes and encourages new members of the team; experiences moderate turnover
- Upholds each member of the Ministry Team in prayer
- Recognizes and utilizes each persons' spiritual gifts, passions, and styles
- Follows equipping principles where servants are called, connected, coached and changed
- Has an identified chairperson who is responsible for alignment with these characteristics

THE ROLE OF CHAIRPERSONS

- *Chairpersons Equip and Represent a Team.* The Ministry Team is the official entity of mission below Session. Persons serving as chairpersons of ministry teams have their authority by virtue of the team they equip and represent. The chairperson facilitates group discussion so that the team discerns common understanding; the chairperson then communicates this common understanding on behalf of the team, and brings communication to the team for its consideration.
- *Chairpersons are Points of Contact with, not Substitutes for, the Team.* In the case of church staff who relate to ministry teams, the relationship is considered to be between the staff person and the ministry team. The chairperson is often the point of contact for this relationship, but should not be considered a substitute in place of the team.
- *Chairpersons Serve with Authority within the Ministry Team, Except Where Limitations are placed on Ministry Team Authority by Session Policy.* When a Program Director serves in the area of ministry of a Ministry Team, the chair continues to moderate and equip the team with authority with the exception of program management/leadership, which is under the authority of the Program Director.

MANAGING THE RELATIONSHIP BETWEEN THE PROGRAM DIRECTOR AND THE MINISTRY TEAM

Conditioned by the Spirit of Christ. The relationship is based upon a mutual commitment to Christian relationship virtues as reflected in the teaching of Galatians 5:22-23 on the fruit of the Spirit. When the Spirit's relationship virtues are not followed, the path of biblical repentance and reconciliation is required.

Fundamental Director/Team Connection is Retained. When speaking to the chairperson, the Director should speak as if to all the members of the Team. When speaking to the Director, the chairperson should represent the corporate understanding of the Team.

Alignment Tools are Utilized. The following tools have been developed to help the alignment between Ministry Team and Program Director authority. [See Figure 2]

1. Job Description Formation
 - Developed by Ministry Team. Advised and received by Personnel Ministry Team. Approval required by Session.
2. Job Description Revision
 - Initiated by Ministry Team and/or Employment Supervisor. Advised and received by Personnel Ministry Team. Approval required by Session.
3. Staff Supervision & Evaluation Process
 - Ministry Team-developed Job Description is primary evaluative tool used by supervisor. Ministry Team members included in annual evaluation process conducted by supervisor for Personnel Team of Session. Administered by Personnel Committee of Session.
4. Program Director Quarterly Work Plan
 - Developed by Director based on Job Description responsibilities. Submitted to and Approved by staff supervisor. Communicated to Ministry Team by Director. Received as information by Ministry Team. Discussed in collegial conversation.
5. Program Director Regular Update to Ministry Team
 - Developed by Director to update Ministry Team members of actions taken and plans made, offered at every regular meeting of Ministry Team. Received as information by Ministry Team. Discussed in collegial conversation.

FIGURE 2



ALIGNMENT APPEAL PROCESS

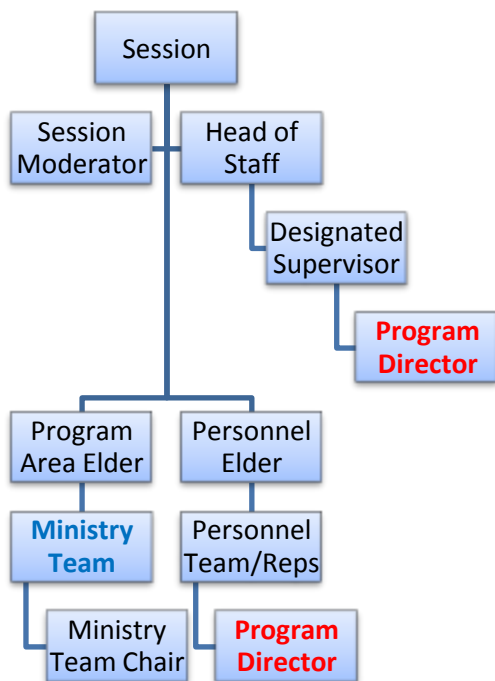
- Communicate in Ministry Team meeting
- Response offered after mutual prayer and reasonable discernment period
- Appeal to Employment Supervisor
- Supervisor meets with all parties, moderates discussion, issues a judgment based on stated divisions of responsibility in North Creek policy statements
- Supervisor decision is approved or adjusted by Head of Staff. Head of Staff decision is final, accountable to Session

APPENDIX

SESSION ORGANIZATIONAL CHART, AS IT APPLIES TO THE ISSUE AT HAND

The Program Director is under the supervision of the Personnel Team of Session, equipped by the Personnel elder, utilizing the process of staff supervision led by the Pastor as Head of Staff. Neither the Program Area Elder nor the Ministry Team Chair are in this line of supervision. The connection between

these positions and the Program Director is collegial (i.e. not hierarchically-determined), subject to the statements contained in this document.



PROCEDURES

MEETING AGENDA – REVISE 2011

Integrated Agenda and Report Form

Ministry Team name: _____

Date of Meeting: _____

Team Roster Update

Name	Position	E-mail	Term Ends	Present? (X)

Agenda Suggestions – Distribute to team members at least 24 hours prior to meeting. Team members bring their own printed copy to the meeting. The purpose of an agenda is to communicate clearly to team members what will take place at the meeting.

PART 1 – OPENING (5 MIN.): THREE PURPOSE-DRIVEN QUESTIONS

WHAT IS THE PURPOSE OF NORTH CREEK PRESBYTERIAN CHURCH? *We are called as God's people to know the loving risen Christ and, through the power of the Holy Spirit, make Him known to a lost and hurting world.*

WHY HAS GOD CALLED US TOGETHER AS A MINISTRY TEAM? *(Add ministry essence statement here)*

WHAT DOES GOD HAVE TO SAY TO US AS WE GATHER? *Read scripture passage: (Suggested scripture is included in monthly leadership update)*

PART 2 – MEETING TASKS

Assign time values based on team & meeting purpose. The four areas are a guideline for balanced team interaction. (Leadership C.A.R.E WORKBOOK, p. 56)

TEAM-BUILDING

- Team building exercises
Example: Sharing question – “what is one way you’ve used one of your spiritual gifts in ministry?” (if you can’t think of an answer, try this question: “What is one way you’d like to use one of your spiritual gifts in ministry?”)

LEARNING

- Learning exercises (ministry training, Network review, in-depth Bible study, etc.)
Example: Teach your group the content on page 56 in your Leadership C.A.R.E. Workbook. Develop your own team’s pie chart

DOING

- Hands-on ministry activities
Utilize if it applies to your team

DECIDING

- Items for discussion and decision
This is the traditional part of the agenda: reports & old/new business

PART 3 – CLOSING (5 MIN.): THREE EVALUATION QUESTIONS

1. What have we accomplished?
2. Is everyone clear on their responsibilities?
3. What were you hoping would happen at our meeting that didn’t end up happening

PART 4 - REPORTING

- The team is led in a closing prayer.
- Report Requirements – Add report notes to agenda in bold print, save as filename+ ***“Report,” distribute via email to team members, copy to equipping elder and church*** office. Complete within 48 hours of meeting.

Example of Reporting Notes added to agenda:

MINISTRY TEAM MINUTES

*“We, who are many, are one body in Christ, and individually we are members one of another.”
Romans 12:5*

Writing up and sharing meeting minutes is one of the ways we love one another and share ministry in the body of Christ. Ministry team minutes are an accurate record of the actions taken by each team. They are submitted to the church office after each meeting to communicate to the rest of the body of Christ what God is doing in our midst. Only ministry teams and session-commissioned task forces are required to submit minutes, although any ministry team may require the submission of minutes from the action team(s) it oversees.

Writing Your Minutes

Title: _____ (*Ministry Team Name*)

Date: _____

Attendance:

List names of those present & absent

Approval of Minutes:

Text: “Minutes of the meeting on _____ were approved/amended.”

Ministry Team Actions:

Record team decisions

Session Action Items:

- Record motions for session approval
- Brief description of noteworthy discussions (if necessary)
- Name of person submitting minutes, date of submission

Turning In Your Minutes

- Put minutes in Word Document, with filename referencing team name, month, & year.
 - *If you don't have MS Word, use the WordPad in the Accessories folder of MS Windows.*
- Send as an attachment to the church office church@northcreekpres.org.
 - *Your minutes will be filed electronically in the church office in a cumulative folder for your ministry team and a monthly folder with other ministry team meeting minutes in a given month.*
- Send to all members of the ministry team.

Ministry Team Report

In order to foster communication between the Session and the Ministry and mission teams, the Session requests that the following information be reported after every meeting or once a month. It is not necessary to use this form as long as we receive the information. It may be submitted by e-mail to church@northcreekpres.org

DATE:

TEAM NAME:

1. What is the status of ongoing activities? Are you accomplishing your objectives?
2. What resources or help do you need from other Ministry Teams or Session?
3. Are there any new objectives or activities we need to know about?
4. Contact person _____ E-mail _____
phone # _____

If there are any issues that require our attention or if you would like to have an elder attend a meeting please contact any elder in your Impact Area (see list below)

FINANCIAL INFORMATION FOR MINISTRY CHAIRPERSONS

Updated 6/2008

BUDGET REQUESTS

- Budget requests are signed by the chairperson of a ministry, however if they are unavailable or there is no chair, the equipping elder may sign the request.
- Please check your folder for budget requests at least twice a month (preferably weekly).
- Place the signed requests in the folder marked “Cathy Ellis” located near the front of the top drawer in the Library filing cabinet.

LINE ITEM BUDGETS

A copy of your ministries line item budget is placed in your Library folder once a month.

If you are making a purchase and do not have adequate funds from the appropriate line item:

- *You may choose to use money from another line item*
- Do not “hide” purchases in the wrong line item
- You must keep accurate track of actual line item purchases (so at the end of the year you will know what allocation changes need to be made for the next years budget request)

The important outcome is that the total budget for your ministry is accurately accounted for and that the total budget spent remains within budget.

RESTRICTED FUNDS

- If you have Restricted Funds that are designated for specific items that you are purchasing, you must use the Restricted Funds first then your normal line item for the purchase.
- Example: If someone has donated money to a Restricted Fund for the purpose of Worship and Arts purchasing Sanctuary candles, the Restricted Funds would need to be used then the “regular” line item funds would be used.
- If you have a Restricted Fund it is important to honor the person(s) making the donation by using the designated funds to make the requested purchase in a timely manner.

QUESTIONS

If you have questions about a Restricted Fund or other financial matters, please contact Cathy Ellis at the church office (425) 743-2386 x17. The financial information is not available from her home so please only call her at the church office.

- Latest monthly activity statements and restricted account information is found in your Library folder.
- The Library folder is a source of communication and where the office staff puts important updates, please check it weekly.
- FURFS and Check Requests are located in a folder in the top drawer of the filing cabinet.
- Cathy Ellis has a file at the front of the top drawer to return signed check requests.

ANNUAL REPORTING & PLANNING

OBJECTIVES FOR MINISTRY

This form is intended to capture the specific objectives of Ministry Teams, Action Teams and Task Forces in service at NCPC.

1. Name of the Ministry Team, Action Team or Task Force
2. Purpose statement of the Ministry
3. Identify the principle contacts for this ministry.
 - Chair person – a member of NCPC accountable to Session for the ongoing successful operation of the ministry
 - Other members of the team (there must be at least 2 members of any team - attach extra page if necessary)

OBJECTIVES FOR 20__		
MINISTRY TEAM:		
Objectives (identify all areas ministry intends to address this year)	Measure of success (e.g. completion date)	Impact Area and Strategic Initiative addressed

Note that these objectives may be revised at any time by request of the ministry team(attach additional page(s) as necessary)

SUPPORT REQUIRED		
Ministry Team:		
Support required	Date Required	Foundational Ministry(see list below)

NEW MINISTRY PROCESS

Purpose: This package contains material intended to facilitate the determination of objectives for Ministry Teams, Action Teams and Task Forces at North Creek Presbyterian Church. Action Teams are groups of people focused on one objective or mission and tend to be long term, such as the Merida **Mission Team**: Task Forces are groups set up for a specific short term goal such as a church fellowship function. A Ministry Team is as described in the following pages.

Directions for Use: Review the entire contents of this package and then complete the 2 page form “Objectives for Ministry at NCPC.”

Distribution: Available upon request from a Session member, and the NCPC office.

Process Limitation: No new ministries will be conducted prior to approval from the Session.

A 3-STAGE PROCESS

- Proposal (“proposed new ministries”)
- Development (“developing new ministries”)
- Active (“approved, active ministries”)

1. The Proposal Stage

- Submit NEW MINISTRY PROPOSAL form.
- Session will consider at their monthly meeting proposals received in the church office by the 10th of the month. Proposals received after this date will be considered at the following month’s Session meeting.
- Advance copies of proposal will be forwarded for recommendations to the following leaders in the area of closest affinity:
 - Pastor
 - Elder
 - Current ministry team leaders
- Guided by recommendations, Session will take one of three actions:
 - Approve to enter Development Stage (indicating name and contact number of equipper).
 - Refer to _____ Ministry Team (indicating the name & contact number of the team leader).
 - Respectfully decline (“not in the field of vision for NCPC at this time”).
- If approved in principle and not directed to an existing ministry team, the new ministry will proceed to the Development Stage.

2. The Development Stage

- New ministries remain in this stage until the following requirements are met:
 - A leader is identified and begins Leadership CARE training.
 - The equipper guides this leader in two areas:
 - Completing the NCPC OBJECTIVES PACKAGE
 - Team building (minimum 2 team members with MPDs)
- Leadership CARE instructor and Equipper must recommend to Session that the ministry be approved to enter the Active Stage.
- Session takes action recorded in minutes. Ministry moves to Active Stage.

3. The Active Stage

- Ministry is now a full-fledged ministry of NCPC.
- NCPC ministry lists & communication tools (website, etc.) are updated accordingly.

RECOMMENDATIONS:

1. Develop one-page document fully explaining the 3-stage process, attach to New Ministry Proposal form, make available on website and in church office.
2. Add to Session meetings a status report listing the ministries at each stage in the process followed by action items. (note similarity to preparation for ministry process)

EVENT PLANNING PROCESS

Whether you have been assigned to a Task Force or a Ministry Leader planning an event, this packet is designed to help focus your energy and maximize the resources available to you.

PRELIMINARY PLANNING:

The earliest stage of event planning should begin 6—12 months in advance for adequate planning, promotion and to acquire necessary support. In this stage you will need to create a vision and call a team together. By the end of this stage your team will be able to communicate clearly the vision of your event to NCPC leadership, staff and the congregation. In pre-planning you should:

- Be clear about the purpose of the event
- Identify your intended audience and determine a realistic expectation of attendance
- Consider potential dates, times and location
- Determine financial resources

- Research what other ministries will be effected by your event
- Begin to develop an effective promotional campaign

FINANCIAL INFORMATION:

- Know your budget and account number
- Determine which elder or chairperson will sign for reimbursements
- Check Request/Reimbursement forms are available in the church office and library
- Check Request/Reimbursement forms need to be signed by elder or chair and include receipt before being submitted to the Finance Manager's box in the church office (include the account number)
- Check Requests/Reimbursement forms need to be submitted at least 1 week in advance for payment
- If your event is a fundraiser, submit a blue Fundraiser Form to the Finance Team for consideration/approval 2 months in advance for consideration. These forms are located in the office or on the website

ROOM REQUEST:

Before you meet with the administrative assistant to request rooms consider the following:

- Facility needs
- Estimated attendance
- Date and time of event—be flexible and have alternative dates
- Kitchen usage
- Determine equipment needs
- Consider additional dates or time for rehearsals, setup and take down that you may need
- All room requests for meetings require a FURF to be submitted 1 week in advance to ensure availability

FACILITY USE REQUEST (FURF)

- Contact the Office Supervisor to determine the availability of room(s)
- Inquire about other events near yours for possible negative impact on participation and/or volunteers

- Submit a Facility Use Request Form (FURF) (available in the office or on the NCPC website under “Downloads”) to secure your date and reserve your meeting dates
- Consult with the Lead Custodian for the following information:
 - Entry codes and lock up procedures
 - Room set up logistics (occupancy restrictions)
 - Table and chair availability
 - Kitchen usage (dishwasher, ovens etc)
 - Location of paper products and coffee supplies
 - Maintenance staff support during event
 - Set up and clean up requirements

CONSULTING WITH YOUTH DIRECTOR AND/OR NURSERY COORDINATOR:

These staff member possesses unique knowledge of the effects that events have on programs that they are responsible for. They will share their insights on the impact your event may have on their programs and how partnering early on will be beneficial to everyone involved. Keep in mind:

- Consult with the Childcare Coordinator for children from birth to 2 years old and children over age 2 who would need care during your event.
- Childcare may be available for your Tuesday or Wednesday evening event. For all other events consult with Childcare Coordinator.
- When childcare is provided registration is required 2 weeks in advance to determine staffing needs
- Consult with the Youth Director if the youth program will be affected or for possible ways the youth may be involved in your event

COMMUNICATION SUPPORT:

- Send brief News and Notes information to the Office Assistant by Wednesday before Sunday’s publication, include the dates of printing
- Send brief information for CONNECTIONS, email newsletter, to the Office Assistant by Wednesday morning prior to newsletter being sent out.
- For slide shown before worship services or on the kiosk, send dates, times, basic event information and graphic to the Office Supervisor one week in advance of showing
- For Insert approval consult with the Office Supervisor on timing and quantity of distribution
- Design assistance is available for your promotions from the Office Supervisor

- Materials needing printing, cutting and/or stuffing must arrive in the church office two weeks in advance
- Vendor information for postcards, and other promotional materials is available from the Office Supervisor

SUPPORT MINISTRIES:

AUDIO/VISUAL:

- Contact the A/V team leader at least one month prior to event date
- Know your basic needs or ask for suggestions
- You may be provided with a A/V team member list for you to contact for event support

USHERS:

- 1. Contact the head usher(s) one month in advance for Sunday events that will alter seating arrangements or require additional ushers

HOSPITALITY:

- Contact the hospitality chair person if Sunday's welcome room or after second service coffee will be affected
- Check with donut sales/coffee hour if your event will take its place or alter their ordering or set up (special recognition cakes etc)

COMMUNICATIONS AT NCPC WAYS TO GET THE WORD OUT ABOUT YOUR EVENT

BULLETIN ANNOUNCEMENTS:

- Due to the Office Assistant by 10:00am Wednesday prior to the Sunday you want it published.
- A brief announcement with one sentence that is informational and one that is motivational, then the facts including time, date, place, a contact name and one phone number. Submit in an e-mail or a Word document along with the dates you want your announcement to run—an announcement may be requested to run for two consecutive weeks

CONNECTION – WEEKLY EMAIL:

- Due to the Office Assistant by 10:00 am Wednesday prior to the Thursday publication
- For events beginning following Sunday
- Purpose is to inform not to recruit support or volunteers
- Basic info needed: What, When, Where, etc.
- Must have a contact person and/or information for registration
- Link to the website if possible

WEBSITE:

One person from a ministry team is responsible for sending content to the Web Editor (by default that person is the ministry chair if no one else is identified to fill the role).

Submit at least four days prior to hoped-for posting

Input forms for content are hidden and assessable only by login.

TABLE IN FELLOWSHIP HALL:

- Request made to Office Assistant by Wednesday at 10:00.
- There needs to be an announcement in bulletin telling people about the table in the Fellowship Hall.
- Person needed to “staff” the table and provide printed materials or answer questions

VERBAL ANNOUNCEMENT:

- Request made to Pastor or Office Supervisor via email by Wednesday at 10:00 AM
- Pastor’s discretion whether or not announcement is made (limit of 2 per worship service).
- Brief announcement referring people to a source of additional information, such as a person, meeting, or table in the Fellowship Hall. The announcement request and copy should be submitted via e-mail along with a complementing bulletin announcement entry.

KIOSK:

- Any North Creek ministry may display promotional material at the kiosk using the plastic brochure/information holders.
- All postings must be submitted for approval by the Office Supervisor or Assistant in the church office. Any postings without approval will be removed

KIOSK AND SANCTUARY SLIDESHOW:

- To have a slide created provide brief and basic information, an idea of the look you want submit to Office Supervisor Monday before the start date.
- These Microsoft PowerPoint or “jpeg” slides flash for only a short time, so the design should be simple and the copy large, clear, and brief for quick scanning
- Provide the media team (aka – me J) with an editable copy – either in Publisher or PowerPoint.

POLICIES

Master List of Church Policies

CHILDREN/NURSERY

- Childcare Provision Policy
- Childcare Provision Policy to Non-Affiliated Groups Using the Church
- Guidelines for Non-NCPC provided Childcare in Nursery/Childcare Rooms
- Playground Policy

COMMUNICATIONS

- Communications at NCPC

DEACONS

- Deacon Financial Request Protocol

FACILITIES

- Towards a Theology of Building
- Facility Use Policy and Procedure
- Kitchen Use and Cleaning Guidelines
- Office Alarm Policy
- Automated External Defibrillator (AED) Policies

SECURITY TEAM

- Door Security on Off Hours
- Suspicious and Confrontational Persons

FINANCE

- Program Budgeting Process

PERSONNEL

- Personnel Policy
- Sexual Misconduct

SESSION

- NCPC By-Laws

VAN

- Van Policies & Procedures

A notebook containing the above policies can be found in the church office as well as in the Library.

HELPFUL HINTS & SUGGESTIONS

ANNOUNCEMENTS AND PUBLICATIONS:

To help keep the congregation informed, please consider placing all upcoming events in the bulletin, on the Kiosk and in CONNECTIONS.

Bulletin: email Office Assistant by 10 AM of the previous Wednesday of the Sunday you want the announcement printed.

CONNECTIONS (weekly email): Include title of event, date, time, contact person's name and email address/ or phone number. Email jan@northcreekpres.org by 10 AM of the previous Wednesday you want the announcement sent. Emails go out Thursday evening for announcements beginning Sunday.

Verbal Announcement: exact wording to be emailed to leann@northcreekpres.org. This information should be present in bulletin as well (see above information). Announcement made at pastor's discretion

Kiosk: email leann@northcreekpres.org a Power Point slide to be placed on the Kiosk monitor.

Church Directory: available in the office, with updates after each New Member class.

Website: www.northcreekpres.org , email

Display Table: located in Fellowship Hall after services are to be used to display information or be used for event sign-ups. Email jan@northcreekpres.org to reserve a table – tables must be attended after each service

Building Use: For members, Ministry Teams or the general public wishing to use NCPC for a meeting or an event.

After Hours Entry: make arrangements with Office Supervisor, leann@northcreekpres.org

Rentals: contact LeAnn Venn, Office Supervisor, for information

Facility Use: see FURF instructions under the heading of Forms

Decorations or wall hangings: ask for a copy of the policy from the office.

Memorials: contact the church office, information will be passed to Diana Hunt.

Weddings: a wedding packet can be picked up in the church office and/or contact Diana Hunt.

FORMS:

There are a variety of forms to be used to help NCPC run smoothly. The forms listed below are mandatory for specific tasks or requests.

FURF: Facility Use Request Form must be submitted when requesting to use space at NCPC. This form is available on the website or from the office and must be returned to the office. You must use the room that is assigned to your meeting.

Check Request: to be used for reimbursement or to request a check for purchasing supplies for a ministry. This form is to be filled out by person requesting the check and it **MUST** be signed by a Ministry Team Chairperson or Elder. Submit Check Request (with receipt for reimbursement) to Cathy Ellis' mail box in the church office.

Deposit Form: Located in the church office in the cubicles, this form **MUST** be attached to money deposited into the safe.

Fundraiser Form: To be completed by a Ministry Team wanting to raise funds or charge a fee or produce sales. This type of activity **MUST** have approval from the Finance Team, they meet the 3rd Tuesday of each month. Plan ahead.

Sermon Copy Request: This form can be picked up in the church office or at the media desk on Sunday. Fill it out and return to the church office, you will be called when it is ready for pick up in the office or at the Information Center. A \$5.00 donation requested.

CLASSES:

There are classes offered periodically through the year. Some classes are one of a kind and some are quarterly. Call the church office for dates and times.

Network Discovery Course: designed to help you discover your passion for ministry, spiritual gifts and personal style.

New Member Class: This 12 hour class is offered fall, winter and spring.

Alpha Course: This is a 10-week introduction into the Christian Faith offered fall, and spring.
LeaderShift: Info to be supplied

Continuing Education: Presented by Stephen Ministers classes are offered every 2nd and 4th Tuesday of each month. Members and friends are always welcome!

SAFETY:

To assist people with injuries NCPC is equipped with the following:

First Aid Kits: Are located in the church office work room, behind the door; in the kitchen on the wall next to the roll up window; at the Information Center in the cabinet; and in the Nursery.

AED: The Automated Electronic Defibrillator is located at the Information Center. Staff members have been trained on its use. Additional training to be scheduled.

ADDITIONAL INFORMATION

Deacon: call the office to find your Deacon or check the list at the Information Center

Prayer Chain: Contact: Mary and Ron Wilmot at: maryroan@aol.com; Leona Burgess at leoburg@webtv.net, or call the church office.

Small Group Information: fill out Sunday Morning Registration, email or visit the website www.northcreekpres.org for info.

SUGGESTIONS FOR TEAM LEADERS

HONOR THE VOLUNTEERS

- Make sure each volunteer is clear on what they are being requested to do including time commitments and tasks. Once these are set, as a leader, honor their commitment by not adding more responsibility than agreed upon.
 - Designate someone to keep accurate records of all the people assisting with the event. Thanking the volunteers is an essential part of completing an event.
-

COMMUNICATE CHANGES

- Designate a person to be the communication liaison with all sub-groups.
- When the plan changes contact each sub-group of your team with the change.
- If you have recruited the help of a specialized team, possibly for meal preparation or special music, consult with them early about the possibility and logistics of change.
- Please include the office staff when changes are going to affect dates, times or locations of an event. Major changes may require a new FURF be submitted.

SUPPORT

- Be intentional on acquiring support from other ministries and individuals by invitation. Consider the passions and gifts of individuals and ministries who may enhance your event when inviting participation.
- Research what has been done in the past and request advice from the people who have “been there and done that”.
- Consult with the church office staff for suggestions on preparation, volunteer gifts, logistics and other informational needs. They may have advice from past experiences of events and ministry reviews.

ORGANIZATION

- Clear vision and organization helps promote participation.
- Divide tasks into workable sized projects
- Review and prioritize agenda
- Brainstorm solutions to obstacles
- Provide the materials and resources needed for an event
- Plan a contingency for events involving outdoor activities
- Consider parking overflow alternatives
- Designate a team member to be the onsite resource person the day of the event to answer questions and assist any special guests or vendors

JOB OR MINISTRY?

Some people have a job in the church. Others involve themselves in ministry.

What's the difference?

If you do it just because no one else will...it's a job.

If you do it to serve God...it's a ministry!

If you quit because someone criticized you...it's a job.

If you kept on serving in spite of criticism...it's a ministry!

If you'll do it only so long as it doesn't interfere with other things...it's a job.

If you're committed to staying with it, even when it means letting others things go...it's a ministry!

If you quit because no one ever praised or thanked you...it's a job.

If you stay even though no one notices your efforts...it's a ministry!

If you do it because someone else said it needs to be done...it's a job.

If you do it because you sensed God saying it needs to be done...it's a ministry!

It's hard to get excited about a job. It's almost impossible not to get excited about a ministry!

An average church is filled with people doing jobs.

A great and growing church is filled with people involved in ministry!

From Group Publishing's

Tuesday's Tip for leaders of volunteers.

www.ChurchVolunteerCentral.com is a great resource for leadership information, forms, helpful tips, newsletters and more. This program is a resource provided to you from CARE Leadership of North Creek Presbyterian Church. If you don't have a password or log in code contact Pam Bruning for more information.

BUILDING A HEALTHY CONGREGATION

ADAPTED FROM HEALTHY CONGREGATIONS: A SYSTEMS APPROACH BY PETER STEINKE¹

5 Basic Concepts of A Healthy Congregation

Accountability

HEALTH	DIS-EASE
Each part (person, group) takes responsibility for their impact on the system	Parts blame one another and hold others responsible for their problems, failures, and feelings
Each part assumes it is accountable to the rest of the system	Parts resent others asking for accountability
Each part sees themselves as part of the whole	Parts see themselves as independent of the rest of the system
Each seeks the good of the whole	Parts seek only their own good rather than the good of the whole

Balance between change and status quo

HEALTH	DIS-EASE
Changes as necessary to prepare for growth, new life, and the future	Resists change, often at any cost Is more interested in the past than in the future. Is more interested in personal comfort than in growth or new life
Preserves enough status quo to remain effective	Is rigid about the status quo regardless of its effectiveness

Identity

HEALTH	DIS-EASE
Parts use “I” statements in conversations and discussions	Parts use “you” and “them” in conversations and discussions
Parts focus on the whole in decision-making	Parts use “us” and “we” in decision-making
Parts remain connected during time so disagreements or conflict	Parts disconnect during times of disagreements or conflict

Family Dynamics

HEALTH	DIS-EASE
Recognizes belonging to multiple families: Christian, (PC(USA), cultural, nuclear; vocational	Independent functioning ignoring interdependence with other systems.
Recognizes each ‘family’ system impacts each other	Independent functioning ignoring interdependence with other systems
Interactions and decisions are made that are appropriate for the particular system	Interactions and decisions are made which are not appropriate for the particular system

Relationships

HEALTH	DIS-EASE
Appropriate closeness and distance with little anxiety	Becomes anxious when too close or too distant
Able to remain connected especially during times of disagreement or conflict	Become disconnected especially during times of disagreement or conflict
Functioning not affected by praise or criticism	Functioning is affected by praise or criticism

Not personally threatened when the system is threatened	Personally threatened when the system is threatened
---	---

Leadership Focus of Congregation

HEALTH – MISSION FOCUSED	DIS-EASE - CLERGY FOCUSED
Focus on identity and mission	Clergy primarily responsible for what happens
Responsibility is shared	Clergy dependent
System meets needs	Clergy enables neediness
Clergy organizes toward mission	Clergy is expected to motivate or rescue people
Flexible roles	Inflexible roles
Clergy are separate from, set goals, take stands	Emotional fusion with clergy; clergy are owned
Diversity is respected	Inappropriate behavior passively accepted
Vision sensitive	Overly sensitive to consensus
Conflict is normal & essential	Disagreement is dangerous
System open to new	Closed system

Pastoral Leadership

HEALTH	DIS-EASE
Functions on basis of values, principles, beliefs; stays on course, commits to process.	Lacks self-awareness; reactive; blames others, is overly connected (enmeshed) or disconnected; wants others to change' Coerces or manipulates
Sees life as a whole	Sees life in relationship to themselves
Seeks clarity rather than certainty, maintains larger view	Seeks certainty, resolution, black/white thinking
Moves forward, knows that “pain” arises when one leads; stays focused on direction	Seeks to end pain (anxiety) quickly and easily

LEADERSHIFT TOOLS

LEADERSHIFT DOWNLOADS

Available on the CD in LeaderShift Application Guide

- Aligning a Ministry Team with Ministry Mission and Vision
- Appreciation
- Assessing the Equipper’s Ministry
- Assessing the Server’s Ministry
- Avoiding Usury
- Balanced Teams
- Covenant
- Equipper-Server Quotient
- Identifying a Team Fit - (Key Questions)
- Implementing the Change Process

- Leadership in the Zone of God¹'s Anointing
- Leading the Change Process
- Making Strategic Changes
- Ministry Mission Statements
- Ministry Position Description Form
- Ministry Success
- Ministry Team Alignment
- People Pockets
- Personal Success
- Programs and Values
- Unsuccessful Servants
- Ways to ³Put More In²
- Ways to Build Teams
- Who are You Equipping to Expand Your Ministry