

VERSION: ONE
#bettertogether



CITIFAIITH



TEAM
HAND
BOOK

**WE'RE SO
EXCITED
YOU'RE
PART OF
OUR FAMILY**

WELCOME

HEY WELCOME TO CITIFAITH TEAMS

We are honoured that you are taking a step of faith and joining us as part of the team. We are so thankful for your commitment to serving people and to Citifaith Church. We are called to serve like Jesus did and it is an honour to be a part of the story he is telling throughout history. As we fix our eyes on Jesus even the most ordinary tasks become worship to our God! He takes our daily lives and flows his love through all we do. It's an honour to get to serve – we don't have to!

Without you, our teams and Sunday services would not have the impact that it's had on the lives of so many people. We believe that through this season you not only serve but be encouraged and grow into the plans and purposes God has for you.

You may not completely know what is expected of you just quite yet, but don't worry. Within the next few pages you will find helpful information on why we value YOU and your role at Citifaith Church to some of the things that might be expected of you. It is our goal that as you go through this you will not only have a better understanding of what it means to serve in your role but you'd also be encouraged in knowing the unique, important and valuable role you play in the life of Citifaith Church. "We are all part of one body with each a part to play (1 Corinthians 12)"

We are excited about what the future of Citifaith looks like and that you are apart of it. We want to know that we are thankful for you – welcome to the family!

OUR BEST DAYS ARE AHEAD!

TO THE TEAM

VISION

Our mission is simple: People are our heart and Jesus is our message.

To bring those far from God to know him.

01

LOVE The very nature of God is love; we love God, we love his people, and we love our city.

02

FAITH We're bold and daring in our faith in God. Being sure of what we hope for and certain of what we don't yet see. We believe the impossible & that miracles happen.

03

GENEROSITY is our privilege because Jesus was first generous towards us. It's about giving more than what is required. We're generous with our time, talents & treasure.

04

PASSION We're passionate about pleasing God, reaching people & effecting our city with hope only found in Jesus.

05

HONOUR To receive honour, you have to give honour. We give honour to everyone from anywhere because of the great potential God has placed in them.

06

EXCELLENCE We reflect the nature and character of God in everything we do, within church and our city.

07

INFLUENCE We are called to be a city on a hill, radiating light into the darkest of place in every sphere of life.

08

EMPOWERMENT We encourage, nurture, train, equip & release ordinary people to live extraordinary lives.

09

LEADERSHIP We are pastors, leaders and great minds who will envision the endless possibilities of giving more, doing more and living more for the cause of Jesus Christ.

10

CONNECTION We are here to connect & resource people & projects that otherwise would be beyond the ability of one local church.

CitiFaith **VALUES**

✦ WE ARE JOYFUL

We don't have to do this. We get to do this!
Our work is not a burden. It is a joy.

✦ WE ARE COMMITTED

To God, to Citifaiith & to the team

✦ WE ARE UNITED

We run the race together. We are all part of one body with each a part to place (1 Corinthians 12) We are better together!

✦ WE ARE IN RELATIONSHIP

We believe we are better together and part of this is being in relationship with each other. Let's do life together.

✦ WE ARE EXCELLENT

Excellent isn't perfection, but it's our best.
With this comes a commitment to learning – let's actively look for opportunities to learn and grow in every situation.
Excellent looks different for everyone in every season

✦ WE TAKE INITIATIVE

Bring solutions to the table not just problems, let's actively look for need and gaps and fill them.

✦ WE TAKE OWNERSHIP

Take ownership of your actions. We all in this together.

✦ WE ARE COMMUNICATORS

Be proactive in communicating, relationship sare a two way street. where there is communication & unity God oammands a blessing!

WHY? & DNA

WHY WE DO WHAT WE DO....

Opportunity, Responsibility, Accountability

Great gifts means great responsibilities; Greater gifts, means greater responsibilities!

At Citifaiith, we are committed to knowing what we are doing, but also being aware of what we're doing. Both are crucial!

We have ONE vision at Citifaiith – To bring those far from God to know him. Division begins where there are two different visions happening. We don't want to be a bunch of people with good ideas, we want to do a few God ideas.

We serve because Christ first served us. It isn't something we have to do, it's something we get to do. As we serve we aren't just serving those around but we are showing Jesus' heart of love. We love on everyone who walks into Citifaiith because Jesus loved us all.

THINGS
EVERY
HOST USHER
SHOULD
KNOW

Show up on time

Arrive no later than 9:30am. At Citifaith we believe in excellence in all we do so please do everything you can to arrive on time when you are scheduled. If you are running late please contact the lead usher with the reason that you are late and what time you will be arriving. If you are continually late and are unable to fulfil this important role of usher we can look at another team to suit you.

Respond promptly to Planning Centre

Please respond as quickly as possible through Planning Centre by accepting or declining dates that have been requested of you. After a Friday it is too late to decline or change your availability through Planning Centre for that Sunday. After Friday please contact your lead usher on duty directly if any unforeseen circumstances arise causing you to be unable to serve. You are responsible to find someone to cover for you if you realise you can't serve after accepting.

Attend team meetings and training

As a team we are better together and that takes practice, communication and discipline. This is why it's vital to attend team meetings to keep up to date with everything that is happening in your team and keep connected. Training is a necessary requirement so you can fulfil the role as an usher and do the role excellently.

Be an active member of Citifaith Church

Be at Sunday services and other main church events as much as possible even when not scheduled, including monthly prayer meetings.

A positive attitude

Support Citifaith Church and the vision of Pastor Les with a positive encouraging attitude, doing all you can to be seen promoting the church you are part of.

Maintain a good appearance and clean personal hygiene

As an usher you represent God and Citifaith church so do your best to dress well, smell fresh and remember your breath mints. No blue denim jeans – please!

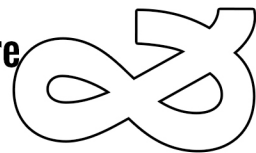
Come ready and willing to serve

We want to be excellent in everything we do. When you come to serve come prepared mentally, physically, emotionally and spiritually.

Take initiative

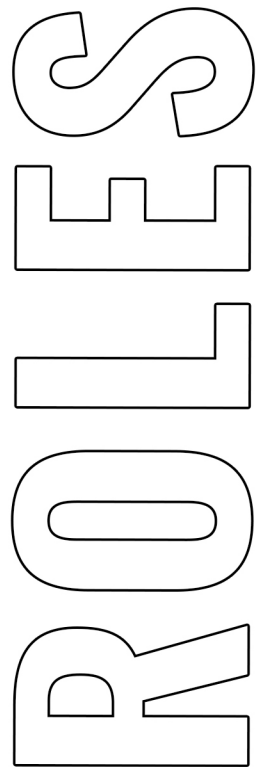
Always be on the look out to be proactive where possible without the need to be asked. Watch what is going on around you and react quickly to solve situations that arise. Don't assume "someone" else is taking care of it, if there is rubbish on the floor pick it up, if somewhere is messy, tidy it, if something is not done then do your best to do it.

We not just here to pass round the buckets and hand out communion. We're here to enable that services runs smoothly so church is the best possible experience for people!



BEFORE SERVICE

- Have a quick check through the building and ensure that it's clean and tidy and that the chairs are set out correctly.
- Ensure that all fire exits are clear and the lights are turned on in the stairwells.
- Prepare for the service ahead – make sure the pulpit is prepared; that it's cleaned, there is bottle of water, tissues and anointing oil ready.
- When communion is scheduled make sure that the elements are ready to go when the auditorium doors open. *[see Communion section]*
- Prepare the baskets and envelopes for giving making sure that if there is a love offering or a building offering that the resources are prepared.



WHEN AUDITORIUM DOORS OPEN

- At least 2 hosts to welcome people to church at the top of the stairs and assist people to find a seat. If someone is late arriving assist them in finding a free seat.
- Make sure there is always a host stationed with the street greet team to assist anyone using the lift.
- If there is communion scheduled make sure that the welcoming hosts have the elements ready to hand out to people arriving. Ensure that the teams already in the building have elements either given to them or ready on their seat.

DURING PRAISE & WORSHIP

- Be aware of what is going on around you. Be ready to assist anyone who needs help, take initiative and be an active participant in the service.

GIVING

- Be ready to act when the offering pastor asks for the offering to be taken – have the envelopes handed out at the start of the short message and collect any envelopes at the end. The whole team should be involved in giving out envelopes and pens to each section of the congregation – not forgetting anybody in the raised sections behind the main auditorium.
 - Ensure that all envelopes are put into one basket at the end of the offering, with all the others being empty.
 - The designated host should go with the office administrator or another host to put the offering into the office and lock the door to ensure it remains secure.
- The offering should always be with two people – never just with one.

RESPONSIBILITIES

COMMUNION

- Communion is currently once a month and is on the planning centre schedule.
- Preparation for this week the elements need be ready in the trays to be given out at the top of the auditorium stairs when people arrive.
- Once communion has taken place immediately waste bins are taken round to collect the empty cups.
- On occasion the person leading communion may requested a different approach and it's our job it to accommodate their request.

ALTAR CALL

- Take initiative, be ready at the end of a preach for the pastor to take an altar call. This means having tissues, modesty cloths, anointing oil and catchers at the ready.
 - Be prepared when people start to respond to the altar call to stand behind them ready to catch anyone that falls in the Spirit. We catch by preparing to lower their back to the floor – no arms through. Make sure that no-one walks behind the person and in front of you – we don't want anyone to be a skittle!
 - Instruct people on where to stand if they are waiting to be prayed for – there should be two lines up the main aisles. This helps the pastors identify who still needs to be prayed for but also to keep the front clear for those responding
- **PLEASE NOTE: Catching should only be done by hosts and other members of the congregation that have done training. This is important as we don't want any injuries.**

AFTER SERVICE

- Pack away offering baskets, communion elements and any other resources that have been used in the service.
- Straighten up the chairs as there may be an prayer meeting or something else happening in the evening and in the week.
- Ensure no children go on to the stage.
- Make sure there is one usher stays behind every week until the building is locked up.

**SAVE TO
YOUR PHONE**



**TEAM LEAD
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**THANK
YOU**

DAYS ARE
AHEAD

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