

VERSION: TWO
#bettertogether



CITIFAITH



**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.

citifai**th** **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 Citifaith & 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? DON'T WE?

WHY WE DO WHAT WE DO...

Opportunity, Responsibility, Accountability

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

At Citifaith, 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 Citifaith – 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 Citifaith because Jesus loved us all.

**THINGS
EVERY
HOST WELCOME TEAM
SHOULD
KNOW**

Show up on time

Arrive no later than 9:50am. 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 your team lead 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 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 team lead directly if any unforeseen circumstances arise causing you to be unable to serve.

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 your role and do it 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 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 part of the welcome team 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.

BEFORE THE SERVICE

- > Make sure the welcome bags are restocked and there are enough biscuits in the box
- > Keep an eye out for any new faces & go and say hello!

DURING THE SERVICE

- > Be present during the service
- > Once the pastor finishes preaching make your way upstairs to the welcome point to prepare and be ready to welcome any new visitors once the service finishes
- > Welcome with a smile – you are the first person someone may have spoken to since they stepped in the building!
- > Have your lanyard on so people can identify you – they may not know who to speak to
- > Be aware of people who are waiting to talk to you, they may not be confident to approach
- > Remember to hand out a welcome bag if they haven't already received one during the service- it has ways of connecting with Citifaith & a few goodies too!

AFTER COFFEE TIME

- > Ensure that there is enough stock of bags and biscuits for the next service – if there is not please let your team leader know.

ROLES & RESPONSIBILITIES

SAVE TO YOUR PHONE



TEAM LEAD

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