



**Community of Faith (COF)
Standard Operating Procedures (SOP)**

September 2017

Executive Summary

The SOP you are reading has been compiled through the experience gained by our leadership and staff at Community of Faith. Although a church by nature is a spiritual family (see the scriptures below), it must be operated day by day much like a business.

“Just as our bodies have many parts and each part has a special function, so it is with Christ’s body. We are many parts of one body, and we all belong to each other. In His grace, God has given us different gifts for doing certain things well. So if God has given you the ability to prophesy, speak out with as much faith as God has given you. If your gift is serving others, serve them well. If you are a teacher, teach well. If your gift is to encourage others, be encouraging. If it is giving, give generously. If God has given you leadership ability, take the responsibility seriously. And if you have a gift for showing kindness to others, do it gladly”. Romans 12:4-8

“Now these are the gifts Christ gave to the church: the apostles, the prophets, the evangelists, and the pastors and teachers. Their responsibility is to equip God’s people to do his work and build up the church, the body of Christ”. Ephesians 4:11-12

We are all called to serve! In the above passages of Scripture, we see that God has gifted every believer for ministry and that one of the responsibilities of the church is to equip God’s people to do His work. Part of our mission here at Community of Faith is to help our members discover their gifts and use them for His glory. We sometimes use the term "church volunteers" as a convenient way of referring to those who serve, but what we are really talking about is people who have responded to Jesus' call to serve within the body of Christ. Each of us has a part to play in that body, and none is more or less important than the others. We need one another to help fulfill the mission that God has given us. Therefore, it's important to keep in mind that during your service at Community of Faith, you are representing both our congregation and the Lord Jesus Christ as you live out every aspect of your life. As you minister to others here, as well as in your private life away from church, you should be striving toward living in a way that serves as an example to others of your own deepening relationship with God.

This document is expected to evolve as the church becomes more defined.

The purpose of the SOP is to identify the major activities to be conducted at the church and how these activities will be executed.

Contents

Executive Summary	2
Part I – COF Operations	5
Section 1.Purpose	5
Section 1.Organizational Chart and Reporting Structure	6
1.1. Organizational Chart.....	6
1.2. Volunteer Structure.....	6
Section 2.Corporate Operations Management	7
2.1. Building Reservations	7
2.2. Event Requests.....	7
2.3. Resources and Supplies	7
2.4. Purchase Requests	7
2.5. Reimbursements.....	8
2.6. Financial Records	8
2.7. Meals Ministry	8
Section 3.COF Volunteers	8
3.1. Dress Code	8
3.2. Attendance & Absences for Volunteers.....	8
3.3. Change of Personal Information	9
3.4. Resignation	9
Section 4.Facilities Management	10
Section 5.Event Management	10
5.1. Fall Fest.....	10
5.2. Helicopter Egg Drop	10
5.3. Other Events	10
Section 6.Media Management	11
6.1. Planning and Collecting.....	11
6.2. Website Updates (cofchurches.com)	11
6.3. Producing Media	11
Part II – Ministry	12
Section 1.Sunday Morning	12
1.1. Planning	12
1.2. Format	12
1.3. Follow-up.....	12
Section 2.Wednesday Night	13
2.1. Planning	13

2.2. Format	13
2.3. Follow-up.....	13
Section 3.	Music13
3.1. Planning	13
3.2. Volunteers	13
Section 4.	Youth14
4.1. Planning	14
4.2. Format	14
4.3. Follow-up.....	14
4.4. Fundraising	14
4.5. Summer Camp	14
4.6. High School Youth.....	14
Section 5.	Connect Groups15
5.1. Becoming a Leader.....	15
5.2. How to Sign-up.....	15

Part I – COF Operations

Section 1. Purpose

This SOP has been provided to give you a general overview of the policies and procedures that Community of Faith has established for its ministries. Please read this manual through carefully.

This SOP should serve as a guide for you as you begin or continue your service at Community of Faith. Please refer to the policies and procedures for your area of ministry for more specific guidelines for your position. Because of the diversity of ministries within the church, we are not able to address every possible situation or question that might arise. As a result, the church reserves the right to modify, supplement, rescind, or revise any policy or provision, with or without notice, as necessary or appropriate.

Note to Volunteers:

Nothing in this SOP creates a contract of employment. Both traditionally and biblically, churches have long relied on unpaid workers to fulfill their calls to service not because of reward or remuneration but out of love and obedience prompted by their personal relationship with Jesus. Of course, different ministry roles require different skills and personality types, and neither the church nor the volunteer can always predict whether things will be a good fit. Therefore, while we hope that your service is both long-term and rewarding, either you or the church can terminate this relationship at any time.

Finally, it's important that you read and understand the contents of this handbook. If you have any questions or need additional information, please talk with your designated department coordinator. If your department coordinator doesn't know the answers, he or she will find the answers and get back to you in a timely manner.

Section 2. Corporate Operations Management

2.1. Building Reservations

The church and the youth building in Lewisburg are available to reserve. The church basement, balcony, or sanctuary is available. The youth building is available unless you will be expecting small children to your event. Those types of events will need to be held at the church.

The person reserving the building will need to contact the church office direct for availability and speak to the Director of Operations. The Director of Operations will keep a master schedule for all buildings. The person responsible for the reservation will also be responsible for set-up and clean-up of the building after the event.

Weddings at the church are authorized with the above guidelines and will require a rental agreement. Please contact the Director of Operations to obtain a Rental Agreement.

Everyone is responsible for cleaning the area used during their scheduled meeting or event. This includes chairs, tables, carpets, tile floors, counter tops, and all other equipment used. Cleaning supplies and brooms can be found in the custodial supply room located under the stairs in the back of the church.

2.2. Event Requests

If you would like to hold a ministry event a Community of Faith you will be required to complete an Event Request Form and submit to the Director of Operations. The Director of Operations will review availability and coordinate approval with the Executive of Operations and Executive Pastor. Event Request forms can be emailed by contacting the Director of Operations.

2.3. Resources and Supplies

The policy of Community of Faith is that all office supplies and office equipment are intended for ministry and not for personal use. This includes copiers, computers, use of the Internet, and all other equipment and supplies. We strive to be good stewards of what God has given us; therefore, we must approach all use of equipment and supplies with care and respect for God's house and for those who serve alongside us. If you run out of something, please contact the department coordinator or the church office. If something breaks while you are using it or if you find equipment that is broken, please report it to your department coordinator or the church office immediately.

2.4. Purchase Requests

Any item that is reserved for the sole use/responsibility of your department regardless of cost must be submitted on a Purchase Request Form for approval. Please allow ample time for requests to be approved and ordered. Purchase Request forms can be obtained by contacting the Director of Operations.

2.5. Reimbursements

At times, it may be necessary for you to purchase items for a project or event with your own funds and be reimbursed. Please note that you should at least get verbal approval from your department coordinator before doing so to avoid any conflict over whether or not the costs are subject to reimbursement. Please submit all receipts and attach a brief reason for the purchase for approval. Allow one (1) week for a check to be issued to you.

2.6. Financial Records

Community of Faith will update our financial records on a weekly basis. Your giving is tracked on a weekly basis and will be provided to you by January 31st for the previous year. At any time if you need a giving report provided please contact the Executive of Operations Director and we will provide to you within 7 days of your request.

2.7. Meals Ministry

Community of Faith offers a meals ministry to families who may need a little extra help after the loss of a loved one, the birth of a new baby, a recent surgery, etc. If you or someone you know are in need of a few days of meals being provided, please contact the church office or the Executive of Operations.

Section 3. COF Volunteers

3.1. Dress Code

In general, tasteful, modest apparel pertinent to the area you are serving in is appropriate. Some areas require crew t-shirts. Please see the job description for your position for more information.

Crew Lanyards are required for all volunteers who serve in the church with the exception of those who are serving in the following areas: Worship Team, Media, and Sound Department. Your department coordinator will provide a badge for you through Guest Central. Badges are required for all helpers at church-sponsored events who are not wearing a Crew Tee. A Crew Tee is always preferred when serving at a church-sponsored event.

3.2. Attendance & Absences for Volunteers

Because you are a volunteer rather than an employee at Community of Faith, attendance may seem like a sticky issue to discuss. If you simply don't show up to fulfill the ministry service to which you have agreed, the church cannot really "terminate" you because you do not work for pay, but you could be asked to reconsider serving until you are able to fulfill your commitments.

We need reliable people to fulfill the ministries and programs of the church because the people we serve are depending on us. If you have excessive absences beyond the scope of this guideline, you may be relieved of your volunteer duties. See the Resignation section of the handbook for more details about termination and resignation. We expect no less commitment from our unpaid workers than our paid workers.

So, attendance—whether it is for training meetings, fun times with ministry team members, or

during your scheduled time of serving—is a commitment you must make and then take seriously. Again, the people you serve are depending on you.

Some absences will likely be necessary. You may get ill, injured, called in to work, or called out of town. If you know in advance that you will not be able to serve during a time you are scheduled or that you cannot attend a scheduled meeting please be sure to inform your department coordinator. Be sure to notify your department coordinator in writing or verbally of any days you are not able to make it.

If your absence is caused by an emergency, inform your department coordinator as soon as possible.

If your department coordinator notices a pattern of absences, he or she may follow up to see if something besides illness seems to be the real reason you are not able to serve. Do not consider this a confrontation. Your department coordinator—and all the leadership of the church—has two concerns. One is for the people who may be left out if you are unable to serve. The other is for you. Perhaps you are not in a place of ministry that "fits" you. If this is the case, your department coordinator can work to plug you into a place of serving that better matches your gifts and skills. In fact, this is an area where you should be proactive. Rather than avoiding a ministry task that you feel uncomfortable performing, go to your department coordinator and ask about other needs in the church. There are bound to be plenty of other places to serve, and there's bound to be one that fits you.

3.3. Change of Personal Information

It's important that the church has up-to-date, complete, and accurate information about each of the people who serve in ministry here. Please notify your department coordinator and/or the church office immediately if there is a change involving your name, address, e-mail address, phone number, marital status, etc.

Keeping your personal information updated serves several purposes. In a most practical sense, it allows the church and/or your department coordinator to contact you, to notify or remind you of meetings, and to let you know about changes in schedules.

3.4. Resignation

Volunteers who desire to leave their ministry positions should attempt to give at least two weeks' notice (preferably both verbally and in writing) of their intent to resign. This allows leaders time to recruit new volunteers to fill vacant positions.

If you are experiencing some dissatisfaction or discontentment in your ministry position that is leading you to resign, be sure to discuss your concerns with your department coordinator. Ideally, talk with your department coordinator before circumstances reach the point that you feel that resigning is your only option. Your leader may be able to change conditions in the ministry or program in which you are serving, rearrange your schedule, or work with you to change your ministry description to make the duties more enjoyable.

If you are convinced that changes in your current position will not help, perhaps an entirely different position would be better suited to your gifts, abilities, and passions. Before you resign from your ministry position, consider other options. Finding the right fit in ministry can bring you a great sense of personal satisfaction, and it can be very rewarding to fulfill the purpose for which

God created and gifted you.

Section 4. Facilities Management

The Facilities Coordinator will be held responsible for the overall look and feel of the building. This includes the youth building and the church building. The Shutdown volunteer(s) will be responsible after each service to turn off all lights, turn down the heat or turn off the air, and lock the doors. If the Director of Operations reserves the building to someone it is his/her responsibility to notify the Facilities Coordinator to ensure the building is ready for the next service.

The Youth building will be cleaned at least 1x per week and the carpets should be cleaned at least 1x per quarter. The church building will be cleaned at least 1x per week as well.

If cleaning supplies are needed the Director of Operations is responsible for providing a list of supplies needed and getting written or verbal approval from the Executive Pastor.

Section 5. Event Management

5.1. Fall Fest

Each fall we will hold a Fall Fest on beggar's night in Lewisburg. The Executive of Operations will oversee the entire event and be responsible for forming a leadership team to oversee the specific areas of the event. The Executive of Operations will assign a site coordinator be responsible for all volunteers and oversee specific areas of the event as needed. All supplies needed must be submitted on a Purchase Requisition and submitted 1 month prior to the event to the Executive Pastor for approval. The Executive of Operations will work closely with the Executive Pastor to ensure our budget is not exceeded. We will also obtain sponsorship for the event in order to help lower costs.

5.2. Helicopter Egg Drop

Each spring we will hold an Ultimate Helicopter Egg Drop at the YMCA in Eaton, Oh. The Executive of Operations will oversee the entire event and be responsible for forming a leadership team to oversee the specific areas of the event. The Executive of Operations will assign a site coordinator be responsible for all volunteers and oversee specific areas of the event as needed. All supplies needed must be submitted on a Purchase Requisition and submitted 1 month prior to the event to the Executive Pastor or approval. The Executive of Operations Director will work closely with the Executive Pastor to ensure our budget is not exceeded. We will also obtain sponsorship for the event in order to help lower costs.

5.3. Other Events

All events must be submitted on an Event Request Form and submitted to the Executive of Operations. The Executive Pastor will review and provide approval or request additional feedback. The church staff will determine marketing requirements, volunteer requirements and approve the requested budget. See section 3.2.

Section 6. Media Management

6.1. Planning and Collecting

On Monday, each week the Media Director will collect any media tasks from the rest of the staff. This time is also used for understanding and noting what media will be needed for the upcoming week and near future (such as event media, announcements, etc.). This information goes into a weekly to-do list that will be reviewed during the weekly Monday meeting. The Media Director is responsible for taking part in the weekly Monday meeting. During this time, the Media Director will review the to-do list with the other staff members. Announcements are discussed as to what events will need to be featured during the upcoming week and who will record the video. The Media Director is responsible for contacting the selected people for announcements and scheduling a date and time they can come to the Lewisburg Campus to record. The Media Director is also responsible for posting the message each week to our website.

6.2. Website Updates (cofchurches.com)

On Monday, The Media Director updates the website with the previous Sundays Sermon, Notes, and announcement video. The Media Director is responsible for updating events on the website with their information and media.

6.3. Producing Media

The Media Director is responsible for completing the weekly (and long term) to-do media list by the specified deadlines. These projects are completed with multiple programs in the Adobe Suite (InDesign, Illustrator, Bridge, Photoshop, Premier, After Effects, etc.). Weekly Media that is produced consists of Sermon Graphic (is used on screen while the sermon is preached), Sermon Video Bumper (is used during announcements), and Announcements. Announcements (no longer than 5 minutes) include the following: any special events to inform the church, additional information we need the church to be aware of, and sermon video bumper. It is important for the Media Director to place the appropriate sermon media in the Dropbox shared with the Mac at the church by COB Thursday each week.

Part II – Ministry

Section 1. Sunday Morning

1.1. Planning

The church staff will hold a weekly meeting to review the upcoming service details. The Administrative Assistant will create an Order of Service in Planning Center and contact the correct person for the offering message. The Worship Director is responsible for collecting the worship songs. Planning Center will include all volunteer schedules and all positions for each service will be confirmed the night before if there are any “unconfirmed” volunteers. If there are any special songs or communion (typically the third Sunday of the month), the Worship Director is responsible for coordinating that information for Order of Service. The Site Coordinator is responsible for a building walk through prior to service to ensure air or heat is on and no maintenance is needed prior to service. The Site Coordinator is responsible for providing water to the worship leader and pastor before service and in between services.

1.2. Format

The basic format for Sunday morning is worship practice begins 90 minutes before first service. If you are volunteering that day or you are a department coordinator you are required to arrive 30 minutes prior to first service. In Lewisburg, first service begins at 9am, second service begins at 10:15am and third service begins at 11:45am. We do provide childcare for all services and between all services. In Eaton, first service begins at 9:30am and second service begins at 11:00am. In Arcanum, service begins at 6:00pm. Volunteers are needed on Sundays in the following areas. Greeters at Front Door, Coffee Shop, Guest Central, Ushers, Worship Team, Community Lil’ Kids, Community Kids, Breakfast, First Impressions, Sound Booth, and Safety.

1.3. Follow-up

After service, we ask that new visitors turn in a “Tell Us About You” card to Guest Central. The volunteer in Guest Central will welcome each new visitor and give them a gift for coming. The “Tell Us About You” card will be given to the Site Coordinator and submitted to the Executive of Operations each week. The church staff will enter the information in Planning Center every Monday and send out a welcome postcard to each new visitor. After service, we ask that if you are interested in volunteering at the church, you turn in The Crew card. Volunteers will be contacted by the Department Coordinator within 2 weeks.

Section 2. Wednesday Night

2.1. Planning

The church staff will hold a weekly meeting to review the upcoming service details. The Executive Pastor is responsible for a building walk through prior to service to ensure air or heat is on and no maintenance is needed prior to service.

2.2. Format

The basic format for Wednesday night is worship practice begins at 5:30pm. If you are volunteering that day you are expected to arrive at 6:30pm. We do provide childcare for Wednesday night service and we also have Junior High Youth from 6-8pm at the Community Youth Building. Volunteers are needed on Wednesday night in the following areas. Greeters at Front Door, Coffee Shop, Guest Central, Ushers, Worship Team, Community Lil' Kids, Community Kids, and Sound Booth.

2.3. Follow-up

After service, we ask that new visitors turn in a "Tell Us About You" card to Guest Central. The volunteer in Guest Central will welcome each new visitor and give them a gift for coming. The "Tell Us About You" card will be given to the Site Coordinator and submitted to the Executive of Operations each week. The church staff will enter the information in Planning Center every Monday and send out a welcome postcard to each new visitor. After service, we ask that if you are interested in volunteering at the church, you turn in The Crew card. Volunteers will be contacted by the Department Coordinator within 2 weeks.

Section 3. Music

3.1. Planning

The Worship Director will coordinate on a weekly basis with the Worship Leader to establish worship songs for Sunday morning service. The Worship Director is responsible to establish a monthly schedule for all Worship Volunteers. The Worship Director is responsible to coordinate Wednesday night worship and is responsible to provide special music upon request.

3.2. Volunteers

All Music volunteers are required to attend worship rehearsal at a specified time. The basic format for Sunday morning is worship practice begins 90 minutes before first service. If you are volunteering that day you are expected to arrive on time. You are expected to participate in all services during the week you are on the schedule.

Section 4. Youth

4.1. Planning

The church staff will hold a weekly meeting to review the upcoming service details. The Student Ministry Director is responsible for a building walk through prior to service to ensure air or heat is on and no maintenance is needed prior to service. The Student Ministry Director will prepare a message, games and activities during service. The Student Ministry Director is responsible to contact volunteers and ensure coverage.

4.2. Format

The basic format for Middle School Youth is to arrive at 6:00pm on Wednesday night. If you are volunteering that day you are expected to arrive by 6:00pm. We do provide childcare for Wednesday night service.

4.3. Follow-up

The Student Ministry Director is required to visit county schools on a weekly basis. A different school should be visited each week. The Student Ministry Director can bring the students lunch but must have approval from the school administration. The Student Ministry Director should plan a quarterly event or forum for students to fellowship.

4.4. Fundraising

The Student Ministry Director is responsible for providing avenues for Students to raise enough money to pay for their Summer Camp. Fundraisers include (but are not limited to) Valentine's Day Dinner for couples, spaghetti dinner, Car Wash coupons, Cookbooks, Car Washes, Euchre Tournament, Concession Stand at Egg Drop, etc.

4.5. Summer Camp

The Student Ministry Director will coordinate with the Executive Pastor and Senior Pastor to determine the appropriate location for Summer Camp. Each student will be required to pay a deposit by a specified date (will vary each year). Each student is required to pay for or raise money for their own camp. A release form will be provided by each student prior to departure.

4.6. High School Youth

The Student Ministry Director will coordinate with approved leaders and conduct small group sessions based on location throughout the area. Currently we have 4 small groups in session. Eaton, West Alexandria, Lewisburg and coming soon Arcanum. More details can be given by contacting the church office.

Section 5. Connect Groups

5.1. Becoming a Leader

Pathway to Leadership – What are we looking for:

1. Be a professing Born-Again Christian with following
 - a. Social Media check
 - b. What do others say about you
2. Minimum time frame of regular church attendance. (6 months)
3. Have volunteered in an area of the church a minimum of 3-4 months.
4. Be in a minimum of 3 services per month.
5. Have been through a minimum of 1 small group at COF (with leader recommendation)
6. Interview with Pastor or Connect Group Coordinator and have topic approved
7. Personal references (Godly character)
8. Experienced in dealing with conflict and people
9. Sound Biblical view of the Gospel
 - a. Meet over coffee a once or twice with Connect Group Coordinator

5.2. How to Sign-up

One month prior, Connect Groups are chosen and approved by the Senior Pastor and Executive Pastor. This includes topics, length, and location of groups. Group Leaders are chosen and contacted by the Senior Pastor and Executive Pastor. Group leaders are given topic and a link to Rightnowmedia.org. Group Leaders are given a month to study and go over their own topic amongst themselves.

Three weeks prior, fliers are then designed and approved by the Senior Pastor and Executive Pastor. These will include the topics, an explanation of topic, group leader and location. They are created and put inside the bulletin. Extras are placed in Guest Central. Sign-up Sheets are created by the Operations Director and placed in Guest Central. The group leader will need to provide a detailed information sheet for Guest Central. Video announcements are created to announce the new groups starting up. Either group leaders announce their group or a general announcement will be made.

Two weeks prior, video announcements / FB announcements on connect groups. Continue announcements to keep connect groups' fresh in the minds of the church. Announcement put in Bulletin to encourage people to sign up. Sign-ups are still in Guest Central. The group leader will be responsible to provide a detailed information sheet to the Guest Central Department Coordinator to communicate accurately and help 'push' sign-ups. Announce about meet and greet. (see below)

One week prior, we create the foyer into a "meet and greet". Group leaders will be behind a table and if people had questions about the class or just want to meet the group leader, they can. Group Leaders are given a list of students. They are to call and contact students to start making that "connection". The Group Leader is also responsible to make any changes to location, food, or any cancelations if necessary.

Week of, give Group Leaders their sign-up sheets and have them contact the people they have not yet contacted that signed up in their group.

WEBSITE through the website, people have the option to sign up and that will direct an email to someone in the office that will direct that info to the specific teacher.

Teacher give a weekly assessment to Pastor Justin and Keith. If there are issues or just need help or encouragement.