

# Volunteer Handbook

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Jesus is our Vision. The Gospel is what we value.





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# Why Do We Serve?

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## **1 Corinthians 12:4-7**

*There are varieties of gifts, but the same Spirit; and there are varieties of service, but the same Lord; and there are varieties of activities, but it is the same God who empowers them all in everyone. To each is given the manifestation of the Spirit for the common good.*

Every Christian receives spiritual gifts. It is an ability that comes to you freely for the purpose of ministering to needs so as to build up Christian community in size and depth. This doesn't mean gifts only meets needs of Christians, but they do so in Jesus' name, as a witness and sign of the coming kingdom. It says in Eph 4:7-12 that Jesus' kingly power—which will eventually heal the world physically, socially, and spiritually, is now distributed into us. Bottom line: every Christian is in ministry through the church. No one is merely a consumer of services; everyone is a distributor.

One thing we can't miss is that by serving you will find benefits as well. Our hope is that along with furthering the vision of the church, you will grow personally and become more deeply connected to the people you serve along side. But here's the paradox: if you serve primarily for the benefits to you—then it isn't serving and you won't get the benefits. The only workable dynamic for every-member in ministry is Mark 10:45. Because Jesus served you in such a radical way you have a joyful need to serve. It's a form of praise that doesn't fully enjoy what you admire until it expresses itself in service.

## ***Mission***

### *For the Vision of the Local Church*

**Jesus is our vision. The gospel is what we value.**

**Commision Statement:**

*Sanctuary exists to create a movement of churches and ministries that embody and articulate the gospel of Jesus in a way that brings about personal transformation, community formation, and cultural renewal to the greater Charleston metropolitan area.*

As Christians, we serve to honor Christ and to build His Kingdom. In the context of this local body, more specifically, we serve to fulfill the particular calling God has placed on this church and its congregation. We will pursue a variety of opportunities and use the specific gifting of the people that make up Sanctuary, but all those things seen are through the filter of the vision and calling placed on this church.

## ***Worship***

### *To Promote Personal Growth*

In our service to the body and each other, we offer a tangible expression of the Gospel. Christ came in the form of a servant and poured out His life for the sake of His people. As we invest in the ministries of the church, we too pour out our lives for the sake of His people. The role that each of us play may be different, but we all work toward the same goal, that each one might be presented complete in Christ. As we serve, we will start to look more like our Savior.

Stewardship is the cultivation of resources for God. The Bible tells us some of the resources God has given us are gifts, talents, and abilities. Through regular service, we will better understand how we are to use these resources He has given us.

## ***Fellowship***

### *For Community and Healthy Relationships*

When you come to serve and not just to be served, you will be drawn into relationships. It is our hope that by serving together, we will become the kind of community Christ has called us to be. The opportunities to minister to the members of your team will be numerous and the impact will be great. If we learn to encourage and support each other as we serve, the type of community we develop will go far beyond Sunday mornings.

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# How Do We Serve?

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## ***With Purpose.***

The Gospel gives us hope and purpose. We have experienced the change that the gospel enables and we can see that God is at work building His Church. He calls us to be His hands and feet. As we serve in the local church, we should have eyes for the kingdom, looking for the ways we can be used by Him in the lives of the people around us. We plan and work diligently toward our specific goals as a church so that we can be most effective at a singular goal: that the Glory of the Lord would fill all the earth.

It is crucial that we see all that we do as a *“part”* of the *“whole.”* We are team that is working together towards something greater. We want to see the Gospel go forth and bear fruit in the lives of the people in Charleston and to gather people to worship the Risen King. We want to see God restore and redeem our city and the world. He will enable us to do the work He calls us to, but if we forget why we do it, we will soon loose heart and throw in the towel altogether. We must be able to look at the smallest task and know that we do it for the sake of the greatest cause.

Everything you do matters. Serve with purpose.

## ***With Excellence.***

We serve with a commitment to do our absolute best with the resources we have been blessed. The attention we pay to the small things will communicate to the people around us what we truly value. We have been blessed with relationships that God intends for us to take great care in tending to. We have been given the Gospel, the greatest message of hope to a lost world. It deserves careful handling and everything that we do communicates the truth or a false picture of the God we serve.

Anything worth doing, is worth doing well. Hard work and discipline will aid us in our efforts. Service in itself is an act of worship and He deserves our best. We will fall short and we don't expect perfection. He will do the miraculous and take our meager offerings and make them useful for His purposes.

### **Colossians 3: 23-24**

*“Whatever you do, work heartily, as for the Lord and not for men, knowing that from the Lord you will receive the inheritance as your reward. You are serving the Lord Christ.”*

## ***With Love and Grace.***

When we understand the love and grace Christ has shown to us, we should naturally show that love and grace to the people around us. In Luke 19, Jesus weeps over the state of Jerusalem because they have rejected Him and the means of their salvation. We should care deeply for the people around us and long for the gospel to be rooted deeply in their hearts so that life transformation might take place and Christ be honored.

It may be the simple things you do that communicate most powerfully and we should be willing to go to great lengths to care for the people God has entrusted us with. You might literally be the first smiling face one of our guests has seen in a very long time and a kind word might be just what is needed. When we see the people we serve as those Jesus wept for, we will take great care to ensure that each person is welcomed and encouraged to be a part of our spiritual family and cared for properly.

## ***With Joy.***

What an honor it is to serve the Risen King. We should be happy to give of our time and talent for the sake of the kingdom. Sacrifice is unable to be separated from service and difficult circumstances will undoubtedly arise. Maintaining joy in all situations communicates the truth about our hearts and the great hope that we have. Serving begrudgingly or halfheartedly communicates a lack of understanding of Gospel.

As we see people changed by the Gospel and, in part, through our efforts, we will find great satisfaction in being useful tools in the Redeemer's hands. Praise God for allowing us to see Him work. Jesus shows us what true joy looks like.

### **Hebrews 12:2**

*"...looking to Jesus, the founder and perfecter of our faith, who for the joy that was set before him endured the cross, despising the shame, and is seated at the right hand of the throne of God."*

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# The Call

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Welcoming newcomers and helping them connect to Christ and His people is a high priority for us at Sanctuary. The Hospitality team is a group of people who use their gifts to welcome newcomers and help them connect to Christ and the ministries of Sanctuary.

Hospitality at Sanctuary is shaped by God's calling for us in **1 Peter 4:8-11**:

*"Above all, love each other deeply, because love covers over a multitude of sins. Offer hospitality without grumbling. Each one should use whatever gifts he has received to serve others, faithfully administering God's grace in its various forms. If anyone speaks, he should do it as one speaking the very words of God. If anyone serves, he should do it with the strength God provides, so that in all things God may be praised through Jesus Christ ...."*

# Our Responsibility

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Looking at 1 Peter 4:8-11, we see that our responsibility is to:

- Use our gifts to serve others
- Faithfully administer God's grace in its various forms
- Speak as one speaking the very words of God
- Serve with the strength God provides "so that in all things God may be praised through Jesus Christ..." (1 Peter 4:11) and that "by all possible means [we] may save some" (1 Cor. 9:23).

Since newcomers develop their first impression of the church within the first few minutes at Sanctuary, we should be diligent to follow the model laid out for us in 1 Peter. All members at Sanctuary have a responsibility to practice this type of hospitality. The Hospitality team leads us in that effort and ensures that we care for our guests well.

If we want to share Christ with people, we need to become intentional in everything we do. We adapt our lives to engage the non-Christian society around us. Sanctuary is a church that is for our city. We engage the culture to transform it by the power of the gospel, for the glory of Jesus, and for the good of the city.

# The Roles

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## ***Lead Greeter (1)***

Select greeters will be responsible for filling this role on a rotating basis. The lead greeter is not a role in addition to the four greeter roles. Each lead greeter serves with the other greeters in one of the designated greeter roles. This person just takes on extra responsibilities and leadership.

- Acts as the eyes & ears of each greeter team
- Responsible for arriving 15 minutes before the rest of the team
- Knows materials the front door greeter needs to hand out and makes sure that person is fully equipped to hand them out.
- Facilitates the hospitality team prayer (10:00 a.m)
- Empowers & encourages greeter team to serve with excellence in all the greeter roles

## ***Front Door Greeter (1)***

- Props right, front door open & passes out programs.
- Welcomes people as they arrive.
- Stays at door until Shawn begins his talk and leaves stack of programs on stand.
- Returns to front door area at the beginning of last song.

## ***Hospitality Mingler (1-2)***

- Mingles around the Info table.
- Welcomes others & initiates conversations as people hang out & get their food/drinks.
- Directs families with kids to Generations sign-in area & attendees to service area.
- Stays in area until Shawn begins his talk.
- Resumes duties at the beginning of last song.

## ***Hospitality Setup (1-2)***

*Those that are responsible for hospitality setup, will also serve as a greeter or mingler.*

- Arrives at 9:00am
- Participates in the hospitality team (10:00 am)
- Sets out tables and supplies for Info, Coffee, and Communion
- Packs all materials in labeled boxes, leaving tables in place to be packed in trailer.
- Wash Communion cups each week and table cloths as needed.

## ***Prayer/Care Team (at least 1 man & 1 woman)***

The Prayer/Care Team is available after each service to listen, counsel, and pray with any members or guests of Sanctuary.

- Participates in the hospitality team prayer (10:00 am)
- Before the start of the service, this team will pray (together or separately) for:
  - those that will attend the service (each chair)*
  - those that serve on Sunday mornings:*  
     *(Shawn, Worship Team, Hospitality, Greeters, Children)*
  - that the Gospel would go forth among our people and in our city by the power of the Spirit, through the ministry of the local church.*
  - the congregations that meet throughout our city, particularly those that meet nearby on the peninsula.*
- Available at the end of the service to meet with any guests for prayer or counsel.
- Refers guests to a pastor or other members as necessary

## ***Guest Services (1-3)***

This group is made of natural encouragers and long to see people brought into growing relationships in the church. They follow up with first guests and communicate any requested information showing that we value every person. We don't want anyone fall through the cracks.

- Connect with first time guests after they visit to help further their connection to Sanctuary
- Write cards or emails to guests thanking them for their visit and offering information about the ministries of the church
- Encourage volunteers and guests through cards, emails and phone calls
- Communicate with Pastoral staff about needs with in the body

## ***Parking Attendants (1-3)***

- Welcome newcomers and regular attenders on the streets as they approach Sanctuary
- Knows all parking options around the building and is able to direct attendees to those available parking areas, if necessary.
- Specify designated areas for families, handicapped parking, etc.
- Informs attenders about parking lot hours (8:00am-1:00pm)
- Surveys area for trash and cleans sidewalks and parking lots before people arrive.
- Directs people to the Entrance.
- Wears provided Sanctuary parking gear (when available).
- Stays in area until 10:45am
- Resumes duties at the beginning of last song.

# The Call

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**Psalms 78:5-7**

*He established a testimony in Jacob and appointed a law in Israel, which he commanded our fathers to teach to their children, that the next generation might know them, the children yet unborn, and arise and tell them to their children, so that they should set their hope in God and not forget the works of God, but keep his commandments.*

**Luke 18:16**

*Jesus called them to him, saying, "Let the children come to me, and do not hinder them, for to such belongs the kingdom of God."*

At Sanctuary, we hold a crown above our children's heads and we encourage them to grow into it. Out of our love for our children, we teach them what Jesus has said and done. They grow into his likeness as we bring the heart of our children to the heart of God through the teaching of Scripture. We teach our children so that the Bible becomes the compass by which our children understand the world.

# Our Responsibility

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Our foremost responsibility to our children is to love them with God's sacrificial, persevering, and unconditional love. We love them because Jesus has loved us. Bearers of the image of God, our children grow in character because they have been loved by us and by Jesus. This happens as we make time to listen to them, play with them, and encourage them with kind and hopeful words of grace.

On Sundays, during regular service times, Sanctuary promotes a covenant community of families who embrace the joint responsibility of teaching our children. Generations acts as a reinforcement for parents and their teaching at home.

Practically and concisely this means we:

- Provide a safe, secure, and loving environment for children so that parents are comfortable leaving them in our care.
- Love and care for our children in a way that reflects the love of Jesus for them.
- Educate and encourage parents on their role as the primary spiritual teachers of their children.
- Teach our children the story of God's people from Scripture and how Jesus is the hero of the story.

# The Roles

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## ***Children's Ministry Director (1)***

The Children's Ministry director oversees all aspects of Generations and works closely with the Teaching Pastor to implement and develop Vision and healthy processes. On Sunday mornings, the director ensures that volunteers are properly prepared to teach and care for our children. When the director is unavailable on Sunday, another Lead Teacher will be assigned to oversee the ministry area for the day.

- Schedules and trains volunteers as needed
- Arrives at 9:30am on Sunday mornings to begin preparing classrooms
- Leads team in weekly prayer prior to service (10:00am)
- Oversees writing and developing curriculum and preparation of associated crafts and activities

## ***Lead Teacher (2)***

- Takes the lead role in carrying out the schedule for the morning
- Arrives at 10:00am on Sunday mornings for prayer and to begin preparing classroom
- Teaches the lesson, memory verse, and oversees the songs used
- Distributes snacks
- Organizes and prepares crafts
- Assists with sign in & sign out and welcomes families as they arrive
- Communicates any issues with children with the Director and parents as needed

## ***Teacher's Assistant (2)***

- Assists the lead teacher in any area needed, especially with snacks, crafts, memory verses and songs
- Arrives at 10:00am on Sunday mornings for prayer and to begin preparing classroom
- Assists with sign in & sign out and welcomes families as they arrive
- Helps taking children to the restrooms and helps maintain order in the classroom

## ***Nursery Caregiver (1)***

- Cares specifically for infants by changing, feeding, etc.
- Arrives at 10:00am on Sunday mornings for prayer and to begin preparing classroom
- Assists with sign in & sign out and welcomes families as they arrive
- Works with parents

## ***Security (1)***

- Arrives at 10:00am on Sunday mornings for prayer and to begin preparing classroom
- Ensures that *only* authorized individuals have access to restricted areas
- Keeps doors into the children's area and connected hallway locked at all times
- Directs guests to bathrooms in the breezeway, *never* to those inside the building
- Stays in common areas throughout the entire service.
- Helps volunteers escort children to the restrooms so that volunteers are *never* alone with children
- Keeps a watchful eye to ensure that all our guests and their children are safe at all times

## ***Curriculum Writer (1)***

- Works with the Teaching Pastor and Children's Director to develop material that leads children through the story line of the Bible and points them to the gospel of Jesus Christ as God's answer for their needs, and Jesus as the perfect provision for all of life.

## ***Craft Prep (1)***

- Works with Children's Director and Lead Teachers to assist in preparing crafts for the curriculum on a weekly basis.

# The Call

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The gospel of Jesus is God's initiative. Worship is our response. The glory of Jesus is our vision. Our aim is see Christ exalted as we gather together by the power of the Spirit through the skillful use of Scriptures, songs and sacraments for the transformation of people and the building up of the church.

*...so that at the name of Jesus every knee should bow, in heaven and on earth and under the earth, and every tongue confess that Jesus Christ is Lord, to the glory of God the Father. (Phi. 2.10-11)*

# Our Responsibility

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## ***Exalt Christ***

*I will bless the LORD at all times; his praise shall continually be in my mouth.  
My soul makes its boast in the LORD; let the humble hear and be glad.  
(Psalm 34.1-2)*

## ***Invite People into Worshipping Community***

*Oh, magnify the Lord with me, and let us exalt his name together!  
(Psalm 34:3)*

## ***Depend on the Power of the Spirit***

*"But the hour is coming, and is now here, when the true worshipers will worship the Father in spirit and truth, for the Father is seeking such people to worship him. God is spirit, and those who worship him must worship in spirit and truth."  
(John 4.23-24)*

## ***Serve with Excellence***

*Whatever you do, work heartily, as for the Lord and not for men, knowing that from the Lord you will receive the inheritance as your reward. You are serving the Lord Christ.  
(Col.3:23-24)*

## ***Use Scriptures, Songs and Sacraments***

*Let the word of Christ dwell in you richly, teaching and admonishing one another in all wisdom, singing psalms and hymns and spiritual songs, with thankfulness in your hearts to God.  
(Col 3.16)*

# The Roles

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## *Worship Pastor*

- Particularly called to shepherd the body at Sanctuary
- Ordained as an elder of the church (or in process)
- Fulfills Biblical qualifications of Pastor/Elder  
(as defined by 1 Timothy 3.1-7 and Titus 1.5-9)
- Responsible for oversight and direction of the worship services and team

## *Service Leader*

- Responsible for planning and leading worship service  
(through songs, prayer, and Scripture)
- Responsible for overseeing midweek practice
- Called and confirmed to lead through worship at Sanctuary

## *Song Leader*

- Observable Christ-like character and active spiritual development
- Member of Sanctuary (or in process)
- Regular fellowship with believers at Sanctuary  
(i.e. Fellowship Group, discipleship group, etc.)
- High level of musical proficiency

## *Team Member*

- Growing level of spiritual maturity
- Committed to regular midweek practice schedule
- Committed to ongoing musical development
- Regular Sunday morning involvement
- Personal preparation musically and spiritually for practices and worship services
- Submits to church authority of Service Leader and Worship Pastor

# The Call

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The glory of Jesus is our vision. As we gather on Sunday mornings, our goal is to exalt Him through scripture, bible teaching and song. We are very thoughtful about the way that we communicate, so that we can communicate the gospel of Jesus clearly and provide an environment that engages people. The various forms of communication we use are the “**means**”; The glory of Christ is the “**end**” for which we work.

## Our Responsibility

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### ***Communicate the Gospel Clearly.***

*“At the same time, pray also for us, that God may open to us a door for the word, to declare the mystery of Christ, on account of which I am in prison - that I may make it clear, which is how I ought to speak.*

*[Col 4:3-4]*

### ***Invite People into a Worshipping Community.***

*Oh, magnify the Lord with me, and let us exalt his name together!*

*[Psalm 34:3]*

### ***Serve with Excellence.***

*“Whatever you do, work heartily, as for the Lord and not for men, knowing that from the Lord you will receive the inheritance as your reward. You are serving the Lord Christ.”*

*[Col.3:23-24]*

### ***Be Thoughtful and Intentional.***

*I have become all things to all people, that by all means I might save some. I do it all for the sake of the gospel, that I may share with them in its blessings.*

*[1 Cor. 9:22b-23]*

The Production Team works behind the scenes to support the ministries of Sanctuary during congregational gatherings. We will use the best audio and video equipment available and the most effective communication techniques to ensure that the environment is free from distraction, people can most easily engage in worship, and the Gospel message is made clear. We will work hard to do our part, praying that God would work through our efforts to build His kingdom.

# The Roles

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## ***Production Team Leader (1)***

- Oversees setup and operation of all media equipment
- Schedules and trains volunteers as needed
- Arrives at 8:00am on Sunday morning to begin load in and setup
- Leads team in weekly prayer before service
- This team member will also serve in another capacity on the Production Team

## ***Sound Engineer (1)***

- Responsible for operation of the mixing console throughout the weekly services
- Arrives at 8:00am on Sunday morning to begin load in and setup
- Leads the worship team through soundcheck
- Works with the Service Leader and Worship Pastor to ensure that instrumentation, arrangement, and the overall mix contributes to clarity and effectiveness
- Controls monitor mixes for the worship team
- Able to troubleshoot audio problems that arise unexpectedly
- Ensures that the overall volume level in the room stays at a safe level and doesn't detract from the overall experience.

## ***Computer Tech (1)***

- Responsible for operation of the computer throughout the weekly services
- Arrives at 8:00am on Sunday morning to begin load in and setup
- Transitions slides as needed for worship, scripture, and teaching
- Is familiar with the songs and other service elements so that slides can be managed effectively

## ***Setup & Tear-down (2-4)***

- Arrives at 8:00am on Sunday morning to begin load in and setup
- Helps setup chairs, tables and equipment as directed by the Production Team Leader
- Helps Children Director load in and setup items for the Children's Ministry Area
- Begins tearing down at 12:15pm after service has ended.
- After the trailer is loaded, makes a final sweep of Gymnasium for items left behind or trash to be cleaned up. Turns off all lights and ensures facility is left as it was found.

# The Call

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Our goal in everything is that Christ would be exalted, even in our methods of communication. The world around us is constantly bombarding us with images and messages that can become overwhelming at times. We aim to communicate simply, clearly and effectively to support the work of the church. This type of communication will enable connections between people, the church, and hopefully the Gospel of Jesus.

## Our Responsibility

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### ***Communicate the Gospel Clearly.***

*“At the same time, pray also for us, that God may open to us a door for the word, to declare the mystery of Christ, on account of which I am in prison - that I may make it clear, which is how I ought to speak.  
(Col 4:3-4)*

### ***Serve with Excellence.***

*“Whatever you do, work heartily, as for the Lord and not for men, knowing that from the Lord you will receive the inheritance as your reward. You are serving the Lord Christ.”  
(Col.3:23-24)*

### ***Be Thoughtful and Intentional.***

*I have become all things to all people, that by all means I might save some. I do it all for the sake of the gospel, that I may share with them in its blessings.  
(1 Cor. 9:22b-23)*

### ***Value Creativity and Beauty***

In Genesis we see our God create the world and make man in His own image. Gen. 1:31 says, “...and God saw everything that he had made, and behold, it was very good.” He is the Creator and He defines what is beautiful. Because of sin, we see broken images all around us and at the same time see His story of redemption through the cross. Art at its best focuses on these themes. We will seek to engage people’s hearts and minds by telling His story with every medium He has provided.

# The Roles

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## *Graphic Designer*

- Uses creative gifts to engage people visually and communicate effectively to our church body and the community at large
- Works together with staff on projects that serve the ministries of the church
- Develops and implements branding that is consistent with the visual themes and personality of Sanctuary
- Commits to grow in skill and creativity while understanding professional standards and practices

## *Web Designer/Administrator*

- Works with staff to ensure effective communication through our website
- Develops and implements web strategy that makes it easy for people to find the information they need about Sanctuary.
- Updates information as needed to ensure accuracy of dates, details, and sermon series
- Commits to grow in skill and creativity while understanding professional standards and practices

## *Creative Planner*

- Works with staff to create engaging, welcoming and creative environment for worship services
- Designs elements within the gathering space to strengthen and support the sermon series themes and to integrate with other displays in the space
- Plans layout and stage design to be most conducive to corporate worship and effective teaching
- Looks for new ways to create spaces to engage guests as they gather before services (IE. gallery space, information displays, etc.)

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# Expectations of a Leader

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In scripture, God lays out for us expectations and qualifications for those called to lead. There are different expectation and qualifications for different roles. Generally, a “*calling*” to leadership and responsibility is assumed. God places in each of us particular passions and the bible says the desire to lead is an honorable one that comes with accountability. The calling is then to be confirmed by the believers that surround you. At Sanctuary we ask a simple question: *Have you shown yourself to be faithful, available, and teachable?*

That is, have you been *faithful* with the resources and responsibilities God has given you thus far? Are you *available* to take on the role that you feel called to and is there margin in your life to allow for a greater commitment? Do you have a *teachable* spirit and submit yourself to the leadership that has been placed over you? For this type of leadership, we require that you identify yourself with Sanctuary by becoming a member and covenanting with us as part of a local body of believers.

As a Team leader, we expect that you will seek to live in a way that is worth being modeled after. In 1 Cor.11:1, Paul says, “Be imitators of me, as I am of Christ.” We will commit ourselves together to live out the Gospel and share in the responsibilities to advance the vision of Sanctuary.

## **As a Team Leader, you commit:**

- To live a life of worship, with Jesus as the object.
- To pursue a life of faithfulness and holiness, with Jesus as the example.
- To support the Vision, Values, and Leadership of Sanctuary.
- To live a life of discipleship, submitted to Christ, shepherded by the local church and shepherding those under your leadership.
- To use your ministry area (specifically) and the ministries of Sanctuary (generally) as a vehicle to develop relationships and to make disciples.
- To serve with excellence and be dedicated to execute every task to the best of your ability.
- To pray for your team, your leaders, the people of Sanctuary, and God’s work in this city.

## ***What Should You Expect of us?***

The things we expect of you are also things you should expect of the leadership at Sanctuary. God has placed a call on a few men to lead and that calling has been confirmed. Scripture speaks to the qualifications of those that lead the church and they live with the awesome task of shepherding a church faithfully.

The leadership of Sanctuary commits to continually seek God’s direction for this congregation through prayer and the counsel of His word. They will pray for you, your family and your ministry and seek to lead as men humbly submitted to Christ. It is an honor and a privilege to serve with you.