



RESOURCE HANDBOOK

March 2019

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Services

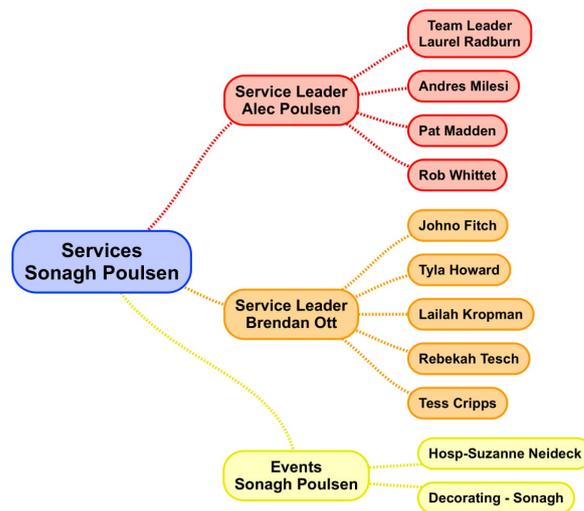
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Overview

Highlands Service Teams



Current Service Teams



Sunday Services

- Vision is to lead people into a growing relationship with Jesus. Whether they are starting their journey or developing.
- Purpose is CONNECTING them into COMMUNITY.
- 7 Meaningful Connections >> Growth Track & Small Group.

7 Meaningful Connections

1. *Starts in the carpark* - warmest of welcomes using signage.
2. *Creating moments* - defining moments
3. *Introducing guests* to others of the same age/demographic,
4. *Personal service* - showing the layout of the church
5. *Food* – “feed my sheep” - offering them a coffee at the cafe
6. *Growth Track* -
7. *Small Groups* – stepping into community.

Defining Moments – often Overlooked but Key

- **Elevate** - rise above the everyday
- **Insight** – defining decisions that could influence us
- **Pride** – celebrate achievements
- **Connections** - trigger social connection ie. “*Fantails*”
- **Create milestones** ie. Baptisms, Baby Dedications
- **Memorable.**

*“We must learn to think in moments,
to spot the occasions that are worthy of investment”.*
The Power of Moments, Chip & Dan Heath

Example of what a Sunday prior to Starting Looks Like

- 7.15am – Service Teams start to arrive to set up.
- 7.40am – Sign in at Team Central
- 7.45am- Huddle & Prayer. **Check the CHECKLIST! One for every area.**
- 7.50am – finish setting up. **CHECKLIST**
- 8.00am – Fun begins to start > creating atmosphere
 - Upbeat catchy Music on in Auditorium, foyers & carpark
 - Highlands Buggy
 - Coffee is on
 - Creative moments happening (Fantails, Popcorn, Slushies, Watermelon, Ice Blocks)
 - Kids Panda &/or Tiger is out the front
- 8.25am – Countdown.

Checklists

- Each area in the Service Team has a checklist:
 - Car Park
 - Café
 - Guest Services
 - Production
- Accountability
- Obvious why – so we don't forget anything!
- More obvious why – ***we want to create environments that are irresistible.***

Runsheets – why do we have them?

- Shows the detail
- Creates easier transitions > better flow
- Everyone is on the same page
- Cuts out the awkward
- Keeps everyone accountable
- Flexibility - *sometimes things don't always go as planned.*

During Service

- Host & Team Leaders – wander around caring for guests eg. Parent's Room – offer the parent a coffee or water during the service.
- We work towards having a male & female walking around.
- Walking around gives the Hosts & Leaders a good idea of what's happening in and out of the service.
- Assist any guest who may need assistance ie. Open a door, walk them to where they are going ie. to the Mother's Feeding Room
- Greet any guest who arrives early for the next service – they come for a coffee & a sit.
- Count cars
- Count people
- Oversee the organizing of offering & placing in office safe

Post Service

- During Call to Salvation – Service Teams in place to connect with guests from carpark through to the auditorium including Highlands Buggy – farewell any guests – key is to connect.
- Info Points are open before & after the Service.
- Prayer & Communion up front of auditorium – keys playing only.
- Communion is only done in the morning services.
- 10 minutes after the service ends – upbeat music is turned back on to include auditorium, foyers & carpark.
- Change over of Service Teams happens transitioning from first to second Service occurs

Special Events – Why we Have Them

- Creates opportunities to invite
- Hospitality done well – creating special moments of CONNECTION
- Decorate – creates special moments
- Photobooth - creating fun moments
- Social Media – gets attention
- Always with the purpose of Connecting back into Community

Special Events - Timeline

- Helps us plan ahead
- Keeps us on Budget – spreadsheets
- Takes the stress out!
- Enables us to begin to plan multiple events clearly.
- Have fun

Service Requirements



Creating irresistible & relevant environments that lead people into a growing relationship with Jesus

Service Team Recruitment Process

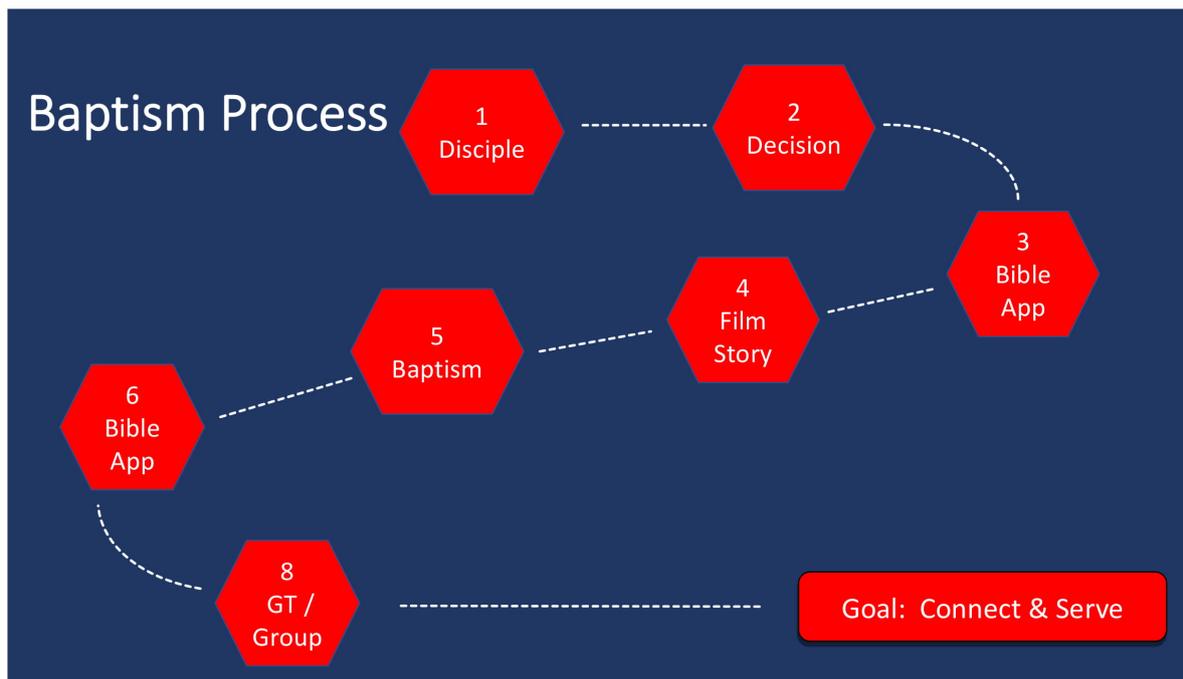


"Purpose with Passion"

New Person



or



Team Recruitment

- Growth Track
- Team Leaders
- Team Members
- Service Pastor

Team Development

- Build relationship > Service Hosts > Team Leaders > Team Members
- Resourcing

“Culture is caught not taught” Andy Gourley

Service Team Huddles

- **What is a huddle:**

A **huddle** is the action of a team gathering together, usually in a tight circle, to strategize, motivate or celebrate. Commonly the leader of the huddle is the team leader and it is the leader who will try to inspire his fellow team members to achieve success. Similarly after an event a huddle may take place to congratulate one another for the team's success, or to commiserate a defeat.

- **Why do we huddle:**

- *To strategize:* To know exactly where we can best serve that day. If the service flow is out of the ordinary then we will make the change and run with it.
- *To motivate:* We remind our team the value of our serve in bringing guests from where they are, to being able to hear the message and make a decision for Christ.
- *To celebrate:* Celebrate the team and the number of Salvations last week. Each number is heart given to Jesus!

- **Huddle is the “action of a team”:**

There is no “I” in team! As a team, we love to develop relationships, pray for each other's individual needs, and help each other take next steps. But, we don't do that in the huddle – we do that in our fellowship time before and after our serve and in communication between our serves. The huddle is for the team as a unit. Sharing prayer requests and individual needs in the huddle, takes our hearts and minds to ourselves, when our focus should be on “them”! “Them” is who we get to serve, not ourselves.

- **Time counts:**

Time is important in our team huddles. Huddles should be **5 minutes long**. We strategise, motivate the team, celebrate what we get to do and pray the team out!

- **What are the “wins” of an effective huddle:**

- Huddles help us to focus & give **Clarity of why** we get to serve today – “*this is someone's first Sunday*”.
- **Clarity of what** the serve should look like – who is responsible for what area.
- Full team **awareness of changes** that will affect our serve.
- Everyone is “in the know”, so it says that **everyone matters!**
- **All about team, less about me**
- **Celebration of what we get to be a part of** ...someone's salvation story....reminder of the many stories!

SERVICE STATISTICS

DATE: / /

SERVICE:

Auditorium:

Mother's Room:

Café:

Kitchen:

Back Foyer:

Carpark:

Weather:

Event:

New People:

First time commitments: *

Recommitments:*

** Fill in Hello Card for details*

SERVICE STATISTICS

DATE: / /

SERVICE:

Auditorium:

Mother's Room:

Café:

Kitchen:

Back Foyer:

Carpark:

Weather:

Event:

New People:

First time commitments: *

Recommitments:*

** Fill in Hello Card for details*

Preaching and Communication Guidelines

James says we should not make it difficult for people to follow Christ. Let's remove as much "Christianese" as possible.

Our signature statements

- Leading people into a growing relationship with Jesus.
- Living your best life
- Know God, Find Freedom, Discover Purpose, Make a difference
- Creating meaningful relationships that point people to Jesus.
- Creating community with caring small groups.
- Creating irresistible environments for people to connect with Jesus.
- You belong here
- You are born for more
- We are better together - find a small group
- Jesus is the centre of this church and all that we do here
- Lean into Jesus today
- If you are looking for a great church, you have found one!

Not all of these should be used every week, but should become a regular part of the vocabulary and language in the welcome.

Our culture for communicating

As a host or speaker, we place expectations on all communication to follow our guidelines. We believe it's an enormous responsibility we have when it comes to carrying the message of Jesus Christ to this world.

The culture, atmosphere and DNA at Highlands Church is not accidental.

Please ensure that every message is...

POSITIVE - Don't preach to an individual – using the platform to get a personal message across to an individual is cowardly and blesses no one.

IN LINE WITH OUR BELIEFS – Do not contradict basic fundamentals and doctrine. Make sure you know what they are BEFORE you take the platform.

MUST BE PROVEN IN THE BIBLE – If you can't prove it, don't say it. The platform is not for your opinions; it is God's Word that matters. Every Scripture reference must be in context and within the tenure of Scripture = credibility and respect.

ONE KEY POINT – If people can walk out of church and remember one thing that sticks in their mind a week later you have been successful as a communicator.

REINFORCING – NEVER CONTRADICTING – OUR CULTURAL VALUES. – Wherever you are speaking, you must respect the cultural values of that platform. Encourage the congregation to engage with what is local and relevant.

FROM A NEW TESTAMENT PERSPECTIVE – Use the Old Testament, but always through the lens of the New Covenant of grace – through the cross of Christ. Otherwise we are in danger of preaching law and condemnation rather than building people up.

AFFECTS PEOPLE'S MONDAYS, NOT JUST SUNDAY – In other words, your message needs to be applicable to people's daily lives. The greatest compliment someone who is doing well in life can give you is to say, "All I've ever done is to take the principles that have been taught in church and put them into practice."

REFLECTING WHAT WE ARE FOR, NOT AGAINST – Remember, our lives should reflect what we are for and not just what we are against. Preaching always against things leaves people feeling downcast.

LEAVES PEOPLE FEELING BETTER ABOUT THEMSELVES THAN WHEN THEY CAME IN – Intentionally approach every service by trying to create an encouraging environment. The world doesn't input positive messages into people very much – between the newspaper and the television, people are starving for messages of hope and encouragement!

EASILY TRANSITIONED INTO AN ALTAR-CALL – If people are being impacted and reached during your message, then the altar call moment will be a smoother and easier transition. (HOWEVER, you cannot let your confidence be measured by how many people get saved when you speak.)

NOTEWORTHY – Are people taking notes? Make sure people understand what you are saying, that there is substance to it, and that you are not boring. Be compelling and helpful to people.

SEES HUMOUR AS A BONUS, NOT THE GOAL – Humour is a tool, but it is not the goal. If you are not good at being funny, don't try. Any use of humour

should serve the message – but never build your message around a funny story or joke.

EXALTS JESUS AND BRINGS GLORY TO GOD - Be deliberate about this. “God” means many things to many people, so ensure you are presenting Jesus. People don’t need motivational speeches, they need the Word of God and AN EMPHASIS ON Jesus Christ.

TELLING NOT JUST WHAT, BUT HOW - It’s more challenging to tell people how to outwork the principles we teach.

AWARE OF A GREATER AUDIENCE THAN THE ROOM – Please understand that we do broadcast all our services online, live and through social media. Please filter everything you say through this reality.

HELPING PEOPLE OVERCOME AND BELIEVE WHAT GOD SAYS ABOUT THEM - Without exception. Remind people about what God says about them – there’s a lot of opposition in the world and you have an opportunity to lift people up and speak life to them – maximise it!

ABLE TO STAND ALONE IN A NEWSPAPER - Every message should include points that would stand alone in the newspaper. Let’s assume everything you say is quotable and can be published in a newspaper – how does it stand then? Think about how would you sound without your spirit and physical presence on it - quoted in black and white?

We really appreciate and honour your time, effort and life message we will be able to receive as you visit us at Highlands.

Café Checklist – Start up & Shut down

Before you start do you have:

- Enough stamped cups & lids
- COFFEE CART – Please check there is enough filtered water in the container and a full spare one. (Use filtered tap in the kitchen)
- Milk Jugs:
 - 1 regular
 - 1 lactose free
 - 1 almond
- Coffee beans in the grinder
- Termometer
- Dry Cloth
- Wet Cloth
- Stirring sticks
- Sugar
- Syrups
- Hot choc powder and spoon
- Chai powder
- Choco Shaker
- Chai Shaker
- Milk:
 - Regular
 - Lactose free
 - Light
 - Soy
 - Almond
 - Coconut

Please turn over

At the end of the 10.15am service please:

- Put all used utensils in dishwasher
- Wipe thermometer down - **do not put in dishwasher**
- Wipe down all bench areas
- Turn the Coffee machine off on the coffee cart
- Empty the waste water off the coffee cart down the outside drain every Sunday (*otherwise it starts to smell*)

Please sign and return to the Service Pastor. Thank you

.....

.....
Signature

Date

Car Park Team Checklist

8.30AM Service

7.40am

- Sign in Team Central

7.45am

- Team huddle in cafe & prayer with Team Leader

7.50am

- Grab Banners out in front of building using the hammer that is in Guest Service Cupboard. **PLEASE NOTE:** *In cases of **extremely windy conditions** please check with the Team Leader before putting them out. It may not be safe to do so or we may put the ones near the Church Front Doors out.*
- Put on fluro vests found in Guest Services Cupboard in the Front Foyer. Please ask for a water in the cafe to take with you if required.

8.00am

- Parking team in place, with Highlands Signs ready to welcome guests - SMILE & WAVE!
- Check that the Production Team has put the speakers out in the carpark area
- Help any guest in the carpark
- Have fun

After Service

- During **CALL TO SALVATION** please go back to the carpark to wave and farewell those who leave early..
- At 9.45am you can then transition to the next team coming in.

10.15AM Service

9.40am

- Arrive & sign in at Team Central
- Put on fluoro vests & grab water

9.45am

- Huddle in kitchen with Guest Service Team
- Be in position in the carpark relieving the first team. SMILE, WAVE & WELCOME guests as they arrive or farewelling those leaving.

11.30am

- During **CALL TO SALVATION** please go back to the carpark to wave and farewell those who leave early..
- Stay for 15 minutes afterward. Come in putting the signs & vests away in Guest Services Cupboard.
- Banners can stay out in preparation for the night service UNLESS it is very windy. Then I would pack banners away.

Please tick and sign off that all has been completed then return to the Service Pastor, Thank you.

Signed Date:
.....

Guest Services Checklist

7.40am

Team Central

- Put any personal items in Team Central
- Sign in and print your Name Tag
- Gather in Front Foyer ready for Team Huddle led by your Team Leader

7.45am

Front Foyer

- Team huddle in cafe & prayer with Team Leader

7.50am

Front Foyer

- Welcome Sign - OUTSIDE
- Air-conditioning ON:
 - SETTINGS: **Winter**– Heating 17 auto speed; **Summer**: Cooling 21 auto speed
- Fruit Basket - ON TABLE

Back Foyer

- Lights ON
- Festoon lights ON
- Air-conditioning– ON;
 - SETTINGS: **Winter**– Heating 17 auto speed; **Summer**: Cooling 21 auto speed
- Fill water urn with filtered water & ensure there are enough cups OUT
- Check Garbage bins are close by with a bin liner ready for use
- Toilet check:
 - Bench tops clean & dry - wipe down if needed
 - Toilet rolls in cubicles
 - No rubbish on floor
 - Paper Hand towel Dispenser - FULL
 - Soap Dispensers - FULL

Parents Room & Change Table area:

- General tidy
- Bathroom clean, no rubbish on floor
- No dirty nappies in bin! Take them to the outside bins.
- TV on & working - check with Production Team if not.

Mother's Feeding Room

- General tidy no rubbish on the floor.
- TV on with sound - check with Production Team if not.

Auditorium

- Check chairs - ROWS ARE STRAIGHT
- Air-Conditioning ON
 - SETTINGS: **Winter**– Heating 17 auto speed; **Summer**: Cooling 21 auto speed
- Grab Offering Containers from Guest Service Cupboard & place near Info Point.

8.00am - READY TO WELCOME

- All Guest Service Team members in their place ready to focus on welcoming people.
- Open all auditorium doors.
- Walk alongside all new guests personally showing them all facilities. If they have children introduce them to Rowan or Maddie Smith - PLEASE DO NOT POINT THEM TO ANYWHERE.

8.30am

- Close auditorium doors
- All teams to stay in place to welcome & help any latecomers.
- Assist latecomers to their seats.

During service

- Keep on the lookout for any person who may need some help ie. Mother with a baby; older person needing water etc.
- Help with the offering as per Team Leader's instructions.
- Team Leader to count people numbers using **Service Statistics Form** to include:
 - Auditorium
 - Parents Room
 - Mothers Feeding Room
 - Kitchen
 - Cafe
 - Back & Front Foyers

After Service for 30 minutes

- During CALL TO SALVATION - Move into place
- At end of service open foyer doors.
- Thank people for coming as they leave
- Connect with new people - 7 Meaningful Connections
- Wipe down back foyer tables & straighten chairs
- Team Leader to put Check list in Guest Service Cupboard along with Statistics Form.

Buggy Team Checklist

8.30AM Service

7.40am

- Put any personal items in Team Central
- Sign in Team Central & print your Name Tag
- Gather in Front Foyer ready for Team Huddle led by your Team Leader.

7.45am

- Join Team Huddle in front foyer

7.50am

- Grab your Hi-Visibility Vest from the Guest Services Cupboard
- Walk down to the back of the College Campus & drive it up to the Church.
- Grab a Chux Cloth from the cafe and give the Buggy a total wipe down. You may need to dampen one cloth and dry it off making sure the seats are clean for sitting on.
- Fill up two Coffee Cups from the cart with Fantails and put them into the Cup Holders.

8.00am

- Drive the buggy around the carpark picking up people when they would like a ride.
- Make it fun, offer a fantail - use the stories on the fantail as a bit of an icebreaker if you don't know the people.
- PLEASE NOTE: **do not leave the buggy in idle - this drains the battery** and you may not be able to start it again.
- During Service Time you can park the buggy by the side of the church. **PLEASE TAKE THE KEYS WITH YOU. DO NOT LEAVE THEM IN THE IGNITION.**
- During CALL TO SALVATION please head back out to the buggy to be ready to farewell & drive those leaving back to their car.
- Handover will happen at 9.50am.

10.15am Service

9.40am

- Arrive & put any personal items in Team Central
- Sign in Team Central & print your Name Tag
- Gather in Kitchen ready for Team Huddle led by your Team Leader.

9.45am

- Join Team Huddle in Kitchen

9.50am

- Grab your Hi-Visibility Vest from the Guest Services Cupboard
- Buggy Handover.
- Drive the buggy around the carpark picking up people when they would like a ride.
- Make it fun, offer a fantail - use the stories on the fantail as a bit of an icebreaker if you don't know the people.
- PLEASE NOTE: **do not leave the buggy in idle - this drains the battery** and you may not be able to start it again.
- During Service Time you can park the buggy by the side of the church. **PLEASE TAKE THE KEYS WITH YOU. DO NOT LEAVE THEM IN THE IGNITION.**
- During CALL TO SALVATION please head back out to the buggy to be ready to farewell & drive those leaving back to their car.

11. 45am

- Please drive the buggy back down to the College Campus, parking it in the shed.
- Please return any keys to the office.

Please sign & return this Checklist to Service Pastor at the end of the Second Service.

Signed:
.....

Date:

Production Manager Checklist

7.10AM / 4.10PM

- Arrive at church
- Print run sheets for service & study runsheet to communicate well to Team
- Turn 5 projectors ON
- Set up all Macs (follow Multimedia Guide)
- Ensure team signs in at Team Central
- Ensure Podcasts are recording with Sound Engineer

7.15AM / 4.15PM

- Check ALL videos with sound (while band is setting up)
- Bring iPods for comms
- Set up cameras (audio in port 1 on second camera)
- Ensure IPADs at Info Point are ready to use
- Turn on all TV Monitors and Projectors Back Foyer
- Front Foyer
- Cafe
- Mother's Feeding Room Parents Room

7.45AM / 4.45PM

- Practice songs with band
- Make note of any changes (who is leading what, lyric order change, etc)
- Ben T to add verses
- Compare names for preacher and host with runsheet
- Sound check preacher and host microphones
- Spotify ON in all areas, check sound levels are reasonable:
- Outside
- Cafe
- Back foyer Front Foyer

8.00am

- End of band rehearsal
- Sound check for preacher & host

8.15AM / 5.15PM

- Team huddle in the Church on-line room End of Service

Return all completed Check Lists to Service Pastor-

Troubleshooting

Cameras not showing on side screens:

1. Are projectors on?
2. Restart ATEM and camera converter (above ATEM), restore file
3. Restart slave mac mini

TW not showing properly:

1. Restart pro-presenter and madmapper - follow Media guide
2. Unplug connection from behind monitor back in

If you follow all steps and still can't manage to fix something, your points of contact are:

- • For anything technical: Jordan Anderson
- • For anything media content: Ben Thompson
- **MEDIA CHECKLIST**
- All slides match up in Slave and TW ProPresenter
- Videos for Church News/Series Intro/Special Events to be tested
- Pixel strips are on and working correctly
- ATEM recorder has been 'restored'
- DSK's ENABLED for mask and text overlay and recorder has been unlocked and NAMED with appropriate date title
- Pre-service slides are ready to go as needed before, during & after service
- Return Checklist to Production Manager

Car Parking Team

role description

“Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms.” - 1 Peter 4:10 NIV

Team Role & Responsibilities

Part of the Service Team, the Car Park Team exemplifies the Values of Highlands through a variety of roles that help guests feel welcomed and safe as they drive onto our campus.

You are the **first face** that our guests will see so make sure it is with a SMILE, a FRIENDLY WAVE, holding the Highlands Sign – “You Matter” or “Thanks for Coming”.

You can also help to provide clear directions to the best parking for the guest.

Safety is paramount so make sure you are wearing a high visibility vest at all times while in the carpark.

If it is raining ensure the umbrella’s come out of the Guest Services Cupboard and as a team walk our Guests to their cars if they would like it.

Remember as part of the Service Team we all work together to create **7 Meaningful Connections** for our guests to feel connected.

The Seven Meaningful Connections are:

1. Giving the warmest of welcomes that begins in the carpark.
2. Creating moments that make people feel special,
3. Introducing guests to others of the same age/demographic,
4. Personally showing the layout of the church
5. Offering them a coffee at the café; it is all about CONNECTING.
6. Pont them to Growth Track
7. Invite to Small Group

These connection points may not happen all in the one service but if the first five points are done consistently well the New Person will move to Growth Track and to Small Group.

Highlands Values

People - by helping them to know Jesus and grow in their relationship with Him.

Generosity - with our time, money and resources.

Prayer - prayer is as necessary as air, it is the lifeblood of our relationship with God.

Excellence - by creating irresistible environments for people to encounter Jesus.

Fun - the Gospel is Good News!

Integrity - by being open and transparent in all our dealings with people and finance.

Our Expectations

- **We love God - prepare in prayer.**
 - Prayer is the best way to prepare for your day and serve.
 - Pray to have the heart and eyes of God for people when you serve.
 - Ask God how he can use you today.

- **We Love People so Welcome guests with smiles and waves!**
 - Help to reduce confusion and stress for all guests in the parking lots.
 - Assist those upon arrival to find a carpark safely and efficiently if required.
 - Be watchful for people who appear to be new, or those who may have questions or special needs.
 - Be familiar with what is available for guests at our Church such as: Kids Church, Next Steps/Info Desk, Rest Rooms, Growth Track, Mother's Room, and Volunteer Headquarters.
 - Assist those leaving our worship services to leave as quickly and efficiently as possible.

- **We pursue excellence – Be on time and check-in.**
 - Pre-service meetings (known as huddles) are held 45 minutes before each service.
 - Once you have checked-in, you will receive a name badge which helps guests and our volunteers identify that you are on the Service Team.
 - Help ready the carpark for the Guests by setting out the campus flags.
 - Make sure you wear your Hi-Vis Safety Vests in the carpark.

- **We have fun – your energy & joy are contagious!**
 - The Gospel is good news – find something to celebrate every day!
 - We want you serving in your gifts and passions and doing ministry that is enjoyable and fulfilling to you. If your team is not a fit, if you would like to consider a new team or if you need a break from serving for a season, do not hesitate to let your Team Leader know. This is why they are here - to walk through life with you!

- **Visit Team Central**
 - This is where you will check-in as you prepare to serve and get your name badge for the day. It is also a great place to connect with other Team members. Treat yourself to any food and drinks inside on the Sundays that you serve, they are for you! You can also enjoy a coffee or tea on us at the Coffee Cart in the front foyer.

Schedule

You will be placed on one of the teams that serve every third weekend. This means you serve one weekend in one service only and for the following two weekends you can sit in the service.

For the 8.30am Service

Please arrive at 7.40am in order to be ready and in **the front foyer by 7.45am** where you will begin with a **huddle** and brief for the morning. Using the Car Park Checklist prepare for the Services by ticking off all items on the list. Be ready & in position to welcome from 8 – 8.45am. Be on the alert for any latecomers and anyone who may need some assistance. The Service will finish around 9.35am. Please **head back to the Car Park during the “Call to Salvation”** to farewell those leaving straight away. Be in place until the handover to the next team who should be in place by 9.50am.

For the 10.15am Service

Please **arrive at 9.40am** to sign in at Team Central. Team huddle will happen in the kitchen at **9.45am**. Please head out to the carpark for handover at **9.50am**. Be on the alert for any latecomers and anyone who may need some assistance. The Service will finish around 11.20am. Please **head back to the Car Park during the “Call to Salvation”** to farewell those leaving straight away.

For the 6pm Service

Please **arrive at 4.30pm** to sign in at Team Central to help set up for the night. Team Huddle begins at 5.15pm. Work with the team to set up ready for the night service. Welcome begins at 5.30pm so make sure you are in position just before then.. Be on the alert for any latecomers and anyone who may need some assistance. The Service will finish around 7.05pm. Please **head back to the Car Park during the “Call to Salvation”** to farewell those leaving straight away. As you will be the last people in the Car Park please use the **Car Park Checklist** to clean up and pack down.

What You Can Expect

- You will be introduced to your Team Leader who will walk you through the requirements of the Car Parking Role.
- You will be set up and shown how to use our rostering system program – Elvanto.
- Regular “catch ups” with your Team Leader whether in person or by phone.
- Opportunity to meet with the rest of the Service team on a weekly basis at the Burrito Bar, East Toowoomba.

How to Join

Complete the following:

- All four Growth Track sessions,
- Fill & Sign Safe Church Form if over 18,
- Blue Card Form
- One-on-One Conversation with the Team Leader

Highlands Café

role description

“Warmly welcome each other into the church, just as Christ has warmly welcomed you” - Romans 15.7 (TLB)

Team Role & Responsibilities

The Cafe Team is part of the Service Team that exemplifies Highlands Values through a variety of roles that help guests feel welcomed & relaxed by providing excellent customer service & serving quality coffee always with a smile.

As an extension of the Services Team you can help to engage with people so that they want to come back. Even behind the counter you can help to create **7 Meaningful Connections** for our guests to feel connected.

Being part of the Service Team is all about providing the warmest of welcomes that begins in the carpark, creating moments that make people feel special, introducing guests to others of the same age/demographic, personally showing the layout of the church and offering them a coffee at the café; it is all about CONNECTING. Eventually our aim is to point them to Growth Track and get involved with Small Groups.

Part of the Service Team, the Cafe Team exemplifies the Values of Highlands through a variety of roles that help guests experience a warm welcome & an enjoyable coffee.

Coffee has become an experience so we want our guests to receive the best experience possible. Serving with smile, giving personal service where you can by remembering names & coffee orders; and making sure when you aren't making coffee to always be on the alert and welcoming.

As part of the Service Team we all work together to create **7 Meaningful Connections** for our guests to feel connected.

The Seven Meaningful Connections are:

8. Giving the warmest of welcomes that begins in the carpark.
9. Creating moments that make people feel special,
10. Introducing guests to others of the same age/demographic,
11. Personally showing the layout of the church
12. Offering them a coffee at the café; it is all about CONNECTING.
13. Point them to Growth Track
14. Invite to Small Group

Our Expectations

- **We love God - prepare in prayer.**
 - Prayer is the best way to prepare for your day and serve.
 - Pray to have the heart and eyes of God for people when you serve.
 - Ask God how he can use you today.

- **We love people – welcome with a smile**
 - **Warmly greet customers.** Assist them with their orders through prompt and intentional acts of service.
 - **Be prepared to work as a team.** Showing that we value our customers through thoughtfulness and care thereby minimizing waiting time for their order.
 - **Make it personal** – remember names & coffee orders where possible
 - **Training** is essential. We want to deliver the best we can be through upskilling and learning from trained baristas.

- **We pursue excellence – Be on time and check-in.**
 - Pre-service meetings (known as huddles) are held 45 minutes before each service.
 - Once you have checked-in, you will receive a name badge which helps guests and our volunteers identify that you are on the Service Team.

- **Provide a welcoming environment for our Guests.**
 - Ensure café is clean and tidy with all chairs/stools in place and coffee machine is ready for use.
 - Before you start tick off all items on the Café Checklist.
 - If you are the last team on for the day tick off all items on the pack down Checklist for the café.

- **We have fun – your energy & joy are contagious!**
 - The Gospel is good news – find something to celebrate every day!
 - We want you serving in your gifts and passions and doing ministry that is enjoyable and fulfilling to you. If your team is not a fit, if you would like to consider a new team or if you need a break from serving for a season, do not hesitate to let your Team Leader know. This is why they are here - to walk through life with you!

- **Visit Team Central.** This is where you will check-in as you prepare to serve and get your name badge for the day. It is also a great place to connect with other Team members. Treat yourself to any food and drinks inside on the Sundays that you serve, they are for you! You can also enjoy a coffee or tea on us at the Coffee Cart in the front foyer.

Schedule

You will be placed on one of the teams that serve every third weekend. This means you serve one weekend in one service only and for the following two weekends you can sit in the service.

For the 8.30am Service

Please be in **the front foyer at 7.45am** where you will begin with a **huddle** and brief for the morning. Be ready to serve in the cafe from **8 – 8.30am**. Be on the alert for any latecomers and anyone who may need some assistance. During the Service you may be asked to stay behind to make coffees for the mums and dads in the Parent's Room. The Service will finish around 9.35am. **Please head to the Café during the "Call to Salvation"** to be ready for service. Please be aware that you may be asked to make coffees for all those attending Growth Track. Transition & hand-over to the next team will occur at 9.50am.

For the 10.15am Service

Please **arrive at 9.40am** to sign in at Team Central. Team **huddle** will happen in the kitchen at **9.45am**. Please head straight to the café or the cart ready to transition at 9.50am. During the Service you may be asked to stay behind to make coffees for the mum's and dad's in the Parent's Room. The Service will finish around 11.20am. Please **head to the Café during the "Call to Salvation"** to be ready for service. Please be aware that you may be asked to make coffees for all those attending Growth Track. Be prepared to serve 30 minutes after the service finishes.

For the 6pm Service

Please **arrive at 4.45pm** to sign in at Team Central to help set up for the night. Team **Huddle** begins at 5.15pm with the whole team. Be ready to serve in the café by 5.00pm. The Service will finish around 7.05pm. Please **head to the Café during the "Call to Salvation"** to be ready for service. Be aware that you may be asked to make coffees for all those attending Growth Track. Be prepared to serve 20 minutes after the service finishes. As you will be the last people using the café please use the **Café Checklist** to clean up and pack down.

What You Can Expect

- You will be introduced to your Team Leader who will walk you through the requirements of the Café Team.
- You will be set up and shown how to use our rostering system program – Elvanto.
- Regular "catch ups" with your Team Leader whether in person or by phone.
- Opportunity to meet with the rest of the Service team on a weekly basis at the Burrito Bar, East Toowoomba.
- Barista Training nights to challenge, up-skill and have some fun every three months arranged by your Team Leader.

How to Join

Complete the following:

- All four Growth Track sessions,
- Fill & Sign Safe Church Form if over 18,

- Blue Card Form
- One-on-One Conversation with the Team Leader

Guest Services Team

role description

“Warmly welcome each other into the church, just as Christ has warmly welcomed you” - Romans 15.7 (TLB)

Team Role & Responsibilities

Part of the Service Team, Guest Services exemplifies the Values of Highlands by creating **7 Meaningful Connections** for our guests to experience.

These connection points may not happen all in the one service but if you do the first five points consistently the New Person will move to Growth Track and to Small Group.

The Seven Meaningful Connections are:

15. Giving the warmest of welcomes that begins in the carpark.
16. Creating moments that make people feel special,
17. Introducing guests to others of the same age/demographic,
18. Personally showing the layout of the church
19. Offering them a coffee at the café; it is all about CONNECTING.
20. Pont them to Growth Track
21. Invite to Small Group

Highlands Values

People - *by helping them to know Jesus and grow in their relationship with Him.*

Generosity - *with our time, money and resources.*

Prayer - *prayer is as necessary as air, it is the lifeblood of our relationship with God.*

Excellence - *by creating irresistible environments for people to encounter Jesus.*

Fun - *the Gospel is Good News! We love fun.*

Integrity - *by being open and transparent in all our dealings with people and finance.*

Our Expectations

- **We love God - prepare in prayer.**
 - Prayer is the best way to prepare for your day and serve.
 - Pray to have the heart and eyes of God for people when you serve.
 - Ask God how he can use you today.

- **We Love People - Be a personal guide for guests.**
 - Take guests directly to the location or individual they need, avoid pointing or shouting out directions.

- Be watchful for people who appear to be new, who may have questions or special needs.
- Be familiar with what is available for guests at our Church such as: Kids Church, Next Steps/Info Desk, Rest Rooms, Growth Track, Mother's Room, and Team Central.
- **We pursue excellence - Be on time and check-in.**
 - Pre-service meetings (known as huddles) are held 45 minutes (depending on team) before each service.
 - Once you have checked-in at Team Central, you will receive a name badge which helps guests and our volunteers identify that you are on the Guest Service Team.
 - You may be asked to help the Team Leader & Host to count cars & people during the Service using the Statistics Form found in the Guest Services Cupboard.
 - Make sure you have the Guest Service Check List and tick off all the items so you can be well prepared for the Services.
- **We have fun – your energy & joy are contagious!**
 - The Gospel is good news – find something to celebrate every day!
 - We want you serving in your gifts and passions and doing ministry that is enjoyable and fulfilling to you. If your team is not a fit, if you would like to consider a new team or if you need a break from serving for a season, do not hesitate to let your Team Leader know. This is why they are here - to walk through life with you!
- **Visit Team Central.** This is where you will check-in as you prepare to serve and get your name badge for the day. It is also a great place to connect with other Team members. Treat yourself to any food and drinks inside on the Sundays that you serve, they are for you! You can also enjoy a coffee or tea on us at the Coffee Cart in the front foyer.

Schedule

You will be placed on one of the teams that serve every **third** weekend. This means you serve one weekend in one service only and for the following two weekends you can sit in the service.

For the 8.30am Service

Please be in **the front foyer at 7.45am** where you will begin with a **huddle** and brief for the morning. Use the Guest Service Checklist & tick off all items in order to be totally ready for the Services. Be ready to welcome at 8am and stay in place to at least 15 minutes after the service begins. During the service please be on the alert for any latecomers and anyone who may need some assistance; check to see if any of the parents need a coffee. The Barista will be expecting you! The Service will finish around 9.35am. **Please head back to your position during the "Call to Salvation"** to be ready to farewell & thank those leaving straight away for coming. Make those meaningful connections and be ready to **walk with and show** any

Guest where the Growth Track Training Room is. Transition & hand-over to the next team will occur at 9.50am. Please be on the lookout for any new visitors who may be sitting on their own.

For the 10.15am Service

Please **arrive at 9.45am** to sign in at Team Central. Team huddle will happen in the kitchen where we then have the handover for the second service. Please straighten any chairs & pick up any empty cups in the auditorium. You may need to add more chairs to the second service so make sure you are prepared for this. If this is the case make sure you let those Guests who are waiting for a seat that they are setting them out. During the service please be on the alert for any latecomers and anyone who may need some assistance; check to see if any of the parents need a coffee. The Barista will be expecting you! The Service will finish around 11.20am. **Please head back to your position during the “Call to Salvation”** to be ready to farewell & thank those leaving straight away for coming. Make those meaningful connections and be ready to **walk with and show** any Guest where the Growth Track Training Room is. Please be on the lookout for any new visitors who may be sitting on their own.

For the 6pm Service

Please **arrive at 4.30pm** to sign in at Team Central to help set up for the night. Using the Guest Services Checklist tick off all the items to ensure you are totally ready. Team Huddle begins at 5.15pm. Welcome begins at 5.30pm. You may need to add more chairs so make sure you are prepared for this. If this is the case please make sure you let those Guests who are waiting for a seat know that they are being set out for them. During the service please be on the alert for any latecomers and anyone who may need some assistance. **Please head back to your position during the “Call to Salvation”** to be ready to farewell & thank those leaving straight away for coming. Make those meaningful connections and be ready to **walk with and show** any Guest where the Growth Track Training Room is. Please be on the lookout for any new visitors who may be sitting on their own. Since you will be the last Team to serve please tick off all items on the pack down section of the Guest Services Checklist.

What You Can Expect

- You will be introduced to your Team Leader who will walk you through the requirements of the Guest Service Team.
- You will be set up and shown how to use our rostering system program – Elvanto.
- Regular “catch ups” with your Team Leader whether in person or by phone.
- Opportunity to meet with the rest of the Service team on a weekly basis at the Burrito Bar, East Toowoomba.

How to Join

Complete the following:

- All four Growth Track sessions,
- Fill & Sign Safe Church Form if over 18,
- Blue Card Form
- One-on-One Conversation with the Team Leader.

Highlands Buggy Team

role description

“Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms.” - 1 Peter 4:10 NIV

Team Role & Responsibilities

Part of the Service Team, the Highlands Buggy Team exemplifies the Values of Highlands by driving the Buggy safely & creating a moment where our guests feel welcomed, have fun & arrive “in style” to the entrance of Highlands Church.

You are the **second face** that our guests will see so make sure it is with a SMILE, a FRIENDLY WAVE, politely offering guests a ride to the entrance.

Safety is paramount so make sure you are wearing a high visibility vest at all times while driving the Buggy.

At the moment the Buggy is for sunny weather. If it is raining please help the car park team to ensure the umbrella’s come out of the Guest Services Cupboard and as a team help to walk our Guests to and from their cars if they would like it.

Remember as part of the Service Team we all work together to create **7 Meaningful Connections** for our guests to feel connected.

The Seven Meaningful Connections are:

22. Giving the warmest of welcomes that begins in the carpark.
23. Creating moments that make people feel special,
24. Introducing guests to others of the same age/demographic,
25. Personally showing the layout of the church
26. Offering them a coffee at the café; it is all about CONNECTING.
27. Pont them to Growth Track
28. Invite to Small Group

These connection points may not happen all in the one service but if the first five points are done consistently well the New Person will move to Growth Track and to Small Group.

Highlands Values

People - by helping them to know Jesus and grow in their relationship with Him.

Generosity - with our time, money and resources.

Prayer - prayer is as necessary as air, it is the lifeblood of our relationship with God.

Excellence - by creating irresistible environments for people to encounter Jesus.

Fun - the Gospel is Good News!

Integrity - by being open and transparent in all our dealings with people and finance.

Our Expectations

- **We love God - prepare in prayer.**
 - Prayer is the best way to prepare for your day and serve.
 - Pray to have the heart and eyes of God for people when you serve.
 - Ask God how he can use you today.

- **We Love People so Welcome guests with smiles and waves!**
 - Create a special moment for families & individuals by welcoming them; offer them a fantail; enjoy the drive and have a chat!
 - Drive Responsibly and safely.
 - Be watchful for people who appear to be new, or those who may have questions or special needs.
 - Be familiar with what is available for guests at our Church such as: Kids Church, Next Steps/Info Desk, Rest Rooms, Growth Track, Mother's Room, and Volunteer Headquarters.
 - Assist those leaving our worship services to leave as quickly and efficiently as possible.

- **We pursue excellence – Be on time and check-in.**
 - Pre-service meetings (known as huddles) are held 45 minutes before each service.
 - Once you have checked-in, you will receive a name badge which helps guests and our volunteers identify that you are on the Service Team.
 - As the Driver of the Buggy you will be responsible for picking it up; cleaning it down and making sure you have a container full of Fantails that you place in the Cup Holders.
 - Make sure you wear your Hi-Vis Safety Vests while driving the Buggy in the carpark.

- **We have fun – your energy & joy are contagious!**
 - The Buggy is a fun & entertaining way to get to the service! Enjoy yourself, have a quick chat & be sensitive to those who prefer to walk.
 - We want you serving in your gifts and passions and doing ministry that is enjoyable and fulfilling to you. If your team is not a fit, if you would like to consider a new team or if you need a break from serving for a season, do not hesitate to let your Team Leader know. This is why they are here - to walk through life with you!

- **Visit Team Central**
 - This is where you will check-in as you prepare to serve and get your name badge for the day. It is also a great place to connect with other Team members. Treat yourself to any food and drinks inside on the Sundays that you serve, they are for you! You can also enjoy a coffee or tea on us at the Coffee Cart in the front foyer.

Schedule

Morning Service Teams - You will be placed on one of the teams that serve every third weekend. This means you serve one weekend in one service only and for the following two weekends you can sit in the service.

Night Service Teams – you will serve and be rostered on every second weekend.

For the 8.30am Service

Please arrive at 7.40am in order to be ready and in **the front foyer by 7.45am** where you will begin with a **huddle** and brief for the morning. Using the Highlands Buggy Checklist prepare for the Services by ticking off all items on the list. Be ready to drive & welcome from 8 – 8.45am. Be on the alert for any latecomers and anyone who may need some assistance. During the Service you can park the Buggy by the side of the building but **DO NOT** leave the keys in it. Take the keys with you into the Service. The Service will finish around 9.35am. Please **head back to the Buggy during the “Call to Salvation”** to be ready to drive those leaving straight away back to their car. If they prefer to walk always smile and thank them for coming. Be prepared to drive the buggy until handover which happens at 9.50am.

For the 10.15am Service

Please **arrive at 9.40am** to sign in at Team Central. Team huddle will happen in the kitchen at **9.45am**. Please head out to the Buggy for handover at **9.50am**. Be ready to drive & welcome from 9.50am – 10.30am. Keep on the lookout for any latecomers and anyone who may need some assistance. During the Service you can park the Buggy by the side of the building but **DO NOT** leave the keys in it. Take the keys with you into the Service. The Service will finish around 11.20am. Please **head back to the Buggy during the “Call to Salvation”** to farewell & drive those leaving straight away back to their car if they wish. If they prefer to walk always smile and thank them for coming. Be prepared to drive the buggy until 20 minutes after the service finishes.

For the 6pm Service

Please **arrive at 4.30pm** to sign in at Team Central to help set up for the night. Team Huddle begins at 5.15pm. Work with the team to set up ready for the night service. Using the Highlands Buggy Checklist prepare for the Services by ticking off all items on the list. Be ready to drive & welcome from 5.30pm so make sure you are in position just before then. Be on the alert for any latecomers and anyone who may need some assistance. During the Service you can park the Buggy by the side of the building but **DO NOT** leave the keys in it. Take the keys with you into the Service which will finish around 7.05pm. Please **head back to the Car Park during the “Call to Salvation”** to farewell those leaving straight away. As you will be the last person to use the Buggy for the night please drive the Buggy back down to the College and put it away.

What You Can Expect

- You will be introduced to your Team Leader who will walk you through the requirements of the Highlands Buggy Role.
- Those eligible to drive the Buggy must have either a Provisional License or Open Road License. These must be sited & signed off by your Team Leader.
- You will be set up and shown how to use our rostering system program – Elvanto.
- Regular “catch ups” with your Team Leader whether in person or by phone.
- Opportunity to meet with the rest of the Service team on a weekly basis at the Burrito Bar, East Toowoomba.

How to Join

Complete the following:

- All four Growth Track sessions,
- Fill & Sign Safe Church Form if over 18,
- Blue Card Form
- One-on-One Conversation with the Team Leader

Service Host

role description

People matter and here at Highlands we are passionate about using our talents for God's purposes. That is why we encourage everyone to attend Growth Track and find out what their talents and gifts are.

What we do is more than just a job title as we have the privilege of leading people to become fully devoted followers of Christ. We strive to be risk taking, irrationally generous, spiritual contributors who love to have fun, laugh hard and honour God with integrity.

The Service Host is all about leading and serving the Guest Service Team Leaders as they lead their teams in creating environments where people's experience is one where they feel that they are treated beyond their expectations.

What We Value

- You have an ability to inspire people and keep the team motivated.
- Enthusiastic about discipling others in how they can serve;
- Appreciate the opportunity to lead and work with the Guest Service team leaders;
- An influencer who constantly leaks Highlands culture to the teams.
- Gets excited about scheduling and having things well organised in advance; someone who loves the reputation of being known as the "Master Scheduler of Elvanto".
- You are generous with the time you give to each of our guests because people matter.

Your Responsibilities

- Work with the Team Leaders to create a welcoming environment at each Service.
- Develop and maintain relationships with the Guest Service Team Leaders.
- Encourage the Team Leaders to develop and maintain relationships with their teams.
- Help the Team Leaders to understand & communicate to their teams the importance of making Connections with every Guest. Connections that ultimately lead to Community.
- Look at creative ways to ensure that the Team Leaders are consistently communicating with their teams.
- Schedule the volunteer teams to serve well in advance using Elvanto.
- Help the teams to go above & beyond guest's expectations – we don't wait until the moment arises, we create those moments using our initiative & creativity.

Creative

1. Overview
2. Audition Interview
3. Infuse (Music Training)
 - a) Musician develop process
 - b) Infuse Basic Music Theory
 - c) Infuse Step by Step process
 - d) Evaluation Checklist
4. Definition of a Team Huddle
5. Music Team Roles
6. Creative Team Leader role description
7. Sunday rehearsal rundown
8. Team Leader checklist
9. Vocals Workshop
10. MD Workshop

Overview

Creative Team

- Creative Team: Sunday team, Youth music team, songwriting team
- Creative Pastor - 1 day/week: rosters, team reminders, planning, catching up with leaders, weekly touch points with team members (messages, some catch ups, thank you cards)

Sundays

- Our focus is: worship God; then lead people to their next step with Jesus (new people, then Christians)
- Songs chosen by Creative Pastor, with song leaders chosen for each song (on elvanto)
- Song pool of ~30 songs. Every term 2-3 new songs, and 2 songs phase out. Smaller pool of songs allows people to know songs better as they're sung more often
- Song qualities: Jesus-centric, Christianese-free, no complicated metaphors or allegories, front-footed worship
- Immediate feedback culture with all team (more weight on MDs, Team Leaders and Song Leaders)

New people process

- 1) Point them to go through Growth Track
- 2) GT Step 04 - meet Creative Pastor about next steps
- 3) Email/message pointing to elvanto note that week
- 4) Audition & Infuse Music Training on same night once a month (auditions are not to pass or fail, but to interview, start to build relationship, state person and get to know their skill level)
- 5) Keep coming to Infuse (until they're stage-ready)
- 6) Keep coming back to Creative Team Nights (CTNs)

Ongoing training & Team time

- Huddle time before every service: vision, game plan, runsheet run through, prayer (led by rostered Team Leader)
- Infuse (Music Training Night) – for all new members to go through, providing one-on-one coaching tailored to required skills to be “stage-ready”; for current members to go over training (eg: new song leaders)
- Creative Team Nights: food, community, vision and workshops led/planned by Leaders

Things that have made the biggest difference

- Blurring lines between AM and PM teams: younger people in the morning, and older at night, learning from each others' strengths
- There's no "worship leaders" -> instead there's song leaders
- More responsibilities to Team Leader and MD. TL (usually a song leader) leads rehearsal, communicates with all members, with Production team, leads huddle, pays attention to smaller details (stage clean, etc), received feedback from Leadership between services
- Initially taking out "free worship" culture to get team signing songs straight much stronger (taking away all "fluff") – then slowly bringing it in again strategically and with newer vision
- Cultivating a culture of immediate feedback (starting from Infuse), so it's not a personal attack when coaching someone

Things that have made the biggest difference

- Working on strong runsheets all teams can rely on
- Using Facebook group: events, communication, vision (with younger people it's a matter of communicating with them on Instagram)
- Strongly and constantly encouraging team members to use Elvanto well: confirming rosters and relying on it for all song resources and service details
- Being very intentional about songs we pick. Some songs that are sung in other successful churches don't work for us because of difference in culture, sound we're aiming for, content, focus, musicianship level, etc.
- Very structured rehearsal - start playing Pre-roll automatically at the same time every time to "push" band to get going. As soon as introduced, we had enough time to go through set twice comfortably and never run out of time anymore.
- We do songs as per track 97% time – no culture of diva worship leaders (we lose time in rehearsal, makes it hard for Production team to make changes)

Music Team Interview

date: ____ / ____ / ____

Interviewer: _____

Name: _____

Please keep interview to 7-8 minutes

- Auditioning for:
- Considering some of our positions will only have you rostered once a month, how often are you wanting to serve?
- Name a secondary area of the Dream Team you would potentially like to be involved in.
- Do you have any musical training or experience?
- When did you start a personal relationship with Jesus? How long have you been involved with a local church? How did you come to COC?
- What is going on in this season of life? (Job, Family, Home)
- Why do you want to serve in our Music Team?

Requirement & expectations:

- We encourage you to be open to serve both AM and PM. Both services have different flavours and we will consider how comfortable you feel, but sometimes it will be needed.
Preference AM PM
- We will have you rostered around once a month
- We expect that you attend church regularly, and not depend on when you're rostered on

- We want you to benefit from the community and training from all our CTNs, make sure you come
- We value excellence and investing into your gifting – we recommend you do this in the form of time & money investment. Nothing is mandatory, but we want to bring our best as a Team (the standard is high) and that can only happen when we do that individually!
 - In-ears
 - Your own instrument & equipment
 - Lessons – Re:Sound
- We value attitude and heart: being on stage is an honour, we want to see you honouring God, leadership and others through it. It's not about a position or being looked at. Every position is valuable, make sure how you invest into yourself reflects this. It's not all about being the worship leader – that only comes with experience and the right heart.

Next Steps

- Ask if they have any questions.
- We will send you another email/message next week with more specific info on being on team
- Please make sure your Blue Card form is all filled in
- Encourage them to complete all Growth Track steps if they have not already!

Interviewer comments/concerns

Infuse

Infuse is the musician development process for Highlands Creative Team. It exists to prepare both vocalists and instrumentalists for the Highlands stage. Each individual is evaluated on our Four Core Values:

- **HEART:** We are passionate about the presence of God and live a life that reflects the love of Christ. [Scripture reference: Psalm 24:3-4].
- **COMMUNITY:** We grow relationally with the team and have a genuine love for people. [Scripture reference: Philippians 2:1-4].
- **EXCELLENCE:** We excel in musicianship and continually develop the talents that God has given us. [Scripture reference: Psalm 33:3].
- **ATTITUDE:** We endeavour to have the mind of Christ, and approach life with an attitude of humility and an atmosphere of fun. [Scripture reference: Philippians 2:5-7a]

The goal is to create a sub-culture to the main worship ministry, where individuals are getting developed and evaluated on a consistent basis. As a person meets the “reasonable” expectations (heart, community, excellence, and attitude) set by the leader, then they will be implemented into the team.

There are progressions that have been established in order to move people from the parking lot to the stage. The following is a brief description of our “**Path to the Platform**”.

ORIENTATION (Growth Track step04)

This takes place on the fourth Sunday of each month. The orientation exists to accomplish three things:

1. To **clarify team vision and expectations** [Core Values] to the individual.
2. To **communicate next steps** (audition info [date, time, location, songs, etc....]) to the individual.
3. To **conduct a brief conversational interview** with the individual.

During the orientation each person will fill out an Highlands Team application, a Safe Church form and a Blue Card application form.

AUDITION

This takes place on the second Wednesday of each month. The audition exists to **identify if the individual has the musical talent** to be *developed* in the process (over a period of time, not expected to immediately contribute). It is understood by leadership that excellence [skill set] will get you an invite to the party, but it must be combined with heart, community, and attitude to get you a seat at the table.

DEVELOPMENT (Infuse)

This takes place on right after the Audition from 6:30-8:00pm. The development exists to **train individuals to reach (and exceed) team expectations**. The timetable for the Infuse process varies by church (all churches are on different skill levels). [*Spectrum: 2 months to 1 year... you know your team's level.*]

The following is a layout/timeline of training sessions from the first year we created Infuse:

- Huddle

Welcome, state the purpose of Infuse, pray.

- 2-song set
 - Song #1 --- Coach
 - Song #1 --- Transition
 - Song #2 --- Coach
 - Song #2 --- Transition
- 1-song session
 - Pick one song and give an opportunity to a newer musician to play through a couple of times.

The individual will be scheduled on Elvanto (with picked songs so they're practicing, and getting used to using Elvanto) for Infuse every month until he/she progresses and reaches the team expectations. If for some reason the person hits a "plateau" and stops growing in skill, then the leader will meet with the musician and put them on notice that they are being observed over the next month to see if they can overcome the obstacle. IF THEY DO PROGRESS, then the individual will continue his/her development in the Infuse process. IF THEY DO NOT PROGRESS, then the individual will be given a set time to go pursue private music lessons (at individual's expense), and then return for another audition (Infuse has an "open door" policy). During that period, the individual will be encouraged to join a different area of the church to serve in, while they develop their musical talents on the side. We measure success by plugging each individual in to the Dream Team (individuals who serve in all areas of the church), not just Highlands Worship. This is our overall WIN.

IMPLEMENTATION

This takes place once all the expectations have been met. The implementation exists to ***place an individual into an opportunity to operate in his/her "God given gifts"***. The musician will begin to be scheduled in "bridging" events such as our Prayer & Praise (less pressure), a vocal choir, as second guitar, etc, to get some experience at actual services and events, with the complete transition to Sunday services after. We always want to set them up for a win!

IN CONCLUSION

Infuse has provided the capacity to grow our church by ensuring that we have multiple worship teams ready to go for new campus launches and/or added services. Not only have we been able to gain a high level of skill from our teams, but these musicians also carry the vision (DNA) of our church.

Infuse has been successful for two reasons: First, it creates consistent opportunities for people to get involved with the worship ministry. Secondly, the atmosphere is healthy (life-giving) for the people who get into the process. It is designed from a sowing and reaping principle, which means it is an investment of time for the leader without instant results. But just like a good home cooked meal that's been marinating in the right ingredients, once it's ready... you wouldn't want it any other way.

Team Huddles

- **Definition of a Huddle:**

A **huddle** is an action of a team gathering together, usually in a tight circle, to strategize, motivate or celebrate. Commonly the leader of the huddle is the team leader and it is the leader who will try to inspire his fellow team members to achieve success. Similarly after an event a huddle may take place to congratulate one another for the team's success, or to commiserate a defeat.

- **Why do we huddle:**

- To strategize: To “call the play” of the serve for our team. If the service flow requires an unusual play by our team, we call the audible and run with it.
- To motivate: We remind our team the value of our serve in bringing guests from where they are, to being able to hear the message and make a decision for Christ.
- To celebrate: Celebrate the team and the number of Salvations last week. Each number is heart given to Jesus!

- **Huddle is an “action of a team”:**

There is no “I” in team! As a team, we love to develop relationships, pray for each other's individual needs, and help each other take next steps. But, we don't do that in the huddle – we do that in our fellowship time before and after our serve and in communication between our serves. The huddle is for the team as a unit. Sharing prayer requests and individual needs in the huddle, takes our hearts and minds to ourselves, when our focus should be on “them”! “Them” is who we get to serve, not ourselves.

- **Time counts:**

Just as time counts in a game huddle, time is important in our team huddles. Huddles should be 5-7 minutes long. We call the play, motivate the team, celebrate what we get to do and pray the team out!

- **What are the “wins” of an effective huddle:**

- Huddles are the only “team meetings” we have with Dream Team members, except for Team night. The Dream Team Culture remains strong and clear when our leaders offer effective huddles.
- **Clarity of why** we get to serve today
- **Clarity of what** the serve should look like
- Full team **awareness of changes** that will affect our serve

- Everyone is “in the know”, so it says that **everyone matters!**
- **All about team, less about me**
- **Celebration of what we get to be a part of ...someone’s salvation story....reminder of the many stories!**

Infuse Evaluation Criteria

CORE VALUES (all instruments)

- **Heart:** we love God, love our church & leadership and reflect the love of Jesus in our lives.
- **Community:** we grow relationally with the team and have genuine love for people.
- **Excellence:** excel in musicianship and continually develop talents that God has given us. We understand that we never “arrive.”
- **Attitude:** we endeavour to have the mind of Christ and approach life with an attitude of humility and an atmosphere of fun.

STAGE PRESENCE (all instruments)

- Energy
- Engages people with eyes looking out. (Open during all songs, closed only during appropriate moments in high praise songs)
- Expression (smiles, excitement)
- Participates in worship off-stage
- Attentive while pastor/host is on stage

VOCALS

- Demonstrates consistent / accurate pitch
- In-ears knowledge
- Part preparation
- Adaptable to change keys
- Adaptable to blend with other vocalists
- Knows lyrics
- Knowledge of song arrangements / dynamics (memorisation)
- Receives and executes direction from music director / worship leader
- Teachable
- Has established consistent breath support
- Demonstrates authentic, energetic, engaging stage presence

ACOUSTIC GUITAR

- In-ears knowledge
- Clear understanding of capo usage
- Teachable
- Tempo (click)
- Chord knowledge
- Consistently plays correct chords / progressions
- Demonstrates musical awareness
- Consistent strum patterns
- Receives and executes direction from music director / worship leader
- Dynamics

BASS GUITAR

- In-ears knowledge
- Good knowledge of the fret board
- Teachable
- Proficient in the number system / able to transpose easily
- Tempo (click)
- Shows awareness and flexibility towards drums / kick
- Musical awareness

- Receives and executes direction from music director / worship leader
- Consistently plays correct notes / progressions
- Dynamics

DRUMS

- In-ears knowledge
- Able to multi-task using Playback app
- Atmosphere
- Builds (Style, Use, and Execution)
- Dynamic control
- Flow (Transitions, Prayer, Host, and End)
- Knowledge and use of backup click
- Rhythmic accuracy
- Phrasing
- Song preparation
- Receives and executes direction from music director / worship leader
- Technique
- Tempo control

ELECTRIC GUITAR

- Song transitions
- Atmosphere
- Flow
- Proper use of effects (overdrives, delays, reverbs)
- Dynamics
- Preparation (part knowledge and flexibility)
- Tone
- Receives and executes direction from music director / worship leader
- In-ears knowledge

KEYS

- Song transitions (turning corners slowly)
- Flow moments (Salvation call, Prayer)
- Creativity
- Chord structure
- Receives and executes direction from music director / worship leader
- In-ears knowledge

MUSIC DIRECTOR

- Receives and executes direction from worship leader
- In-ears knowledge
- Able to clearly communicate (arrangements, chords, dynamics, etc)
- Demonstrates confidence & cool-headedness
- Song preparation
- Musical Awareness
- Maintains instrumental excellence while directing
- Teachable
- Speaks with clarity
- Song transitions

ACTIVE TEAM

- Continued good practice habits / preparation
- Attendance to Creative Team Nights
- Arrives on time to rehearsals / sound checks

- Demonstrates active pursuit of relationships with campus attendees outside of Music Team members
- Shows desire to engage and contribute to the development of other team members (at Infuse, rehearsals, etc.)

Creative Team Roles

- **Team Leader**

Team leaders on Sunday rehearsals, make rehearsals run smooth and efficient and make calls & work with MDs

Most worship leaders or MDs with wide experience can be trained to be a Team Leader (needs to be culture-carrier, understand vision and goals of our worship time & have built relationship & rapport with Team so they're able to lead them)

- **Band Leader**

Rosters band for services

Liaises with instrument leaders

Liaises with Special Events arrangement leader for band parts

Oversees band at CTNs

Sees the needs in band and comes up with workshop ideas & training

Follows up on new people flow (instruments)

Scouting & building relationship with potential new members - point to Growth Track

- **Vocals Leaders**

- > Song Leaders (WL) Coach

- > Vocals Developer

Liaises with vocal leaders

Liaises with Special Events arrangement leader for vocal parts

sees the needs in vocals team and comes up with workshop ideas & training

Leads vocals / choir at CTNs during New Songs Workshops

Follows up on new people flow (vocals)

Scouting & building relationship with potential new members – point to Growth Track

- **Infuse Developers:**

Vocals:

*1 person guiding all vocals

*1 Song Leaders coach

Band

*1 person guiding

1 drums

1 keys

1 guitar

1 bass

- **Special Events**

-> 1 person in charge of arrangements:

sourcing them (ideas)

liaising with CP: style fits, choosing right people to deliver

working out how many rehearsals are needed

working out arrangements with - Vocals Leader, Band Leader & special instruments

resourcing parts to team in advance

->1 person to deliver & supervise arrangements through Rehearsals

touch base with team through rehearsal period

- **Rostering**

- 1 for band (AMs & PM)

- 1 for vocals

- **Auditions**

Leaders to come to audition/interview depending on who's auditioning

- **Prayer Covering**

Person to Pray for Music Team Area: provide a list of prayer points, and catch them regularly to gain insight from them

Creative Team Leader

role description

Responsibilities:

- Assist in the training of Highlands Creative Team band members
- Assist in wooing, recruiting and connecting potential new band members (on Sundays) and encourage them to go through Growth Track to become a team member in Creative Team
- Assist in the care and connecting of the Highlands Creative Team members under your area (on Sundays, at CTNs, and through the week)
- Assist in keeping communication frequent and open with members in your area
- Participate and help accomplish major Highlands Creative Team projects
- Promoting Creative Team events, as well as Highlands Church events

Attributes:

- Positive attitude
- Heart of a servant
- Fun/enjoyable
- Loyal
- Share the vision of Highlands to fulfill the Great Commission with integrity and passion.
- Demonstrate initiative and forward-vision

Contact:

- Frequent contact with members and leaders of Highlands Creative Team and INFUSE
- Highlands Worship Pastor
- New members – make them feel included and welcome!

Rostering and Song Sets

Worship Pastor / Band Leader and Vocals Leader to roster band and vocals respectively for all services. Things to keep in mind:

1. One **key player** to have a key role is always needed. Key player to be someone well experienced, with the right culture and the best heart. Key roles are: worship leader, keys, drums or MD
2. Newer members to have someone strong supporting them: new drummer WITH strong MD; new song leader WITH strong song leader, etc
3. Team Leader to be person able to lead rehearsal well: either worship leader or MD (doesn't necessarily have to be a **key player**)
4. Rostering to be set a month in advance (at least) works best to create healthy culture where there's trust.
5. Apart from the automatic weekly text sent out for the weekend's roster, it's great to communicate through multi-channels when rosters are out (email, facebook group, texts), as well as any changes or differences in their set. Over-communicating is key so there's trust being built.
6. Get team to confirm/decline as part of the Team's culture. Really engrain that into them - better to know if someone's not available a week earlier (or even earlier) than on the night before.
7. Check by Thursday with ANY one in the team who hasn't confirmed: send them the elvanto link and ask them to confirm position kindly

A strong song set

A strong set is one where you **choose songs and a flow that will bring wins** - wins as the singers sing them, wins for the band that's scheduled and wins for the congregation.

1. Who's Song Leading? Choose songs that you know the particular singers will do a great job at. Keep in mind demographic, experience and skill level.
2. Who's on Band? Some songs might be trickier to pull off by newer band members.
3. What does the congregation love? To be able to engage (clapping, signing out, tapping foot) - some songs are more of a hit than others: why not include one of our "winning" songs in every set? The rest of the songs can be crafted around that.
4. Some songs can be quite similar in style or content - try to avoid placing similar songs together.
5. Basic structure:
 - Song 1: gets the congregation going, bouncing, clapping, jumping, wakes them up
 - Song 2: either another fast song OR a mid-tempo one that can be performed in a driving way (specially the intro)

- Song 3: "transitional" slow song
- Song 4: traditionally the "winning" song will be here most times

Bringing a new song in:

1. Needs to be led by a very experienced Worship Leader
2. First few times: to be as close to original as possible (in instruments and vocals) - needs to be simple and straight so people can pick up from the start
3. Needs to be carried out with extra strength - vocally: all singers singing from the start; band: hit every note hard without hesitating
4. Sandwiched between well-known and loved songs by the congregation within the set

Sunday Rehearsal Rundown

MORNING SERVICES:

1. 6.50am - arrive ready for band members. Get in-ear iPads and place on stage
2. 7.00am - welcome every member and encourage them to set up (inears, printing music, etc)
3. 7.15am - sound person to automatically play Pre-Roll into set (no stop)
4. Go through set without stopping
5. Once set is finished, check with all members, give feedback to singers & MD
6. Go through set again
7. Finish at 8.00am – no exceptions
8. **8.05am - ALL TEAM huddle** (encourage them to have their coffees/anything else after huddle)
9. 8.25am - EVERYONE back stage. If someone is missing, make them aware
 - *Team Leader to debrief with Leadership Team from first service*
 - *Debrief huddle at 10.10am for 10.15am service*

NIGHT SERVICE:

1. 4.05pm - arrive ready for band members. Get in-ear iPads and place on stage
2. 4.15pm - welcome every member and encourage them to set up (inears, printing music, etc)
3. 4.30pm - sound person to automatically play Pre-Roll into set (no stop)
4. Go through set without stopping
5. Once set is finished, check with all members, give feedback to singers & MD
6. Go through set again
7. Finish by 5.15pm – no exceptions
8. **5.15pm - ALL TEAMS huddle** (encourage them to have their coffees/anything else after huddle)
9. 5.55pm - EVERYONE back stage. If someone is missing, make them aware
 - *Team Leader to debrief with Leadership Team from first service*
 - *Debrief huddle at 10.10am for 10.15am service*

Team Leader checklist

- Be in charge of communicating with band, Song leaders, MD and Sound Person
- Pre-roll: 7.15am / 4.30pm straight into first song
- Go through set
- Go through set again / specific songs
- Groove
- Finish at 8am / 5.15pm
- Look out for a clean stage - Get everyone to clean (chords, stands to side, etc)
- Lead huddle:
 1. Call the play (details/notes for band one last time) Full team **awareness of changes** that will affect Team. Everyone is “in the know”, so it says that **everyone matters!**
 2. Go through Runsheet
 3. Have a 3-5 min **huddle** message that follows this framework: **What are the “wins” of an effective huddle?**

Huddles are the only “team meetings” we have with Music Team members, except for CTNs. Our culture remains strong and clear when our leaders offer effective huddles. Finish in prayer.

What to share about?

- o **Clarity of why** we get to serve today
- o **Clarity of what** the best outcome should look like
- o **All about team, less about me**
- o **Celebration of what we get to be a part of...** someone’s salvation story... celebrating decisions made... reminder of the many stories we get to hear!

4. Remind team to meet again by 10.10am for debrief

Workshop

MUSIC DIRECTOR 101

Purpose / our why!

- To lead people to Jesus
- Others / People matter. People in the team matter. People in the service matter.
- To create an irresistible place, people love to come and bring their friends to!
What is an Irresistible place: free from distractions, consistent in high quality, drawing people to have their encounter with Jesus
- Honouring and supporting our leaders

A decisive call is never to override our leaders. Honour is key!

Senior Pastor & Campus Pastors (Ken, Doug) – Head of Creative Team (Ana) – Music Team Leader - Music Director

Role of a Music Director

- To be a point person, direct & communicate with band
- Supporting Team Leader through soundcheck & rehearsal
- Support the song leader / host / preacher through service
- Bring out the best in everyone & meet musicians at their skill level (so they can be comfortable and confident in their roles!)
- To be able to read the congregation, the feel of the room and the moment... and then how to lead the team through that musically
- To make a call when there isn't any clear direction, or something isn't going to plan
- **At the end of the day authority can only come from confidence.** Confidence should come not from personality, but out of humble seeking & having knowledge and experience: build knowledge, pay attention to sets from other churches. Authority also comes from rapport: with the team, with our leaders, congregation. Building respect.
- OVER-COMMUNICATE

Things to say (always with enough notice, loud and clear)

- *Song title before going into it*
- *Call in every part of song - count in 1,2,3,4*
- *Any tricky parts - let the specific musician know (keys lead comes in in 1,2,3,4)*
- *End chord – ALWAYS*
- *"Atmosphere" "make it big"*
- *Build - 4 (every beat), 8th (half of the beat), 16th (quarter of the beat)... especially used with bass and kick/drums.*
- *Drop - tapered off*
- *Cut - sudden drop*

Tips to be the best MD you can be:

- Always start with good in-ears. What to have in your mix?
- Get familiar with runsheet – you will be making the shots
- Know the team and their skill levels.
- Learning the songs from top to bottom, make them second nature, really helps you focusing on the role of MD
- Keep a constant eye on the Team Leader for any hand signals
- Be direct, but not hurtful. You're there to help them WIN

Production

1. Overview
2. Training
3. Checklists

Overview

Production Team Mission

Our production team mission is to lead people into a growing relationship with Jesus Christ by creating an irresistible environment and to effectively enhance, complement and serve the worship, the message, and pastoral ministries of our church.

The production team functions through **live streaming cameras, onscreen media, auditorium and stage lighting, sound and church online**. This team is vital to everyone's Sunday experience.

What we do to achieve our mission

- Regular training - Infuse nights / extra training nights
- Team Nights
- Regular catch ups
- Sunday Checklists
- Clear expectations
- What I do as a leader - I need to make sure that I'm personally growing within my skill to be an example to my team and bring them along with me.

Training

There are two ways we train out team

- Infuse/training nights
- Service Training

Infuse and training nights are a low pressure environment where our volunteers can gain more confidence in their area as well as having the opportunity to expand on their current abilities, to try new things and share what they have learnt with the rest of the team.

We use a 5 week training plan with our production team on a Sunday to help them become familiar with how a service runs and to learn how to read and use the Service Runsheet and checklists.

Team Nights and Catch ups

Knowing the team and having the team know each other is important to help have the team operate effectively together.

Team nights are an opportunity for the team to hang out and get to know each other to help build relationships through to team.

As well as team nights, Production Leader regularly catches up with each member of the team to see how they are going personally and on team and to continually share vision

Clear Expectations

- We Love God
 - We prepare for the service in Prayer
- We Love people
 - We Respect others by being on time and knowing the service ahead of the day
- We Pursue Excellence
 - Attend training nights to expand our skills
 - Actively practicing during our rehearsals and looking for what could be improved.
- We Choose Joy
 - We Serve using our gifts and passions which leads to serving from an overflow of love and enjoyment.
 - We continually strive to have fun with everything we do, while maintaining focus on the service flow, and creating a distraction-free environment.

Production Checklists

PRODUCTION MANAGER

checklist

Name:

7.00am / 4.15pm

- Arrive at church
- Ensure Team signs into Team Central
- Collect runsheets and hand out
- Get iPod and log into unity app
- Ensure all production members are using coms

7.10am / 4.25pm

- Confirm all TVs are turned on (Stage Display, Back Foyer, Front Foyer, Café, Mothers Room, Parents' room & Team Central TV)
- Check all iPad Giving points are on
- Check everyone is marking off their runsheets

7.20am / 4.35pm

- Practice songs with band
- Make note of any changes (who is leading what, lyric order change, etc)
- Confirm Bible Verses have been added
- Compare names for preacher and host with runsheet

8.00am / 5.15pm

- End of band rehearsal
- Preacher / Host check
 - Mic check
 - Bible Verses check – be thorough (look out for spelling / phrasing mistakes)
- Clean production area

8.10am / 5.20pm

- Team huddle in the Church Studio Room (AM)
- All-in Team Huddle (PM)
- Go over the runsheet in detail with all the Team

After First Service

- Give Feedback / ENCOURAGE 😊
- Check runsheet for the second service
- Remind Team to be on stations by 10.10am

10.00am

- Check Clocks have been reset (Stage Display)
- Welcome Slide up

End of Last Service

- Give Feedback / ENCOURAGE 😊
- Put iPod on charge

- ❑ Clean up production area
 - ❑ Throw away rubbish, water bottles, coffee cups and run sheets

Troubleshooting

Your points of contact are:

- For anything technical: **Jordan Anderson**
- For anything media content: **Ben Thompson**

MULTIMEDIA

checklist

Name:

7.00am / 4.15pm

- Arrive at church
- Turn side projectors ON (including Kids projector for AM Services)
- Set up all Macs
 - Open Mad Mapper for LED Screen
 - Load Default
 - Load Ableton – Current Service
- Turn on all TV Monitors and Projectors
 - Stage Display TV
 - Back Foyer
 - Front Foyer
 - Cafe
 - Mother's Feeding Room
 - Parents Room
 - Team Central TV

7.10am / 4.25pm

- Check ALL videos Church News/Series Intro/Special Events with sound (while band is setting up)
- Check Master and Slave
- Compare service layout to the Runsheet, confirm slides are correct
- ATEM switch has been restored confirm DSK's are working (Lower Thirds and Mask)

7.20am / 4.35pm

- Practice songs with band – pay attention to MD and Production Manager
- Make note of any changes (who is leading what, lyric order change, etc)
- Check Verses – if not Ben T to add verses
- Compare names for preacher and host with Runsheet

8.00am / 5.15pm

- End of band rehearsal
- Pre-Service Slides
- Clean production area
- Confirm any changes made are also made on church online.

8.05am / 5.20pm

- Preacher / Host check
- Team huddle in the Church on-line room (AM)
- All-in Team Huddle (PM)

After First Service

- Growth Track slide goes up – check time is correct
- Check with Production Manager on how we went – what can we do better?
- Check runsheet for the second service

10.00am

- Reset clocks

- Welcome Slide up

End of Last Service

- Ask for feedback from Production Manager on what we can do better.
- Growth Track slide goes up – check time is correct
- Clean up production area - throw away rubbish, water bottles, coffee cups and run sheets

Troubleshooting

Cameras not showing on side screens:

1. Are projectors on?
2. Restart ATEM and camera converter (above ATEM), restore file

LED screen not showing properly:

1. Restart pro-presenter and Mad Mapper - follow Media guide
2. Unplug connection from behind monitor back in

If you follow all steps and still can't manage to fix something, your points of contact are:

- For anything technical: **Jordan Anderson**
- For anything media content: **Ben Thompson**

LIGHTING

checklist

Name:

7.10AM / 4.10PM

- Arrive at church
- Turn on lighting mac
- Turn on all stage PowerPoints
- Load the Dot 2 software
- Confirm all lights and haze are working

7.15AM / 4.15PM

- Fill Haze fluid
- Check run sheet for what songs we are singing
- Check with media what backgrounds are being used for colour of lights
- Setup song layout

7.30AM / 4.30PM

- Practice songs with band
- Make note of any changes (song structure, song dynamics, etc)
- Checking hosting and preaching lights are set correctly.
- Ensure lights do not leave the stage, shining in eyes (morning service)

8.00AM / 5.00PM

- End of band rehearsal
- Set Pre-Service lights
- Clean production area
- Team huddle in the Church on-line room (AM)
- All-in Team Huddle (PM)

8.15AM / 5.15PM

- Turn on Spotify (relevant service playlist)
- Team huddle in the Church on-line room

After First Service

- Set Pre-Service lights
- Turn on Spotify (relevant service playlist)
- Check with Production Manager on how we went – what can we do better?
- Check run sheet for the second service

End of Last Service

- Set Pre-Service lights
- Turn on Spotify (relevant service playlist)
- Ask for feedback from Production Manager on what we can do better.
- Clean up production area
 - Throw away rubbish, water bottles, coffee cups and run sheets
 - Thank You!!

Troubleshooting

Lights Aren't Working correctly:

1. Compare DMX number on light with D-Pro
2. Moving lights – no cables stopping lights from moving
3. Reset Blue DMX converter in cupboard

Haze not working correctly:

1. Check room temperature (above 18 heat is too hot)
2. Check fluid and fan

If you follow all steps and still can't manage to fix something, your points of contact are:

- **Jordan Anderson**

Audio

checklist

Name:

7.10AM / 4.10PM

- Arrive at church
- Turn on audio console (switch on back)
- Turn on rack power points – unmute all 4 channels on the amp
- Load the MAIN sound show on the console.

7.15AM / 4.15PM

- Collect speaking microphones for mic check at 8:15 (check batteries are full)
- Collect all iPads (iPad mini's on stage for in ears)
- Check run sheet for who is leading each song
- Check audio for ALL videos (while band is setting up)
- EQ singing microphones

7.30AM / 4.30PM

- Practice songs with band
- Make note of any changes (who is leading which sections, song dynamics, etc)
- Ensure settings in logic are correct (compressor dropping 2 dB on snare hit)
- Ensure mix sounds full and even – you can hear all instruments, vocals are clear

8.00AM / 5.00PM

- End of band rehearsal
- Collect speaking microphones for mic check (check batteries are full)

8.15AM / 5.15PM

- Mic up host with lapel and hand held
- Preacher with headset microphone
- EQ each mic to sound clear
- Turn on Spotify (check audio levels in foyer, café, outdoors and back foyer)
- Clean production area
- Enable Preaching and host mic on external send

After First Service

- Keys in auditorium (switch to Spotify after 5mins)
- Turn on Spotify (check audio levels in foyer, café, outdoors and back foyer)
- Check with Production Manager on how we went – what can we do better?
- Check run sheet for the second service
- Check Speaking microphone batteries

End of Last Service

- Keys in auditorium (switch to Spotify after 5mins)
- Turn on Spotify (check audio levels in foyer, café, outdoors and back foyer)
- Ask for feedback from Production Manager on what we can do better.
- Clean up production area
 - Throw away rubbish, water bottles, coffee cups and run sheets
 - Thank You!!

Troubleshooting

No audio coming through FOH:

1. Amp has all Channels unmuted
2. Confirm sound is running through logic, press the R on the channel if not

iPad are not connecting properly:

1. Check they are connected the COCT_Production network
2. Restart the iPad

If you follow all steps and still can't manage to fix something, your points of contact are:

- **Jordan Anderson**

CAMERA

checklist

Name:

7.10AM / 4.10PM

- Arrive at church
- Setup All cameras
- Check cameras are clear / in focus and colours look good

7.15AM / 4.15PM

- Check run sheet for what songs we are singing and who is leading them and any transitions

7.30AM / 4.30PM

- Practice songs with band
- Make note of any changes

8.00AM / 5.00PM

- End of band rehearsal
- Clean production area
- Team huddle in the Church on-line room (AM)
- All-in Team Huddle (PM)

8.15AM / 5.15PM

- Confirm cameras are ready for service and I understand the service flow.

After First Service

- Check with Production Manager on how we went – what can we do better?
- Check run sheet for the second service

End of Last Service

- Pack Up cameras
- Ask for feedback from Production Manager on what we can do better.
- Clean up production area
 - Throw away rubbish, water bottles, coffee cups and run sheets
 - Thank You!!
 -

Troubleshooting

Cameras are not showing on the screen:

1. Confirm all cables are plugged in correctly
2. Restart the camera converter and atem

If you follow all steps and still can't manage to fix something, your points of contact are:

- **Jordan Anderson**

Production Training

Camera training

Swapping out people

Week 1

Observe with explanations

Camera overview

Week 2

Check trainee remembers camera functions

Swap out (training person during songs, camera person swaps during video transition)
heavily explained

Week 3

Repeat of week 2

Week 4

Full service under guidance

Week 5

Fully solo if competent

Multimedia training

Week 1

Explain and demonstrate the functions of Pro Presenter and the Projection setup (Centre screen Mad Mapper)

Observe with explanations

Week 2

Check trainee remembers setup steps and functions

Trainee runs practice and trainer does service

Week 3

trainee runs practice and service under supervision

Week 4 trainee runs practice and service under supervision

Week 5

Fully solo if competent

Lighting training

Week 1

Explain and demonstrate the system and why we use lighting in church

Observe with explanations

Week 2

Check trainee remembers setup steps and functions

Trainee runs practice and trainer does service

Week 3

trainee runs practice and service under supervision

Week 4 trainee runs practice and service under supervision

Week 5

Fully solo if competent

Sound training

Week 1

Explain the basic functions system

Observe with explanations

Week 2

Check trainee remembers setup steps and functions

Trainee runs practice and trainer does service

Week 3

trainee runs practice and service under supervision

Week 4 trainee runs practice and service under supervision

Week 5

Fully solo if competent

Buddy system

Fortnightly starting with the first week being a come and learn style with explanations of the system and how to is used.

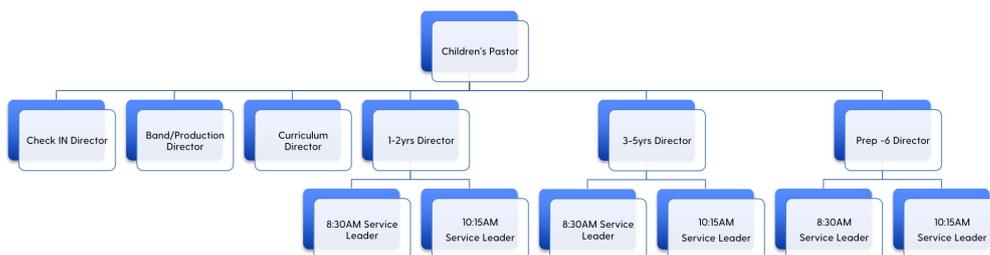
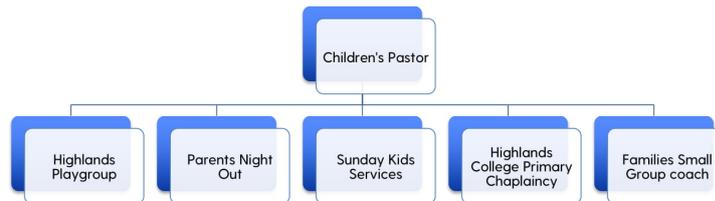
Cameras - rose, Lighting - Isaac, Multimedia - Ben , Sound - Jordan

sound, lighting and multimedia 7am Sunday morning or 4pm Sunday night

Kids

1. Overview
2. Kids Leader role description
3. Kids registration form

Overview





Highlands Kids

At Highlands Kids we believe nothing we do should ever be boring. The truth of the Bible should be communicated in a way that is dynamic, creative and relevant. We are so passionate about kids learning about Jesus in a way that they can understand. We believe every Sunday should be a day where kids can make memories that last them a lifetime.

Our heart is that kids would love coming to their church every Sunday and that we can do all we can to help build meaningful, lasting friendships and that they would grow in their relationship with Jesus.

What we value

Engaging Bible Teaching

We love to bring the stories of the bible to life through activities and discussions that keep children engaged. By presenting the stories of bible in an engaging and age – appropriate way it helps children develop a love for God's word. It also helps them understand the value of applying it to their lives.

Fun!

Kids love fun! We realize that when children have fun at church, they can't wait to come back. Not only do they want to come back but also want to bring their friends and family with them. We value creating fun ways for children to learn about Jesus, including games, activities, and some crazy fun challenges!

Relationships

We value children's relationships within the small group setting as they relate to their leader and other kids in the group. We understand the value of doing life together with those around us. We love seeing children building meaningful relationships with those around them.

Safety

The safety of all our kids is so important to us. Every child's nametag is matched to a parent-identification number. At the end of the service parents return their parent tag in order to collect their child. Every volunteer is screened with a background check.

Role commitment for Highland kids leaders

Once a month all kids team members are required to attend our team meetings. These meetings are a time for strategic training, prayer and also to have some fun together as a team.

It takes many team members to make Highlands kids run smoothly, so attendance, punctuality, and involvement are very valuable to us. We appreciate and celebrate commitment! We ask, if possible, for a weekly or biweekly service commitment from our team.

Successful and effective children's ministry depends on building solid relationships. The consistency of a weekly relationship helps facilitate that strong connection. Investing in one service a week will change a child's life.

Service Time Requirements

We have two morning services – 8:30AM and 10:15AM

Kids Leaders arrive at 7:30AM (7.45AM Kinderkids) for the 8:30AM service and at 9:45AM for the 10:15AM.

Each leader is required to wear a leaders shirt and name tag.

Leaders are shown how to use our online database, ELVANTO. All our rosters are scheduled through ELVANTO. If a leader is unable to make a weekend they are required to let their allocated Team leader know as far in advance as possible.

Small Group Leaders

We believe "life change happens in the context of relationships." Some of the most important relationships are formed in our small groups. Our goal is for small groups to be relational: children getting to know children and the leaders getting to know children. A small group leader is one of the most important, if not, the most important role in Highlands Kids.

This is why we ask our small group leaders for a commitment to serve in Kids weekly or bi- weekly. It is vital for a child to develop a relationship with their leader and be able to confide in them. Consistency in serving makes this possible.

Small group Leaders continued

Leaders are to participate in the service. If children see leaders involved, they are more likely to be involved. For example, encouraging the children not chosen in the game to participate by cheering their peers on. Also, being engaged during worship and other service activities; the kids are likely to mimic.

Being a great listener is very important. Kids need to be able to express their hearts and know they can be heard in small group. This allows them the freedom to ask questions and seek understanding.

Praying for and with the children. Prayer works! Praying out loud in small group time. Continue praying for them throughout the week. Small group may be the only time a child hears someone pray over them. We do not want any child to walk out of Highlands kids and not have had anyone pray directly over them.

Prayer request cards are provided to your small groups with leaders helping fill them out if required.

How Check-In/Out Works!

At Highlands Kids we value safety and security, so we have a registration system designed to ensure the safety of children and the confidence of parents.

We open Check in 15 minutes before both of our morning services in our main foyer.

At the end of the service parents are required to return their parent tag in order to collect their child. In the event that we need to contact parents during the service, they will be paged or a txt message sent to them.

Our Curriculum:

At Highlands Kids we want to partner with Parents in leading their kids in a growing relationship with Jesus. We use the Orange Curriculum, which helps us do just that.

One tool offered by this curriculum to help do this is the Parent Cue App. The Parent CUE App provides simple cues throughout the week that remind parents to pause and make the most of everyday moments. These cues link up with what was taught and discussed on the Sunday. Parents receive prompts for videos, activities, discussion questions, and more. These prompts are categorised into DriveTime, MealTime, BedTime and HangTime. There's even a special ParentTime that's filled with parent blogs, podcasts and more.

Kids Runsheet (Prep – 6)

8:30 Service

7:00-8:00

Set up

Set up all activities for the day

8:00

Team Huddle

Vision, Runsheet, Prayer

8:15

Hang out with kids

Welcome Team –Panda/Tiger Mascots

Welcome new kids and families

Include kids in activities. Connect them with others.

8:30

Outside Games

Hang out/free play

Invite and include kids in activities

8:40

Praise Party!

Praise and worship – lead and encourage kids to participate

8:50

Host

Host to Welcome!!

Welcome new people, Celebrate birthdays

Announcements/Month theme/memory verse

Fun host challenge/group game

9:05

Message

Fun and engaging Bible Message

Leaders to Participate and help keep distracted kids focused.

9:15

Small groups

Small groups to meet in designated areas.

9:35

Check Out

Parents to collect children

Clean up and Prep for next Service.

Kinderkids Runsheet (1-2yrs) (3-5yrs) : 8:30 Service

7:45 – 8:00: Set up room, toys, outside, prepare for craft, group activity/game, bible story familiar

8:00: Team Huddle. Vision. Making sure everyone is clear on roles for the day. Prayer.

8:15- 8:50 Welcome kids and parents as they enter room. Engage with kids in free play. Introduce new kids and help them make friends. -

8:50 – 8:55: Bible Story/Group activity or game. – *Bible story and group activity can be interchangeable depending on group dynamics.*

8:55-9:05: Activity Time/Bible Story (Colouring/ Craft /Games) relating to the story and Bottom line for the day *Bible story and group activity can be interchangeable depending on group dynamics.*

9:05- 9:15: Morning Tea outside (weather permitting)- *Kids to have fruit and up to two biscuits if they wish (Leaders as well)*

9:15-9:35: Free Playtime until Parent Checks child out

9:35 – 9:50: Pack up and clean room for next service(Refer to Kinderkids pack – up checklist)

Highlands Playgroup

Highlands Playgroup meet every Friday (9.30AM -11:00AM) during the school term at Highlands Church Toowoomba. Each week there is music & movement session, fun activities & craft and free play for parents/carers to enjoy with their birth to 5-year old.

The Highlands Playgroup environment creates a space in which parents/carers can connect with and support each other.

Highlands Playgroup is a registered member of Playgroups Queensland.

Highlands Playgroup Runsheet

9:30- Free Play

Craft Table	
Bikes	
Play-dough	Stepping stones
Colouring	Ball Pit
Books	Climbing Frame
Play-sets	Baby Toys
Bikes	Sandpit
Playground	Car and train tracks
Blocks	Puzzles

10:15- Morning tea

Come together for announcements and celebrate birthdays

10:35- Music and Movement

Join in for a time of dancing and fun together

10:45- Free Play

11:15- Pack up

Highlands Kids Parents Night Out

Once a month we put on a Parents night out. This is a time where we can invest in our families by giving parents some time to themselves while also creating another opportunity to connect with our kids. These nights also see many kids invite their unchurched friends and family to a church event for the first time.

Parents night out is for all children age 5 - grade 6. The cost is \$5 per child and kids are encouraged to bring a pillow and blanket for the movie.

We provide pizza and juice for dinner and also popcorn during the movie.

Parents Night Out Runsheet

5:00PM – Set up

5:55PM – Kids to be checked in.

6:10PM – Dinner, Pizza, Juice

6:30PM – Hosts Intro.
Opening challenge.

6:45PM – Games begin in Auditorium

7:00PM – Start making popcorn

7:15PM – Movie starts with Popcorn.

8:45PM – Check out. And pack up

Highlands Kids Leader role description

At Highlands Kids we believe nothing we do should ever be boring. The truth of the Bible should be communicated in a way that is dynamic, creative and relevant. We are so passionate about kids learning about Jesus in a way that they can understand. We believe every Sunday should be a day where kids can make memories that last them a lifetime.

Our heart is that kids would love coming to their church every Sunday and that we can do all we can to help build meaningful, lasting friendships and that they would grow in their relationship with Jesus.

As a leader at Highlands Kids you will be involved in making a Sunday the most exciting day of the week for our kids. We count it a huge privilege to serve the kids and families of our church and community. So looking forward to having you come join and serve with the team, it's the best!

Be Blessed!

What we Value:

Engaging Bible Teaching

We love to bring the stories of the bible to life through activities and discussions that keep children engaged. By presenting the stories of bible in an engaging and age – appropriate way it helps children develop a love for God's word. It also helps them understand the value of applying it to their lives.

Fun!

Kids love fun! We realize that when children have fun at church, they

can't wait to come back. Not only do they want to come back but also want to bring their friends and family with them. We value creating fun ways for children to learn about Jesus, including games, activities, and some crazy fun challenges!

Relationships

We value children's relationships within the small group setting as they relate to their leader and other kids in the group. We understand the value of doing life together with those around us. We love seeing children building meaningful relationships with those around them.

Safety

The safety of all our kids is so important to us. Every child's nametag is matched to a parent-identification number. At the end of the service parents return their parent tag in order to collect their child. Every volunteer is screened with a background check.

Role Responsibilities:

We know your time is valuable and that you are very busy, but from time to time there will be important information that will need to be given to all Kids team members as a whole. All in team meeting take place once a month. For these meetings, it is strongly encouraged that you attend as it will be a time to pray together, provide training and have fun!

It takes many team members to make a service run smoothly, so your attendance, punctuality, and involvement are very valuable to us. We appreciate your commitment! We ask, if possible, for a weekly or biweekly service commitment. Successful and effective children's ministry depends on building solid relationships. The consistency of a weekly relationship helps facilitate that strong connection. Investing in one service a week will change a child's life.

We have two morning services – 8:30AM and 10:15AM Kids Leaders arrive at 7:30AM (7.45AM Kinderkids) for the 8:30AM service and at 9:45AM for the 10:15AM. Each leader will receive a

leaders shirt. You will be shown how to use our online database, ELVANTO. All our rosters are scheduled through ELVANTO. If you are unable to make a weekend please let your allocated Team leader know as far in advance as possible.

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We believe "life change happens in the context of relationships." Some of the most important relationships are formed in our small groups. Our goal is for small groups to be relational: children getting to know children and the leaders getting to know children. A small group leader is one of the most important, if not, the most important role in Highlands Kids. This is why we ask our small group leaders for a commitment to serve in Kids weekly or bi-weekly. It is vital for a child to develop a relationship with their leader and be able to confide in them. Consistency in serving makes this possible.

As a leader you should:

Participate in the service. If children see leaders involved, they are more likely to be involved. For example, encourage the children not chosen in the game to participate by cheering their peers on. Also, be engaged during worship and other service activities; the kids are likely to mimic you.

Be a great listener. Kids need to be able to express their hearts and know they can be heard in small group. This allows them the freedom to ask questions and seek understanding.

Pray for and with the children. Prayer works! Pray out loud for your small group. Continue praying for them throughout the week. Your small group may be the only time a child hears someone pray over them. We do not want any child to walk out of Highlands kids and not have had anyone pray directly over them.

Make sure to pass out prayer request cards to your small group and help them fill the cards out. Furthermore if small groups are not being held during the service direct kids to where they can fill them out.

Empower your small group. Encourage the children and speak life over them. Let's make sure they know they are champions and world changers before walking out of the room.

Attire:

- . All leaders are required to wear a Highlands Kids leader shirt or a Leaders lanyard.
- . Please be aware of your appearance so that you present a positive and welcoming impression. Keep in mind that you will be interacting with children and that could involve quite a bit of up-and-down movement and floor time. Please do not wear low cut, strap-less, spaghetti strap, or halter tops. Use discretion— if you think your clothing is questionable or could be a distraction, please do not wear it.

Please wear your Kids Leaders shirt or Kids Leader lanyard.

Phones and Devices:

Out of respect and protection for our children and families, it is important to put away anything that may cause a distraction while in the classroom; this includes mobile phones, Ipads, cameras, and any other similar devices.

Suspected Child Abuse or Neglect

As a team member who feels called to assist children with their growth and development, you want the best for all children. If you observe behaviors and/or signs that may indicate a child being maltreated physically, emotionally and/or sexually, notify your area leader

Guidelines for Appropriate Affection

Highlands Kids is committed to creating and promoting a positive, nurturing environment for our children's ministry that protects our children from abuse and our Team members from misunderstandings. When creating safe boundaries for children, it is important to establish what types of affection are appropriate and inappropriate; otherwise that decision is left to each individual's discretion. Stating which

behaviours are appropriate and inappropriate allows Team members to comfortably show positive affection in ministry, and identify individuals who are not maintaining safe boundaries with children. The following guidelines are to be followed by all Kids team members.

Love and affection are a large part of Highlands Kids. There are many ways to demonstrate affection while maintaining positive and safe boundaries with children and youth. Some positive and appropriate forms of affection are listed below:

- Brief hugs
- Pats on the shoulder or back
- Handshakes
- "High-fives"
- Verbal praise
- Arms around shoulders
- Holding hands while walking with small children
- Sitting beside small children
- Kneeling or bending down for hugs with small children
- Holding hands during prayer

The following forms of affection are considered inappropriate with children in Highlands Kids:

- Inappropriate or lengthy embraces
- Kissing children
- Holding children over three years old on the lap
- Men are to refrain from having children in their lap
 - Tickling children
 - Piggyback rides
 - Hugs from behind

Discipline

It is the heart of our children's ministry to make every effort possible to ensure the safety and well-being of every child and leader that is in our area. There can be occasions where some children have a difficult time adjusting to a new environment. We ask that you be proactive in

letting a staff member know of any cases in which a child is compromising our standards.

At times a negative behaviour may be the result of an underlying need. Use the acronym HALTS to ask different question that may help pin point what is going on for the child. H- are you hungry? A – are you angry? L - are you lonely? T- are you tired? S- are you sick? The answers given to these questions will hopefully help you to respond in a way that will help the child.

It is important to use positive verbal correction and affirmation when the child exhibits good behavior. Please avoid using words or tones of voice that may frighten a child or may make them feel shameful.

While in our care, we will **never** send a child to the corner, place them in time-out, or physically discipline — spanking or hand slapping, etc.

If children continue to disobey, separate them. If they continue to disrupt the service, let your area leader know. They will decide when to contact the parents. Any instances of “foul language” or physical altercations with other children or leaders, will result in immediately contacting parents to pick up the child.

5.

Never be alone

6. For safety and accountability purposes, there must always be at least two adult leaders in each room. This is for your protection and the protection of the children. Never be alone with a child. It is also our policy that men are not allowed to serve in a room without a female present.

7.Clean Up

At the end of the service it’s important that all team members help to pack up. Please refer to our Pack up checklist if you are you are unsure on what to do. If you need to leave straight after the service and are not able to help please let your area leader know.

Youth

1. Overview
2. Youth Leader guide
3. Starting a Small Group

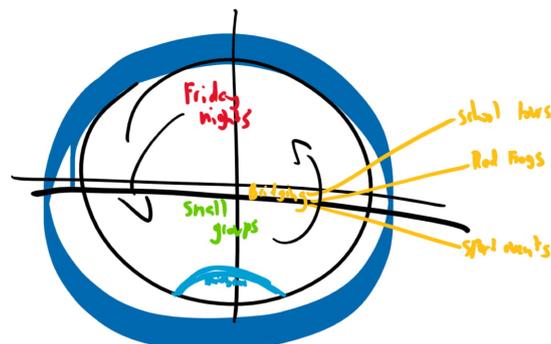
Overview

Vision

- Highlands youth exists to help teenagers live their best life now.
- This is our vision we speak to our leaders and kids alike – everyone can share why they come to youth and why youth exists.
 - We see that happen by walking in a growing relationship with Jesus & leading others towards Him.

The elements of Highlands Youth

- Meta-Model
 - We run a meta-model at youth that overlaps on our Church's – certain areas overlap with volunteers, resources etc

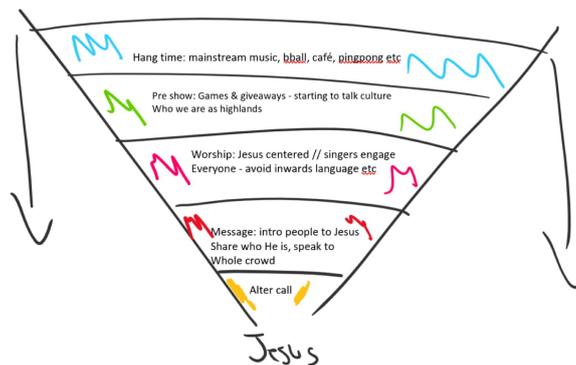


RED ZONE – Services

- We run weekly Friday night services school term based.
- Quick overview (pre service)
 - Set-up begins at 4:30pm – Volunteers come in to serve on their teams (Band, production, set-up) & prepare the Friday night
 - We transform the Church to make sure the setting is tailored for OUR service.
 - Outside area with chairs, tables, games and fences
 - Inside Auditorium set up for our crowd. Different amount of seats set up compared to Sunday.
 - 6pm Team Huddle – Gather all volunteers and have 20-30minute team huddle.
 - We focus on the WHY we do youth, what we; the leaders are there for.
 - Celebrate those for being there early, a win from the week (small group, invite culture etc)
 - Pray over the night (vision cast what we want to see/declarative-bold prayers)

RED ZONE - Services

- Funnel model (adapted by Northpoint)



RED ZONE - Services

- We intentionally use every part of the night to 'funnel' kids into encountering Jesus – We do not want their experience to be jarring or unfamiliar.
 - We start WIDE to catch as many kids as possible (nothing 'off putting' to them)
 - Walk in to hang time – basket ball, pingpong ... welcoming environment
 - Music pumping (music they know...not worship music or unpopular Christian music)
 - Stage hosts and game ... our language mentions who we are and things we value but still pretty neutral
 - Worship becomes pretty overt, but can still engage if not Christian
 - Message is 100% about Jesus, but still applicable to their life
 - Salvation moment
 - The idea is we have journeyed them well towards Jesus, not thrown them off or caught them off guard

RED ZONE – Services

- Quick overview (service)
- 6:30-7:10pm – This is the arrival time for youth. We have our HOST team at the entry point welcoming all kids, signing them in & filling in details of new people.
 - The host teams role is also to connect New People to groups or leaders on the Friday night – **no invisible kids** is our vision for this. Youth is big enough that people can come in & leave without being noticed. Our aim is to make sure they are connected to someone so they can be RELATIONALLY followed up.
 - Eg. You like soccer, intro to Sam
 - You like video games, intro to Isaac
 - You like music, intro to Elijsha
 - You are from _____ high school, intro to Nick
 - *While we have a host team, it is the responsibility of ALL leaders to welcome and connect with kids; new and old.

RED ZONE – Services

- Quick overview (Service)
 - 7:10-7:40 – Stage entertainment
 - ***Our purpose here is for kids to realize they can let their guard down and be themselves... no better way to do this than by laughing**
 - Our service begins by everyone running into to a high energy pre-show with stage hosts.
 - They welcome everyone, celebrate them being there. They also are very aware of the culture we celebrate.
 - New people coming, inviting new people, new small groups starting etc
 - Games are intentional – On the look out for new people to be involved
 - End with a big game that everyone CAN be involved in
 - We have a large grades 7-9 demographic so this works well for them
 - Roughly 70% will get involved, others are happy to watch. Still entertaining

RED ZONE – Services

- Quick overview (Service)
- 7:40-8:10 – Worship
 - We have a full worship band every week; We play 4 songs. (2 fast, 2 slow). The criteria for our worship songs are:
 - **Minimal Christianese** (A non-Christian should be able to pick up on the theme of the song), **God focused** (praising him, not reflecting on ourselves), **Declarative/'front-footed'** (avoiding super slow, draggy songs – punchy choruses/bridges).
 - We encourage and invite everyone to join us up the front for Worship, but do not force people to engage (stand up, sing etc) if they are not at that point in their journey with Jesus.

RED ZONE – Services

- 8:10-8:40 – Message
 - Off the back of worship we do a moment of PRAYER, where we pray for prayer request cards and certain needs that the speaker feels spirit led for (healing, schools, families etc). We encourage and invite everyone to pray for each-other, not just receive prayer.
 - We do our generosity moment in this time off the back of prayer; this keeps the element of faith involved in giving. We focus on the WHY we give to God and vision the difference it makes (physically & spiritually). We have buckets for cash and tap-pay machines for card giving.
 - ***giving has gone up since allowing kids to use their cards & having it in this moment.**

RED ZONE – Services

- 8:10-8:40 – Message
 - Every Friday there will be a 20 minute message preached for Students that is encouraging and spirit-filled.
 - We don't want to teach students how to behave to appear good, we want students to encounter Jesus and experience life change!
 - “Not 'this is how I should act', But 'this is how I want to act because I have been transformed by the love of Christ’.”
 - Eg. We **don't preach**: Drinking/swearing/gossiping/sex is bad – don't do it!
 - We **do preach**: How to grow closer to Jesus, How to be bold in Christ, Spirit-filled, The power of our tongue, how we lead with influence, WHO is Jesus, et
 - ***At the end of every message, we have a salvation call. We are aware there are always non Christians at our service so we always make time for this.**

RED ZONE – Services

- 8:40 – onwards
 - Host jumps up, directs next steps (new Christian, joining a small group *growth track*). Highlights upcoming events and thanks everyone for coming. (Ends on last song MOST times, depends how the night ended)
 - Kids go back outside to hang-area as they get picked up; Host team stands at gate to farewell kids, all leaders are still just as intentional spending time with kids, building relationships and connecting.
 - ***We are planning on doing a growth-track program from end of service (8:45-9:05). 20 minute session before they go home.**

RED ZONE – Services

- 9:00pm – late (Post-Service)
 - 9:30pm - we do our team debrief: **I can't know every story, but every story should be known**
 - We share stories of what happened in the night, celebrate volunteers who were amazing. Talk on next steps (Following up new people, pumping events, small groups happening, pray)
 - Connect team message all new people: “Thanks for coming, have a great week”
 - Team starts to pack up and set-up for Sunday morning.
 - Once all pack-up is done, the whole team goes to McDonalds or a leaders house.
 - ***This is intentional to build the family vibe in our team**

RED ZONE - Services

• OVERVIEW

- With a service, you have a scale that kids are coming on from
- FUN<----->PURPOSE
 - Kids come for FUN – we hold the standard of excellence, go above and beyond – Make sure they love coming on a Friday night.
 - We are unashamedly a Christian, spirit led youth group – Kids will always hear the gospel and have moments to encounter Jesus.
 - The idea is that when they are coming for fun, they will encounter Jesus, grow closer to him – then be coming for purpose (whether that is to serve on a team, in a small group, want to see their friends meet Jesus)
 - The friends they invite will then be coming for fun
- We need to be invested in both ends of the scale to help kids grow, and also always be open to new people coming.

GREEN ZONE – Small Groups

- We provide an opportunity for all students to sign up for Small Groups. Small Groups are small communities where Students are lead by an older student or 18+ leader.
 - ***We will touch on how student leaders work**
 - ***How to start a small group document**
- Small Groups focus around 3 key criteria: FUN, FAMILY, FAITH. Small Groups are Fun and enjoyable, they create a sense of family where trust is an aspect between the leader and the group, and they will all grow in their relationship with Jesus Christ together.
- Each Small Group leader is expected to meet fortnightly with their group, contact their group members at least once outside of meeting, and report their attendance fortnightly.

GREEN ZONE – Small Groups

- **CRITERIA: Have Fun, Build a Family, Grow their faith**
 - Not a step by step guide : Each are individual elements that compliment each other
 - **FUN:** If it's not fun, kids won't want to be there. Grade 7 boys will not want an in-depth dive into the book of Ezekiel.
 - **FAMILY:** They need to trust the leader & have an element of trust in the group. The leaders role is to be a **spiritual older brother/sister**.
 - They don't need another parental figure – the older sibling analogy gives them the ability to be a friend to them, but also have the moment where they can sit down, put their arm around them and give them wisdom.
 - **FAITH:** Once the kids trust the leader and is open to them – They will listen and take on what the leader says. It's not forced bible reading time, it's natural advice that comes and is received from a place of trust.

GREEN ZONE – Small Groups

- Special small groups
 - **Oakey and Dalby**
- Oakey is 40 minutes out of Toowoomba – started as a small group that grew into a bus load of kids coming in every Friday.
 - We treat them as a part of Toowoomba; We currently have 2 small groups running out there. 1 boy, 1 girl.
- Dalby is a self-sustaining youth ministry (a branch of Highlands) that we support in training and vision.
 - They run their own Friday night service, but for their context the most growth has come from their 3 small groups and weekly bible studies

GREEN ZONE – Small Groups

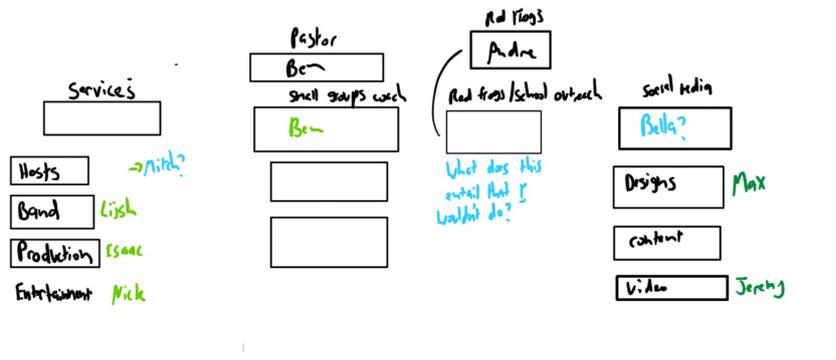
- How we support our small groups?
 - Besides general relational support these are some factors around the support of our group leaders:
 - 1. They are in a group themselves being cared for
 - 2. We do Small group coaching sessions every 3 weeks 1 on 1 or in groups where we look at the issues they are facing and how we can help overcome + holistically growing their kids in their faith journey.
 - ***handout the structure for a coaching session**

ORANGE ZONE - Bridging

- Our heart behind this...
 - We do not do school programs like weekly breaky clubs
 - We want kids to be the driving force of invitation.
 - “Ken doesn’t go into my workplace and invite my colleagues to Church, it’s the same for these kids.”
 - Relational invitations work the best.
- Our heart behind going into schools for events, presentations or Lunch times is **EXPOSURE**
 - We always highlight who we are and the kids who go to our youth, this gives them support and backing when they tell their friends “they go to **that** youth group”

Leadership Structure

- How we make it all work...



Student Leadership – The how and why

- A unique factor of Highlands youth is the use of STUDENT leaders
- **Esther 3:14** – You are called for such a time as this
 - Opportunities to lead are at all life stages, God has a purpose for every day/season
- **1 Timothy 4:12** - Don't let anyone think less of you because you are young. Be an example to all believers in what you say, in the way you live, in your love, your faith, and your purity.
- **Matthew 28:19** - ¹⁹ Therefore, go and make disciples of all the nations, ^[a] baptizing them in the name of the Father and the Son and the Holy Spirit.
 - Go into YOUR world, disciple others

Student Leadership – The how and why

- **Why?** What started as necessity, became a revelation that God can use ANYONE
- This goes further than Student volunteers to help set chairs up... We believe they can do anything that a normal '18+' leader can do
- We have Students leading small groups, leading teams, carrying the culture and vision of youth

Student Leadership – The how and why

- **We empower them** – We encourage them to lead, start teams, catch up with them, challenge them. Because we believe in them, they feel empowered to go and do.
- **We invest in them** – Start treating a grade 8 kid with a little bit of weight and responsibility, the amount they can carry in grade 12 will be tremendous.
- **We trust them** – There has to be an element of trust in leadership. They could let you down, but they won't succeed if we protect them too much and never give them the room to make mistakes and try their own leadership.

Student Leadership – Framework

- **The framework – Guardrails.**
 - **Especially in student leadership** we want to set them up for a win. Leadership is not them serving us, but us helping them be the best leader we can be.
 - Like a game of bowling, if you all you score are gutters, you'll get discouraged and quit. But if you have the bumpers up, they can go and go until they get good enough that the bumpers can be brought down.
 - Same in leadership – we want to put up the rails for them as they trial their leadership so we aren't setting them up for a failure, but setting them up for a win. As they grow in leadership, the bumpers can come down ... but they were scoring strikes anyway.

Student Leadership – The framework

- **Guardrails**
 - **Teams** – Every area of serving has teams that care, support and grow our leaders. From Band, production, small group leaders, set-up, social media
 - Not just that, but they are also consistently sharing heart and vision for WHY we do what we do – If student leaders can understand the why, rather than the what they are doing – that will carry further than anything.
 - **Support** – We want them to win, so we don't throw them in the deep end. le. A singer starts with leading 1 song, a student preacher leads a team huddle or prayer moment. A small group leader has been checked up on daily on how the inviting and preparing has been going + given money for food.
 - We want to avoid them sinking gutter balls early on as that will discourage them. le. 2 new students hosting the whole Friday night, full student band, assuming a new small group leader knows what to do...no one shows up, not walking through a message prep for weeks.

Student Leadership – The framework

- **Celebration** – Whenever a student leader does something – we make the biggest deal about it. Whether it's coming early to set chairs up, first time on stage (or any time).
 - **We vision the culture** – They may have just come to set chairs up, but we thank them for caring about the individuals coming tonight/them believing for people to be here etc.
 - **When a small groups starts and 1 person shows up – we celebrate!**
- If we thank them enough for doing it unintentionally, they will start to do it intentionally

Student Leadership – The Negatives

- **Time** – This is something leaders have to put a lot more in. Student leaders require more time given to them. Whether that's in prep time, follow up they are on track, communication of WHY we do things a certain way
 - Student leaders can be like a wildfire – if we don't spend the time containing it, it will either go out or become uncontrollable.
- **Unreliability** – Student leaders can let you down, miss the mark...early days things can take a long time to get started – they've got a lot of insecurities to deal with + may not catch the significance of what they are doing. It's always a risk with trusting leaders.
 - **As we have most likely sought them out, compared to them asking to be involved – we need to empower, encourage x10 more as they aren't held to a 'commitment'. It's moreso on us the leader to work on getting the best out of them.**

Student leadership – the positives

- **Students have more time than graduates**
- **You're investing in your future – Grade 12 leaders aren't fresh leaders, they are experienced and can take more weight.**
 - Eg. 2018 our core team and area leaders were grade 12 students who had been leading for years before that.

Specific Areas – CORE TEAM

- The core team exists of key culture carriers and area leaders that catch up regularly with the Youth Pastor.
 - Host leader, music leader, production leader, key influencers, small group coaches, set up team leader
- We have a weekly meeting on Sunday Nights where we review the previous service & the week gone by + share a spiritual or leadership word with the team
- We consistently message throughout the week with leadership thoughts, stories & follow ups for how our teams are going.
- Every month we will do a core team dinner that focuses on strategic planning and where we are going as a youth ministry

Specific Areas – CORE TEAM

- Core team members are treated as **leaders of leaders**
 - Emphasis is not just on ‘who are you inviting’ but who are your team inviting/how are the leaders you are leading?

Specific Areas – Connect crew

- 1. Message kids Friday night “Thanks for coming”
- 2. Tuesday/Wed – First point call – “how was week, invite for Friday”
- 3. Thurs – Follow up msg – “Youth tomorrow highlights”
- 3.5. continual follow up – until connected into a small group/team
- 4. In a small group – responsibility now lies on sg leader

Youth Leader Guide

Vision

Why does Highlands Youth exist?

Highlands Youth exists to help teenagers live their best life NOW. We see that happen by walking in a growing relationship with Jesus & leading others towards Him.

What part do /have to play in this vision?

Through all we do at Highlands Youth, we want to see kids go further than we ever did and succeed more than we ever could. YOU have the opportunity to serve on a team that will help you to become the best version of yourself, and see young kids reap the benefits from having a friend and leader in their life...THAT'S YOU!

Values

How do we accomplish this vision?

Life change > Behaviour change

Our Friday night services have 1 simple focus: Encountering Jesus. Every Friday there will be a 20-minute message preached for Students that is encouraging and spirit-filled.

We don't want to teach students *how* to behave to appear good, we want students to *encounter* Jesus and experience life change!

"Not 'this is how I should act', But 'this is how I want to act because I have been transformed by the love of Christ'."

Building Relationships

We provide an opportunity for all students to sign up for Small Groups. Small Groups are small communities where Students are lead by an older student or 18+ leader.

Small Groups focus around 3 key criteria: FUN, FAMILY, FAITH. Small Groups are Fun and enjoyable, they create a sense of family where trust is an aspect between the leader and the group, and they will all grow in their relationship with Jesus Christ together.

Each Small Group leader is expected to meet fortnightly with their group, contact their group members at least once outside of meeting, and report their attendance fortnightly.

Every student is engaged in a conversation with a volunteer during the night **(no invisible students)**.

*"We are blessed to have such a large, thriving youth ministry full of Teenagers from all across Toowoomba - this means kids can stick to the shadows and go through the night without meeting anyone - we want to make sure that no one is *invisible*. We do this through our connect team, which is designed to talk to all the kids who come through and get them connected with other people so they will enjoy their night and find connection to continue to be a part of our family."*

Highlands Youth social media (**Instagram, Facebook**) connects to students through interactive and relevant content, seeking to connect them to Fridays and Small Groups, and facilitate their next step.

Creating Enjoyable Environments

Every space that students have access to during the night is safe, clean and designed specifically for them to enjoy.

Every space (pre-service, during service, and post-service) has volunteers purposed to create a fun environment, build relationships, and provide structured activity for students (making Youth the best night of the week).

Each leadership team is responsible for having pre-service activities that are well planned, engaging, and have the goal of including as many students as possible.

Drop off and pick up will be structured and efficient for parents. **We want parents to be as happy to drop their children off to youth as the kids themselves are.**

Developing Leaders

Every volunteer is a part of Highlands Church that has been background checked (Blue-card approved).

We strongly believe students are called to serve God NOW, not once they are older.

We provide students of all ages to be a part of our leadership team, as a leader is someone who has influence over others - so we believe in equipping them for the influence they already have.

We develop leaders through:

TEAMS: Every area of service has a team situated around it, where a leader will sow into them and encourage their faith and leadership.

[Highlands Music](#)

[Highlands Hosts](#)

[Connect Team](#)

[Highlands Production](#)

[Photography/Videography](#)

[Dream Team](#)

[Small Group Leaders](#)

[Social Media](#)

All in meetings are every 3 weeks where we deliver vision and leadership skills for leaders alike to grow in their relationship with Christ, and their personal leadership. When the leader gets better, the team gets better.

EXPECTATIONS

These are expectations that we uphold our-selves to as leaders and influencer's, so we can be an example to those around us and set a strong culture that makes Highlands Youth an irresistible environment.

Expectations for LEADERS

- Are at all team meetings (**every 3 weeks**)
- lead by example (in faith and life)
- A public life that honours God and his people
- Publicly and privately support our Youth and Church on social media
- We don't ignore messages
- We like, share and invite people publicly and privately
- Friday is a priority

Characteristics:

- Be a good example (1 Timothy 3) ·
- Serve others ·
- A healthy relationship with God and Highlands Church ·
- Strives for a biblical standard personally in regards to drugs, swearing, gossip, drunkenness, pornography and sexual immorality.

Qualifications

- A growing disciple (loves God, water baptism, making disciples, engaged in spiritual disciplines)
- Interview with demographic leader or pastoral staff
- Growth Track
- Prior experience in Highlands Church Small Groups
- Committed advocate of Highlands Church
- Safe Church training (coming soon)
- Coach Training (coming soon)

Ongoing:

- Care for and connect with your group regularly
- Pray for your group daily, your coaches will also pray for you.
- Live the values of the church (people, prayer, generosity, excellence, integrity, fun)
- Report each group meeting through elvanto
- Meet with your coach monthly and have regular communication with them.

What next?

We are so excited that you want to be a part of the team that is seeing young people encounter Christ and bring Christ out into their world. You will have opportunities to influence others that no one else can, God has something special planned for you being obedient to his call of leadership.

The first step is fill out your Volunteers form and blue card application. Once the approval has been met, we would love you to come along to a Friday night meeting to experience firsthand what we do. We would just love you to take it in and meet as many people as possible.

From there, there are multiple teams you can be a part of; from our dream team who create an epic environment, to small group leaders who disciple groups of kids and help them grow closer to God. On our tri-weekly team nights, there will be opportunities to get more specifically involved in different areas.

Thank you so much for what you are willing to do, we couldn't do this without people like you, who are saying, "Yes. Lord."

Youth Small Group

how to start it

How to Start a Small Group

Starting a small group can seem like a big task, making sure you guys hangout regularly, investing time into the group's interest and trying to be the leader they can always look up to, but it's actually quite simple if you take a motivated and joyful approach to the task. So, here's a guide on how you can kickstart your small group and connect people into a greater community because life is better together 😊

Step 1. Introduce yourself

Now this seems super easy and you're absolutely right. To start a small group, you must connect yourself to the people you want to lead before you can connect them. Introduce yourself to one person that you think would be interested in doing small group with you and have a conversation about their interest. You don't have to pop the question and ask "Hey, do you want to be in my small group?" at the first sight, but have a genuine chat with the person and get to know them and then it may be a better chance to introduce the idea of small groups. Don't be shy to approach a group too if it seems more suitable to your situation, just follow the same guideline of getting to know the people and enjoy a genuine conversation.

Step 2. Hang out

Hanging out is always the best part of small groups because that's the best way to connect and grow with your people and gain a deeper understanding of their personalities. Now, with your first hang you might not be sure what to do and it's always dependent on how many people are in a group, but it's best to be firm in a decision and commit to what you've decided to do. Coffee catch ups are great for more personal time where there is always conversation happening or you can try more thrilling events like the arcades, laser tag etc. which are great for building a joyful foundation between each other. Just have the intention to connect as you hang out with your crew and grow with one another as we develop a firm bond of friendship.

Step 3. Discipleship

The idea behind a small group is to do life together and to also connecting more people towards Jesus. The more you hang out and get to know your group, the more you'll notice a development of trust and vulnerability. It's our job as leaders to guide our group towards Jesus so that they can begin their own journey of faith and go further than we ever could. Opportunities to talk about God will always appear, especially if you pray over it, but it's important that we stay accountable to these moments. Sometimes kids can be shy to ask about it or open up, so usually a friendly question of curiosity can set up a conversation, such as questions around the youth, the worship or even a message preached like "How good is Ben's momentum series, I love that reference he made..." etc. There are always the deep moments we have with our group that grow as closer together as people, but most importantly we must understand that Jesus is the greatest guidance they could ever have.

Tips and Pointers

Starting a small group is actually simpler as it may seem. Just spend genuine time with your group and then you'll notice growth in yourself as a leader and the faith that we sow into our friends. Sometimes it can get complicated when situations arise that we're unsure how to deal with, so here are some great tips to further help your journey with your small group.

- Don't feel discouraged if your small group is smaller than others. Our focus should be in growing their spirit more than numbers
- Always encourage an inviting culture, there's nothing more exciting to when people in your small group want to invite some new to come along
- If you see some of your small group at school or mostly youth, make sure to have a genuine chat with them, if not then swing them a text every so often. Ask them about their week or what's been happening recently. Connecting inside the community is just as valuable as catching up on your scheduled days.
- Be the leader you wish they had, when they were your age
- Don't cancel a hang if 90% of your group bail or are busy at the time. There is still an opportunity to invest in that 10% remaining
- Understand the value of your leadership. Your small group will be watching you, they will look to you most of the time and they will follow your example. Make sure your fuelling them up with positive influences.

Uni Ministries

1. Overview
2. Uni Leader guide

Overview

UNIVERSITY MINISTRIES

Our aim is to reach our local university

- Our method is to **Serve** and **Connect**.
- Together with Red frogs we are able to get into parties, events as well as run our College nights.
- At these events we are able to serve, build relationship, connect and bridge into small groups and our Sunday night services

Serve

- College Nights
- Sporting events
- O'Week
- School Afterparties

Connect

- Small Groups
- Church services
- Community events
- One on one

SERVE - COLLEGE NIGHTS

- Our College Nights purpose is to create intentional relationships with the college students.
- On college nights we are there to serve and facilitate a fun, safe environment where people don't need to drink to have a good time.
 - This can be themed nights (Prison Break, Disney night, Formal)
 - Board games, Sporting events (dodgeball, Capture the flag)
 - Off campus nights (Bonfire, Cinemas, Wings Night)
- For each college we have two leaders that catch up weekly with the college reps. To support, create relationship and champion them in their role.

SERVE - EVENTS

- We provide support in a number of events including O'Week, Schoolies, School afterparties and school sporting events.
- These events help build rapport with local schools and community.
- Events such as schoolies help with team development

CONNECT

- The goal is to **disciple** and lead people into a growing relationship with Jesus.
- Once we have built a relationship we want to make it as easy as possible to bridge them into small groups and Sunday night services.

CONNECT – SMALL GROUPS

- **Small Groups give you a place to *CONNECT, CARE, GROW***
 - A place to **connect** with others.
 - A place to **care** for each other, where we come alongside each other. Where if I'm struggling you can help me. Where if you're struggling I can help you through prayer, support, and accountability.
 - A place to **grow** together. We believe everyone, at any stage can grow closer to Jesus and to be more like who they were created to be. Small groups encourage people to take their *next step*, whatever that may be.

CONNECT – SERVICES

- We provide transport to and from the colleges.
- We understand Church can be a lot for someone new especially if they don't know many people. This is why our Red Frogs team is on guests services weekly. They are the first faces the college students see when they come to church.
- We also take them to church 'afterparty' at Walton stores where all of our young adults go to create room for community.

LEADERSHIP DEVELOPMENT

- University director and the College leaders fortnightly. To provide direction, support and prayer.
- College leaders run a weekly debrief with their team as well as a monthly college team night.
- There is a whole team night once a month.
- Twice a year there is whole team training.
- All team members are in a small group

Small Group Leaders Guide

OUR MISSION

TO LEAD PEOPLE INTO A GROWING RELATIONSHIP
WITH JESUS CHRIST.

OUR STRATEGY

DISCIPLESHIP – COMMUNITY – WORSHIP

DISCIPLESHIP – It's your whole Christian life, from the time you begin to encounter Jesus to the time you leave this earth. Christianity is not about knowing information or earning salvation, but rather have a relationship with God and being empowered to do what we have been created on this earth to do.

Relationship first! And information second. The information we learn must push us towards growth in our relationship with God, not just knowledge of God. Rather than deep teaching, desire deep living.

Discipleship can look like:

- Intentional friendship – people are not projects
- Invest in them – coffee, dinner, time
- Model life – living out a real faith in the presence of others
- Invite – to know Christ or invite to your Small Group

“GO ABOUT YOUR DAILY LIVES AND MAKE DISCIPLES”

COMMUNITY – Highlands Church is not a church with small groups; we are a church made *of* small groups. Our church needs to get bigger because more people need to get saved. But our church also needs to get smaller because real change happens in community. In small groups, you are able to grow closer to people and share each other's life. The good and the bad. We believe that life change happens in the context of relationships and this is encouraged in small groups. The Bible supports that.

Small Groups give you a place to *CONNECT, CARE, GROW*

- A place to **connect** with others. A church can feel too big if you don't know anyone.
- A place to **care** for each other, where we come alongside each other. Where if I'm struggling you can help me. Where if you're struggling I can help you through prayer, support, and accountability.
- A place to **grow** together. We believe everyone, at any stage can grow closer to Jesus and to be more like who they were created to be. Small groups encourage people to take their *next step*, whatever that may be.

A little more about our Small Groups:

Our groups are *free market*. It means we don't tell you *how* to gather because we believe you can still connect, care, and grow whether you're at the gym or studying the book of Romans. They are also *open groups*, which means people are allowed to join at any time.

Another thing that you need to know is that our groups run in terms. They start and stop following the school terms to allow people times to step into and out of groups. It also allows for natural breaks for common holiday periods and leadership development opportunities.

We encourage our groups to meet weekly or fortnightly and make contact with each other regularly throughout the week. This helps build closer relationships and helps you to be aware of how people are going.

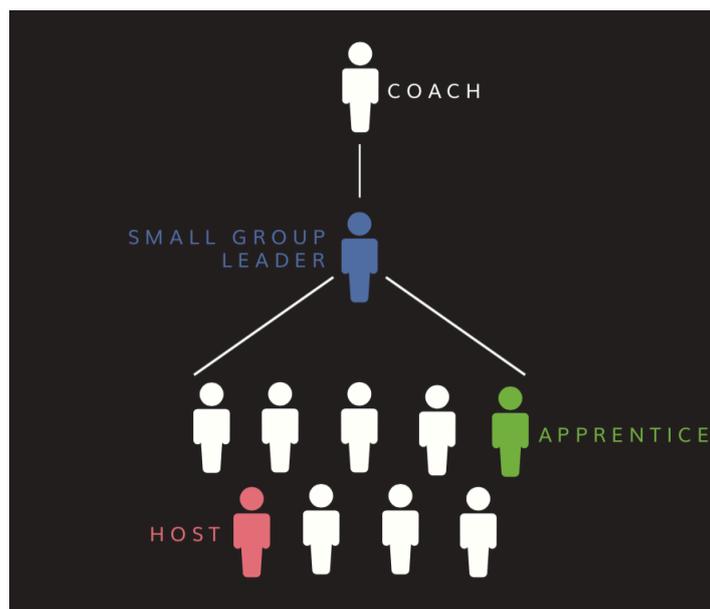
The types of Small Groups we have in Highlands church fall within these categories; Care Groups, Freedom groups (coming soon), Learning Groups, Serving Teams.

SMALL GROUP WINS

- Making disciples – Everyone is called to make disciples
- People taking their *next step* – We want people to grow
- Serving in the life of the church – Using their gifts to build Gods Kingdom
- Group multiplication – Creating more space for more people to *connect, care and grow*

*KNOW GOD – FIND FREEDOM-
DISCOVER PURPOSE – MAKE A
DIFFERENCE*

THE ANATOMY OF SMALL GROUPS

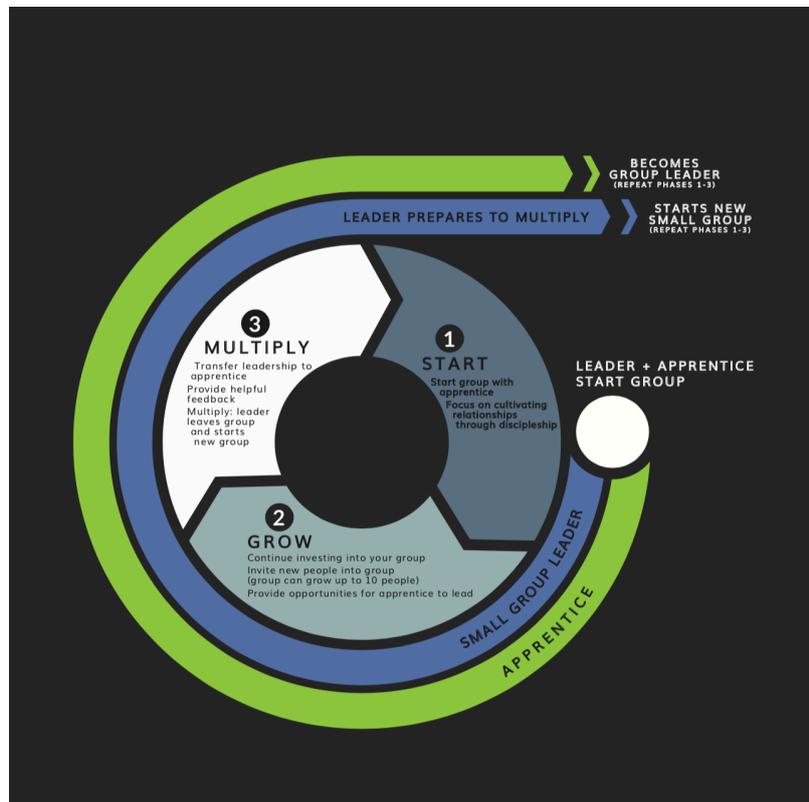


A **Small Group Leader (SGL)** facilitates the growth of a group of up to 10 people, as they experience life together, pointing them to Jesus along the way, and identifying and equipping future leaders. The SGL helps each member take their next steps, while encouraging personal connection and care within the groups.

A Highlands SGL will have the opportunity to participate in training events and be given resources to ensure their development continues to grow. This includes having a personal *coach* for constant support and direction. It means you will always have someone to walk this journey with you.

An **Apprentice** is the person working alongside the leader who would gradually share leadership responsibilities. This process will allow group growth and eventual multiplication to take place.

A **Host** is a person with a gift in hospitality who embraces the opportunity of welcoming the small group into their home. This role is optional, as groups can choose to meet at cafes, the church facilities or anywhere else.



HOW WILL LEADERS BE DEVELOPED?

If the leader gets better, everyone gets better! So we want to help you win, grow and help others even better.

Leader Development:

- Attending team nights and training events
- Coach/Pastor catch ups, at least monthly. In addition to regular contact in between
- Online Leadership Development – via Facebook groups, our Leaders Portal (*coming soon*) and downloadable resources.

LEADERSHIP EXPECTATIONS

Characteristics:

- Be a good example (*1 Timothy 3*)
- Serve others
- A healthy relationship with God and Highlands Church
- Strives for a biblical standard personally in regards to drugs, swearing, gossip, drunkenness, pornography and sexual immorality.

Qualifications:

- A growing disciple (*loves God, water baptism, making disciples, engaged in spiritual disciplines*)
- Interview with demographic leader or pastoral staff
- Growth Track
- Prior experience in Highlands Church Small Groups
- Committed advocate of Highlands Church
- Safe Church training (*coming soon*)

- Coach Training (coming soon)

Ongoing:

- Care for and connect with your group regularly
- Pray for your group daily, your coaches will also pray for you.
- Live the values of the church (*people, prayer, generosity, excellence, integrity, fun*)
- Report each group meeting through elvanto
- Meet with your Coach/Pastor monthly and have regular communication with them.

UNIVERSITY MINISTRIES

The purpose of university ministries is the same as every other area of Highlands Church; *to lead people into a growing relationship with Jesus.*

To do this, we use the same strategy. Our university ministries team have a heart to develop intentional friendships during college nights, that eventually exist outside of the scheduled time, in order to make disciples. We believe growth happens in the context of community and invite university students to join our small groups. And gathering together with others to worship God is what we are called to do biblically. Our services and messages are always planned with those being discipled in mind.

- As a member of the university ministries team we ask that you are also active in our Sunday services. Ideally our 6pm service. This includes;
- Attend the pre-service rally (5:15pm)
- Inviting and bringing college students and/or connect with them at church
- Being in a serving team

For any questions or information on how to join Highlands University Ministries team, contact Andre Henare at andreh@highlandschurch.org.au

FAQS

NEXT STEPS

Growing is an emphasis in our mission statement. Growth involves movement. Here are some examples of next steps you can share depending where a group member is spiritually:

- Invite them to attend a Sunday service with you
- Encourage your team to serve somewhere in the life of the church
- Share your personal story and what God has been teaching you
- Invite them to a Prayer and Praise night
- Share how the Growth Track can help them discover their purpose and invite them to attend
- Invite them to consider being water baptised. Invite your Small Group to be there to celebrate anyone getting baptised
- Share how you find time regularly to pray, worship, and read God's Word, and encourage them to make their own plan for time with God
- Tell them about the YouVersion Bible app with reading plans. Read a plan together
- If they are ready to receive Christ, offer to pray with them

- Encourage them to learn more about areas like generosity, the Holy Spirit, prayer, and more by watching past messages at www.highlandschurch.org.au/watch

How can I recruit people to come to my group?

- Start with people who are already in your sphere of influence (co-workers, friends, and neighbours).
- Find people around you who are new to church or have shown interest in getting involved.
- Look for people you think you can help to realise their potential.
- Ask God to send the right people to your group.

Where can I hold my Small Group?

- Some of the most common meeting places are homes, restaurants, Highlands Church, parks and cafes.

How frequent should my group meet?

- We encourage meeting weekly or fortnightly through each term in order to build genuine relationships.

How do I know if a group member is taking their next step?

- Ask! Make it part of your discussion whether in a group setting or individually. Here are some great questions to guide your conversation:
 - How did you get connected to this Small Group?
 - What are you most looking forward to in the group?
 - Do you attend Highlands Church services?
 - What brought you to Highlands Church?
 - Have you ever been part of a Small Group before?
 - What do you feel like God has been doing in your life lately?
 - Have you been to a Prayer and Praise night before?
 - What areas of your faith are you hoping to grow in the coming months?
 - What are you focused on in your life right now?
 - Have you been through the Highlands Growth Track? Do you remember what your personality type is or what your spiritual gifts are?
 - Have you ever served on the Highlands Team?
 - How can I pray for you?

Everyone in your group will be at different places spiritually. The vision of helping them “move one step” is not to get them to do everything at once, it’s to help identify where they currently are and offer a practical next step to help them grow.

What should I do if someone asks a question I can’t answer?

- It’s okay to not have all the answers. Thankfully, we can find guidance through prayer, the Bible, and the Holy Spirit. Encourage them to spend time reading the Bible and praying. Also, let them know that you will do your best to get some information and get back with them soon. The coaches and pastoral staff are always available to assist you in your leadership.

What should I do if someone in my group shares something with me (or the group) that requires attention beyond what I (or we) can provide?

- If you encounter a difficult situation within your Small Group, please know that you are not alone. If a member is going through a crisis, you can rally the group around them to provide prayer, encouragement, and support. Use wisdom and be sensitive to the situation. If you are unsure of what to do, don’t hesitate to ask your Coach or the Pastoral Care team at Highlands Church. We have a range of connections for all types of needs.

Feel free to call the team on (07) 4617 6555 or email pastoralcare@highlandschurch.org.au

How can I share stories of life change from the Small Group semester?

- We love hearing about lives that are changed through Small Groups. You can share your stories in your Leaders Facebook Group, with your Coach or any pastoral staff.

Growth Track

1. Overview
2. Elvanto section
3. Google sheet sample

Overview

OUR MISSION: WHY WE EXIST AS A CHURCH

To *LEAD* people into a
GROWING relationship
with *CHRIST*

HOW DO WE *GROW*?

4 Areas of constant *growth*

KNOW GOD - *sanctification**

Not what He wants from you, but *for* you
Foundation of all growth - moving closer to God & true life
Personal faith/Church Services

FIND FREEDOM - *deliverance**

You're no longer a slave but live like one
Community/Discipleship

DISCOVER PURPOSE - *redemption**

Redemptive purpose is the essence of discipleship
Discovering your true value
Students of Christ/Vision of future/Discovering gifts

MAKE A DIFFERENCE - *praise**

Our whole life brings praise to God
Celebration of one who has found fulfillment
Made a people (multiple), not a person (singular) - active part of Gods Kingdom

*Four cups of Passover - promises of God for His people

STEP 1 – KNOW GOD, KNOW US

- Discuss a growing relationship with Jesus
 - Gods promises, it is possible and should be pursued
 - Monopoly analogy, John Ortberg
 - Minimum factor (barrel)
- Vision, Structure and Core beliefs of Highlands Church
 - Why Highlands Church exists and what we want for you
 - *"There is nothing to join except a community on a mission"* - Erwin McManus
 - “Can I trust you, before I follow you”
 - Start with everything on the table

STEP 2 – FIND FREEDOM

- Discipleship explained: for us & by us for other
 - Imprinted on Jesus
 - Knowledge vs Life
 - Suggestions how to start
- Small Groups/Community
 - The role others have in you finding freedom
 - The role our small groups have in you finding freedom
 - FAQs about our small groups

STEP 3 - DISCOVER PURPOSE

Our design reveals our destiny

- Everybody has gifts, strengths & weaknesses and a natural way of connecting with God
- Assessment tools to help with discovery
 - DISC
 - Spiritual Gifts
 - Worship Style
- Encourage conversation with God to clarify if results are correct

STEP 4 - MAKE A DIFFERENCE

- Meet the leaders and hear about their teams
- Sign up for a team
 - Hand out vision sheet
 - Leadership structure
 - Serving schedule/times
 - Make a time to meet 1-1
- Fill out required team documents
 - Receive Safe Church policies
 - Blue Card form
 - Team Sign Up form

OUTSIDE OF SUNDAY

- Leaders follow up the people who expressed interest for the team within the week
- Google Sheet is updated with as much detail as possible about GT attendance, SG connection, Serving expression & follow through
 - Elvanto updated in similar fashion to make generating GT reports easy
- Reminder emails/texts to be sent for those with steps coming up or missing*
- Following up on those who attending Step 4 but have not served yet*

**Items that we have tried before and are working on developing an effective method*

Growth Track – Elvanto section

Doug Cameron • Searching "DOUG" / People • Highlands Church

Dream Team List

- Christmas in July 2018 (No Position)
- Focus Group (No Position)
- General Prayer (No Position)
- Influence Team (No Position)
- YA Married Men (No Position)

Volunteer Schedule

- Upcoming**
 - Sunday, 24 February, 2019 6:00 PM: Preacher
 - Celebration Services / Communication
- Sunday, 24 February, 2019 6:00 PM: **Hosting Service**
- Celebration Services / Communication
- Sunday, 3 March, 2019 8:30 AM: **Guitar 1 (lead)**
- Music Team / Instruments
- Sunday, 3 March, 2019

Growth Track

Step	Date	Disc	Spiritual Gift Test	Worship Style	Dream Team Form Received?	Blue Card Number	Blue Card Renewal date
Growth Track Step 1	07/01/2018	<input checked="" type="checkbox"/> D <input type="checkbox"/> I <input type="checkbox"/> S <input type="checkbox"/> C	Apostleship, Faith, Leadership	Enthusiast	<input checked="" type="radio"/> Yes	804479/4	19/02/2022 in 3 years
1 year 1 month ago							
Growth Track Step 2	14/01/2018						
1 year 1 month ago							
Growth Track Step 3	21/01/2018						
1 year 1 month ago							
Growth Track Step 4	28/01/2018						
1 year 1 month ago							

Demographics

Save

Growth Track – Elvanto section

Growth Track 2019 – Highlands Church

File Edit View Insert Format Data Tools Add-ons Help Last edit was made 2 days ago by Lea-ann Copelin

75% 10 Calibri

GROWTH TRACK

		GROWTH TRACK												
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
FIRST NAME	LAST NAME	DETAILS IN ELVANTO Y/N	SG NAME	SG ATTENDED	1	2	3	4	DISC	GIFTS	WORSHIP STYLE	BLUE CARD # IN ELVANTO Y/N	TEAM INDICATED	TEAM START
					enter date								team name	date first served
4	Jodi Courtice	Y	A&J Courtice	Y	6/1/19	13/1/19	already comp	already comp						
5	Allistair Courtice	Y	A&J Courtice	Y	6/1/19	13/1/19	already comp	already comp			Sensate			
6	Tamara Stiller	Y		Y	6/1/19	13/1/19	20/1/19		I/S	Disc/Exhort/Hosp	Naturalist			
7	Kylie Burrell	Y	Liza Beamish	Y	6/1/19	13/1/19			I/D	Hosp/Lead/Music				
8	Jessie Holley	Y		Y	6/1/19	13/1/19								
9	Emily Doran	Y		Y	6/1/19	13/1/19								
10	Craig Van Der Kleij	Y		Y	6/1/19	10/2/19	17/2/19		D/I	Craft/Heal/Leader	Natural/Carng			
11	Lauren Van Der Kleij	Y		Y	6/1/19	10/2/19	17/2/19		S/C	Exh/Hosp/Mer/Music/Past/Service	Care/Enthus			
12	Briony Scotton	Y		Y	6/1/19	13/1/19								
13	Fraser Telford	Y		Y	6/1/19	13/1/19	20/1/19		I/C	Admin/Craft/Music	Enthusiasat	applied	Music/Production SG & Music	
14	Michelle Bisham	Y	JJ Hamilton Smith	Y	6/1/19	11/11/18	21/10/18	27/1/19				Y		
15	Georgia Peters	Y	YA - Esther	Y	6/1/19									
16	Esther Cathcart	Y	YA - Esther	Y	6/1/19	13/1/19								
17	Shandelle Voll	Y		Y	7/10/18	14/10/18	16/12/18	27/1/19				school teacher	tbc	tbc
18	Margaret Wise	Y	Marsden	Y	10/2/19	17/2/19			S/C	Evang/Exhor/Giving/Healing	Contemp/intellect			
19	John Wise	Y	Marsden	Y	10/2/19	17/2/19			C/S	Exhort/Faith/Heal/inter	Contemplative/h			
20	Rita Hallahan	Y	Seniors	Y	10/2/19	17/2/19			C/D	Craft/Hosp/Evang	Contemplative			
21	Kara Best	Y		Y	10/2/19	17/2/19			I/D	Mercy/Exhort/hosp/Shepherd	Enthus/Care/Con temp			
22	Paul Best	Y	Businessnet	Y	10/2/19	17/2/19			S/C	Hosp/Discern/Exhort	Contemplative			
23	Robyn Tann	Y	Radburn	Y										
24	Matt Hill	Y		Y	3/2/19									

2019 2018

Explore

Small Groups

1. Overview
2. Leader manual
3. Leader role description
4. Apprentice role description

Overview

Why small groups?

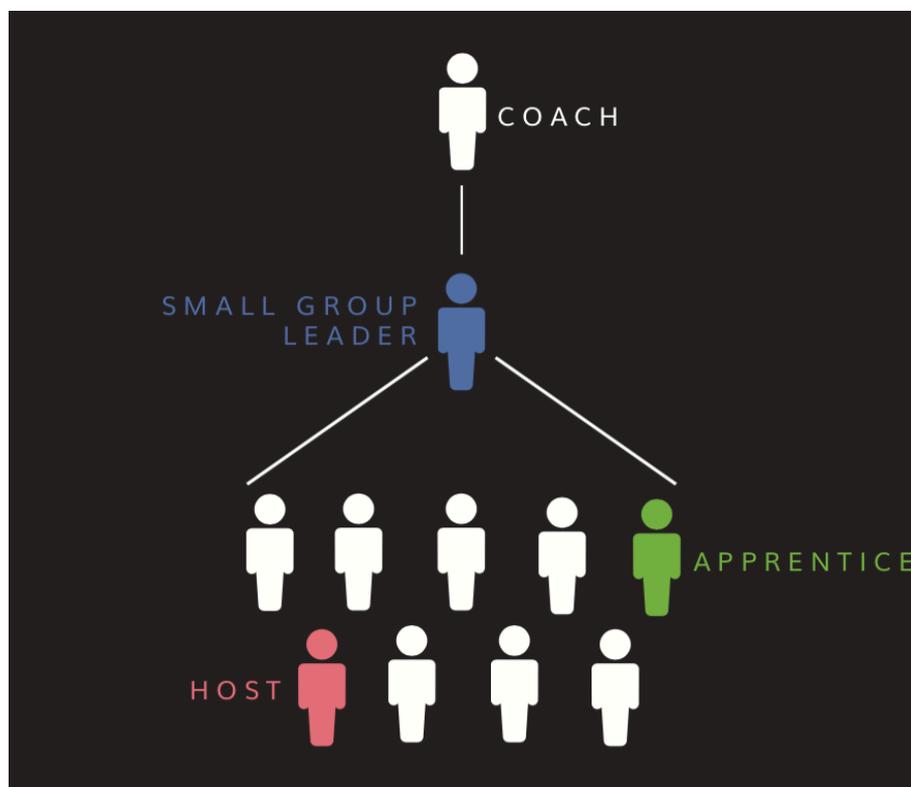
GIVES PEOPLE A PLACE TO CONNECT, CARE AND GROW

- A place to **connect** with others. A church can feel too big if you don't know anyone.
- A place to **care** for each other, where we come alongside each other. Where if I'm struggling you can help me. Where if you're struggling I can help you through prayer, support, and accountability.
- A place to **grow** together. We believe everyone, at any stage can grow closer to Jesus and to be more like who they were created to be. Small groups encourage people to take their **next step**, whatever that may be.

Our groups

- Freemarket
- Care groups, Freedom Groups (coming soon) Learning groups
- Groups are weekly, fortnightly, monthly
- Open groups – anyone can come in at anytime
- Finish at the end of each school term

Group model



Leadership development

- Team nights and training nights
- Coach/pastor catch-ups monthly
- Online leadership development

Small Group Leader guide

OUR MISSION

*TO LEAD PEOPLE INTO A GROWING RELATIONSHIP
WITH JESUS CHRIST.*

OUR STRATEGY

DISCIPLESHIP – COMMUNITY – WORSHIP

DISCIPLESHIP – It's your whole Christian life, from the time you begin to encounter Jesus to the time you leave this earth. Christianity is not about knowing information or earning salvation, but rather have a relationship with God and being empowered to do what we have been created on this earth to do.

Relationship first! And information second. The information we learn must push us towards growth in our relationship with God, not just knowledge of God. Rather than deep teaching, desire deep living.

Discipleship can look like:

- Intentional friendship – people are not projects
- Invest in them – coffee, dinner, time
- Model life – living out a real faith in the presence of others
- Invite – to know Christ or invite to your Small Group

“GO ABOUT YOUR DAILY LIVES AND MAKE DISCIPLES”

COMMUNITY – Highlands Church is not a church with small groups; we are a church made *of* small groups. Our church needs to get bigger because more people need to get saved. But our church also needs to get smaller because real change happens in community. In small groups, you are able to grow closer to people and share each other's life. The good and the bad. We believe that life change happens in the context of relationships and this is encouraged in small groups. The Bible supports that.

Small Groups give you a place to *CONNECT, CARE, GROW*

- A place to **connect** with others. A church can feel too big if you don't know anyone.
- A place to **care** for each other, where we come alongside each other. Where if I'm struggling you can help me. Where if you're struggling I can help you through prayer,

support, and accountability.

- A place to **grow** together. We believe everyone, at any stage can grow closer to Jesus and to be more like who they were created to be. Small groups encourage people to take their *next step*, whatever that may be.

A little more about our Small Groups:

Our groups are *free market*. It means we don't tell you *how* to gather because we believe you can still connect, care, and grow whether you're at the gym or studying the book of Romans. They are also *open groups*, which means people are allowed to join at any time.

Another thing that you need to know is that our groups run in terms. They start and stop following the school terms to allow people times to step into and out of groups. It also allows for natural breaks for common holiday periods and leadership development opportunities.

We encourage our groups to meet weekly or fortnightly and make contact with each other regularly throughout the week. This helps build closer relationships and helps you to be aware of how people are going.

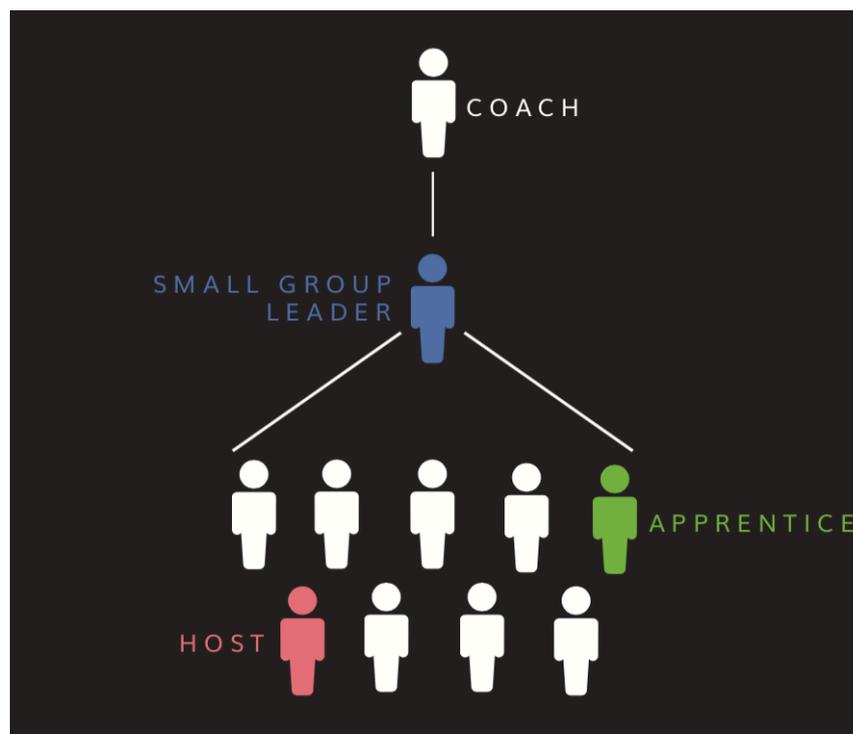
The types of Small Groups we have in Highlands church fall within these categories; Care Groups, Freedom groups (coming soon), Learning Groups, Serving Teams.

SMALL GROUP WINS

- Making disciples – Everyone is called to make disciples
- People taking their *next step* – We want people to grow
- Serving in the life of the church – Using their gifts to build Gods Kingdom
- Group multiplication – Creating more space for more people to *connect, care and grow*

*KNOW GOD – FIND FREEDOM-
DISCOVER PURPOSE – MAKE A
DIFFERENCE*

THE ANATOMY OF SMALL GROUPS

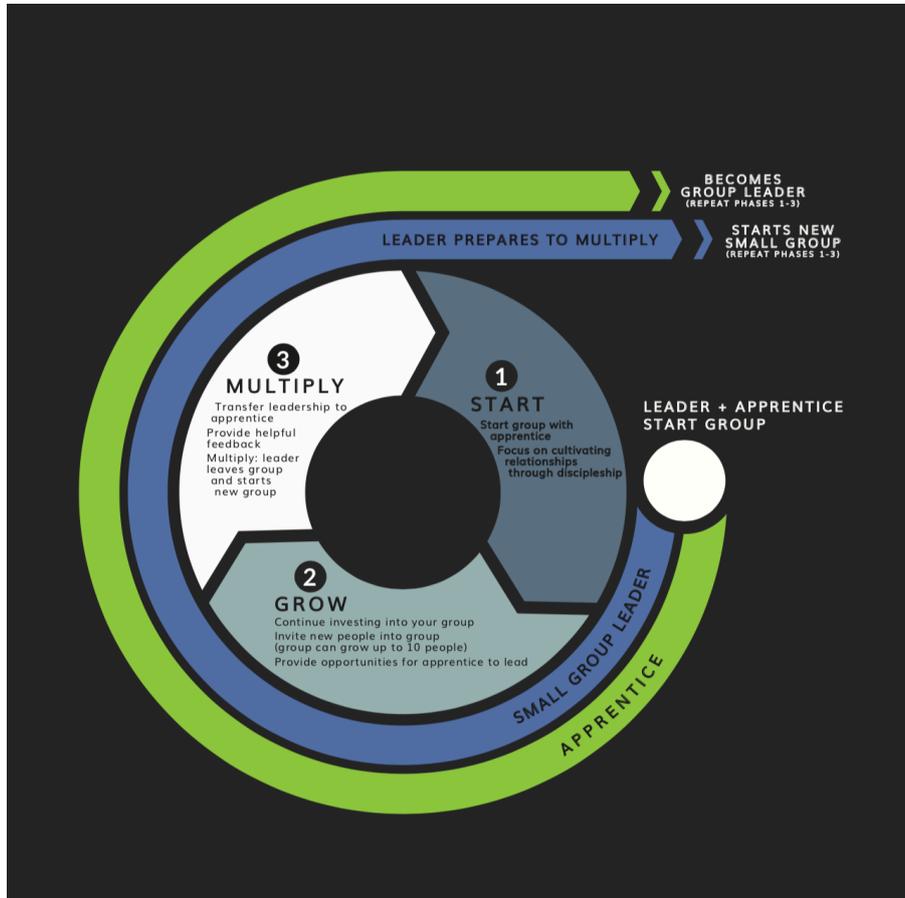


A **Small Group Leader (SGL)** facilitates the growth of a group of up to 10 people, as they experience life together, pointing them to Jesus along the way, and identifying and equipping future leaders. The SGL helps each member take their next steps, while encouraging personal connection and care within the groups.

A Highlands SGL will have the opportunity to participate in training events and be given resources to ensure their development continues to grow. This includes having a personal *coach* for constant support and direction. It means you will always have someone to walk this journey with you.

An **Apprentice** is the person working alongside the leader who would gradually share leadership responsibilities. This process will allow group growth and eventual multiplication to take place.

A **Host** is a person with a gift in hospitality who embraces the opportunity of welcoming the small group into their home. This role is optional, as groups can choose to meet at cafes, the church facilities or anywhere else.



HOW WILL LEADERS BE DEVELOPED?

If the leader gets better, everyone gets better! So we want to help you win, grow and help others even better.

Leader Development:

- Attending team nights and training events
- Coach/Pastor catch ups, at least monthly. In addition to regular contact in between
- Online Leadership Development – via Facebook groups, our Leaders Portal (*coming soon*) and downloadable resources.

LEADERSHIP EXPECTATIONS

Characteristics:

- Be a good example (*1 Timothy 3*)
- Serve others
- A healthy relationship with God and Highlands Church
- Strives for a biblical standard personally in regards to drugs, swearing, gossip, drunkenness, pornography and sexual immorality.

Qualifications:

- A growing disciple (*loves God, water baptism, making disciples, engaged in spiritual disciplines*)
- Interview with demographic leader or pastoral staff
- Growth Track

- Prior experience in Highlands Church Small Groups
- Committed advocate of Highlands Church
- Safe Church training (coming soon)
- Coach Training (coming soon)

Ongoing:

- Care for and connect with your group regularly
- Pray for your group daily, your Coach/Pastor will also pray for you.
- Live the values of the church (*people, prayer, generosity, excellence, integrity, fun*)
- Report each group meeting through elvanto
- Meet with your Coach/Pastor monthly and have regular communication with them.

FAQS

NEXT STEPS

Growing is an emphasis in our mission statement. Growth involves movement.

Here are some examples of next steps you can share depending where a group member is spiritually:

- Invite them to attend a Sunday service with you
- Encourage your group to serve somewhere in the life of the church
- Share your personal story and what God has been teaching you
- Invite them to a Prayer and Praise night
- Share how Growth Track can help them discover their purpose and invite them to attend
- Invite them to consider being water baptised. Invite your Small Group to be there to celebrate anyone getting baptised.
- Share how you find time regularly to pray, worship, and read God’s Word, and encourage them to make their own plan for time with God
- Tell them about the YouVersion Bible app with reading plans. Read a plan together
- If they are ready to receive Christ, offer to pray with them
- Encourage them to learn more about areas like generosity, the Holy Spirit, prayer, and more by watching past messages at www.highlandschurch.org.au/watch

How can I recruit people to come to my group?

- Start with people who are already in your sphere of influence (co-workers, friends, and neighbours).
- Find people around you who are new to church or have shown interest in getting involved.
- Look for people you think you can help to realise their potential.
- Ask God to send the right people to your group.

Where can I hold my Small Group?

- Some of the most common meeting places are homes, restaurants, Highlands Church, parks and cafes.

How frequent should my group meet?

- We encourage meeting weekly or fortnightly through each term in order to build genuine relationships.

How do I know if a group member is taking their next step?

- Ask! Make it part of your discussion whether in a group setting or individually. Here are some great questions to guide your conversation:
 - How did you get connected to this Small Group?
 - What are you most looking forward to in the group?
 - Do you attend Highlands Church services?
 - What brought you to Highlands Church?
 - Have you ever been part of a Small Group before?
 - What do you feel like God has been doing in your life lately?
 - Have you been to a Prayer and Praise night before?
 - What areas of your faith are you hoping to grow in the coming months?
 - What are you focused on in your life right now?
 - Have you been through the Highlands Growth Track? Do you remember what your personality type is or what your spiritual gifts are?
 - Have you ever served on the Highlands Team?
 - How can I pray for you?

Everyone in your group will be at different places spiritually. The vision of helping them “move one step” is not to get them to do everything at once, it’s to help identify where they currently are and offer a practical next step to help them grow.

What should I do if someone asks a question I can’t answer?

- It’s okay to not have all the answers. Thankfully, we can find guidance through prayer, the Bible, and the Holy Spirit. Encourage them to spend time reading the Bible and praying. Also, let them know that you will do your best to get some information and get back with them soon. The coaches and pastoral staff are always available to assist you in your leadership.

What should I do if someone in my group shares something with me (or the group) that requires attention beyond what I (or we) can provide?

- If you encounter a difficult situation within your Small Group, please know that you are not alone. If a member is going through a crisis, you can rally the group around them to provide prayer, encouragement, and support. Use wisdom and be sensitive to the situation. If you are unsure of what to do, don’t hesitate to ask your Coach/Pastor or the Pastoral Care team at Highlands Church. We have a range of connections for all types of needs. Feel free to call the team on (07) 4617 6555 or email pastoralcare@highlandschurch.org.au

How can I share stories of life change from the Small Group semester?

- We love hearing about lives that are changed through Small Groups. You can share your stories in your Leaders Facebook Group or with your Coach or any pastoral staff.

Small Group Leader role description

A Small Group Leader and his/her Apprentice is responsible for creating a place where 10-12 people, come weekly, fortnightly or monthly and provide a caring community in which people are valued, loved and cared for.

They must have the following attributes:

- FAITH**
- A growing Disciple
 - Loves God
 - Water baptised
 - Making Disciples
 - Engaged in Spiritual Disciplines.
 - Regularly attends church

CHARACTER

Love: **John 13:34-35** Love one another: just as I have loved you, By this all people will know that you are my disciples, if you have love for one another.” – Jesus. We do this by seeing the gold and potential in people even if they are rough around the edges.

Authentic: Lives a consistent and committed Christian Lifestyle.
Romans 14:13. Decide to live in such away that you will not cause another believer to stumble and fall. Strives for Biblical standards in regards to drugs, swearing, gossip, drunkenness, pornography and sexual immorality.

Committed: To the vision of Highlands Church- Leading People into A Growing Relationship with Jesus. Lives the values of the church (People, Prayer, Generosity, Excellence and Integrity)

Attitude: Realise that they are there to serve the group. Know that they aren't the “guru” with all of the answers. Gives others the opportunity to speak and contribute to the group.

REQUIREMENTS

- Complete Growth Track
- Member of Highlands Church for minimum of 12 months OR interview with Small Groups Pastors
- Have been involved in a Small Group in Highlands Church

- Safe Church Training (coming soon)
- Coaches Training (coming soon)

SPIRITUAL GIFTINGS

Being a Small Group Apprentice will be suited to anyone with the gift in:

Exhortation	Leadership
Hospitality	Mercy
Pastor/Shepherd	Wisdom
Discernment	Helps

ROLE

- Be committed to the spiritual growth of your Small Group and recognise each person's next steps in their growth.
- Meet up for a coaching session with Coach/Pastor monthly
- Be available to attend Leadership, Vision and Training Nights
- Recognise and train potential apprentices.
- Responsibilities for the Small Group
 - Maintain the size of the Small Group at 10/12.
 - Follow up on people who are referred to your group
 - Report Group attendance after the group has been held.
 - Send reminder messages day before group.
 - Pray daily for your group members
 - Catch up with Small Group members outside the group time
 - Organise care for members who are unwell or going through a tough time.
 - Personally invite people to join the group and give opportunities to the members to invite friends

Apprentice role description

An Apprentice is someone who is “in-training,” being prepared and equipped to successfully lead a Small Group.

They must have the following attributes:

FAITH

A growing Disciple

- Loves God
- Water baptised
- Making Disciples
- Engaged in Spiritual Disciplines.
- Regularly attends church

CHARACTER

Love: **John 13:34-35** Love one another: just as I have loved you, By this all people will know that you are my disciples, if you have love for one another.” – Jesus

Authentic: Real about your life and it is okay not to have it “altogether” and that God is working on and in your situation.

Generous: With encouraging words, with time, with resources and with smiles 😊

Teachable: A willingness to be dependable and accountable to the Small Group Leader and church leadership.

Attitude: Come with an attitude of how I can help? Brings food, stays afterwards to clean up. Catches up with other group members throughout the week.

Relational: Has a good relationship with the leader. They are liked by the other group members.

REQUIREMENTS

Complete Growth Track

Member of Highlands Church for minimum of 6 months.

Safe Church Training (coming soon)

(Coach Training) (coming soon)

SPIRITUAL GIFTINGS

Being a Small Group Apprentice will be suited to anyone with the gift in:

Exhortation	Leadership
Hospitality	Mercy
Pastor/Shepherd	Wisdom
Discernment	Helps

ROLE

- Meet up with Small Group Leader to plan group
- Meet up with Small Group Leader and Pastor monthly
- Assist in the Small Group
 - Contact Group members about group times and location
 - Catch up with SG members outside the group time.
 - Organise care for members who are unwell or going through a tough time
 - Group Reporting
 - Pray for leader and members in the group daily
 - Inviting new people to the group.
- Be available to attend Leadership, Vision and Training nights.

Pastoral Care

1. Overview
2. Telecare
3. Hospital Visitation
4. New Team members

Highlands Pastoral Care

Pastoral Care at Highlands Church IS...

- An extension of small groups
- A resource for Interpersonal issues
- A resource for financial needs
- A resource for acute needs

Pastoral Care is NOT...

- Programs driven
- A counseling agency
- A long term replacement for groups
- A Bank or a Lender

The following are groups that deliver Pastoral Care at Highlands Church:

Prayer Ministry:

This team prays for people specifically so they can experience freedom and healing. Often in the journey of life we can pick up extra baggage and things we weren't designed to carry.

Through prayer ministry people are able to overcome issues like anxiety, depression, anger, bitterness and un-forgiveness, just to name a few.

Telecare: The Telecare team provides phone care to those in the Church community. Our teams make phone contact with people to check in with them and to offer prayer or take any prayer requests. This ministry plays a vital role in making sure people who may not be connected into the life of the church receive care and support.

Hospital visitation: We have a team of people that provide hospital visits. This team visits people within the church community that are in hospital and require someone to come pray with them or take communion.

Home visitation: The visitation team visit people in the church community who usually can't make it to church or cant attend a small group. During these visits time is usually taken to have

communion and pray together.

Referral: Highlands Church has an extensive list of professional organizations that it uses for referral needs. Referrals are often given to people who need assistance with things such as counseling, financial assistance or accommodation needs.

Highlands Telecare

Telecare is a planned way of connecting with our church community through phone calls. Telecare is one of our communication channels that allow us to keep in touch with our growing church community.

- Helps connect people into community
- Is a way of finding the felt needs of people we contact
- Helps connect people who are struggling with the best possible support
- Offers prayer for those contacted.
- Is a way of receiving prayer requests and praise reports.

Purpose of Telecare calls

- To provide a 'personal touch' contact with recent visitors and current Church members.
- To gather information from the person that will help address any immediate needs they may have.
- To provide the person information on upcoming Church events or areas they could serve in.
- To find out if they have been connected into a small group.

When making the calls, remember:

- You are representing Highlands Church Toowoomba.
- Be aware of 'signals' which say, 'Now is not the right time'. A baby crying, sounds of busyness, visitors in the home, meal time, etc.
- It's Pastoral, not a task. Everyone you call is an individual who God loves and values. Be sincere and attentive to their needs.
- Watch your voice tone. Don't overwhelm them with enthusiasm or excitement. Remain 'neutral'. Be casual and yet professional, caring but not intrusive.

- SMILE – Before you make the call, smile! You can't see someone on the other end of the phone, but you can hear when someone is smiling as they talk to you.
- Go with their flow of conversation. You will hear a lot of valuable information.
- If they have stopped going to Church or have decided to go elsewhere, thank them for coming to Highlands Church, and reassure them they are welcome to visit again any time.
- Allow the conversation to flow naturally.
- If they say 'No' to prayer, remain positive.
- If they say 'No' to receiving calls in the future, remain positive and thank them for their time.

What to say during calls?

'Hello. My name is and I'm a volunteer at Highlands Church'

'Am I speaking with (name of contact)?.... Could I speak to (name of contact) please?'

'Is this a convenient time for you?'

'I'm calling to see how you are and if there is any information you may need regarding Church'

'Are you connected to a small group at Church?'

(If 'yes' which group?

(If 'no' could you be happy for a small group leader to contact you?

Ask open ended questions –

'So what brought you to church?' 'Did you come with a friend?'

'How long have you lived in the area?'

'Do you have any prayer requests I can pass on to our prayer team.'

'We usually ring people every 6-8 weeks to keep in touch, and to see if we can help in any way. Would it be ok if we ring again to say Hi?

Ending the conversation:

Do you mind if I quickly pray for you now?
(If 'yes' pray a prayer of blessing over them/ pray into any specific request they may have)

Always thank the contact for taking the time to speak to you. And let them know you enjoyed chatting with them.

'If we can be of service to you in any way please call us, we'd be happy to help. Thankyou for your time. Have a good day/night. Goodbye.'

(07) 4617 6555

Leaving a message:

If the voicemail machine of the person you are calling does not specify a name, then do not leave a message.

If the voicemail does specify the name of the person you are trying to reach, then you can leave a message.

'My name is and I'm volunteering calling from Highlands Church. I'm calling to see how you are going. We will call you back within the next month but please don't hesitate to call us if there is anything we can help you with'

(07) 4617 6555

Details Sheet

Telecarer's Name:

Date:

Name: **Phone** **Number:**

Attending small group? Yes No

If 'no' are they happy to be contacted by small group leader? YES
NO

Still happy to receive follow up calls? Yes No

General Comments:

To be followed up:

Highlands Hospital Visitations

When establishing a visitations team, you may want to consider the following members:

- Small Group leaders and members, especially the ones in which the particular person is connected.
- Highly mature, stable church members
- Doctors, nurses, and other medical personnel

There are some who expect a pastor visit no matter the issue

Before your visit:

- Hospital visits begin with a phone call, not a cold call to the hospital. Be sure to get accurate information on the specific details before you go. It is best to be prepared for whom you're visiting and the exact situation. For example, an end of life situation is different from a newborn baby visit.

Good Example - "My husband, Jim is having open heart surgery today and we would like a visit from a pastor."

Poor Example - "My brother-in-law's, sister's husband is having surgery today. Could you send a pastor?" The problem is that who really knows if we are welcome by the patient?

Good Example - "I don't attend your church, but my friend Ms. Jones does. She was hospitalized last night and I thought her church would want to know."

- Know your personal limits before going into a situation. Being able to grieve with a family without being highly emotional will be a huge advantage to them.
 - If you cannot hold it together in a parking lot going into a hospital, do not go in
 - Try waiting or get someone else to go in your place
 - Feel free to "lose" it in the parking garage after the visit
 - Also, feel free to be "ok" while others are not "ok"
 - Ensure you take the time to debrief with your group leader.

After your visit:

- Offer your contact information before you leave.
- Get their contact information so that you can receive updates and check in on them.
- Remind them to please keep you posted on how things are going.
- Offer support without committing to specifics (specifically financially).
- Know your resources in the community that assists with needs related to hospital needs.
- Leave notes or cards for sleeping or unconscious patients.
- Stay out of the way of Doctors, Nurses, and hospital staff.
- Excuse yourself should the subject matter with medical staff turn personal.
- Knock before entering and confirm that they are prepared to receive a visit.
- Know the visiting policies of the hospital (particularly with psychiatric facilities).
- It is helpful to familiarize yourself with parking options for each hospital in your area.
- Carefully and quietly pray over patients who are unconscious.
- Be intentional and fully engaged when you are there.
- Keep your visits brief. Only stay when it seems that they desire you stay longer.

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APPLICATION DETAILS

First Name: _____

Surname: _____

Contact no. _____

Email: _____

Areas I would like to serve in:

For more information please contact:
Rowan Pedler
Children's and Pastoral Care Pastor
rowanp@highlandschurch.org.au