

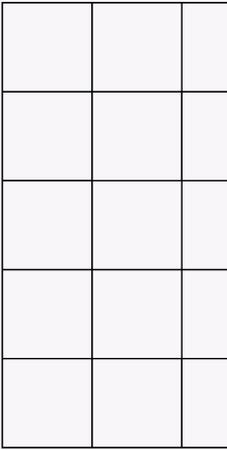


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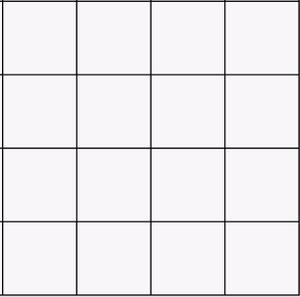
Membership Care Handbook



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Welcome Message



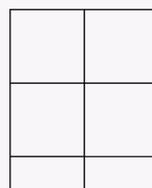
Welcome to the Worship Life Church (WLC) Membership Care Team! We are excited that the Lord has led you to join us as we endeavor to care for the members of our WLC family.

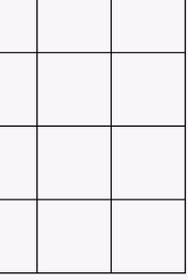
Have you ever been a part of a ministry that was the total opposite of the church in Acts? Have you ever felt as if no one would notice if you just stopped coming to church? Well, we don't want that to happen at WLC! As a member of the Membership Care Team, we will focus on the third pillar of our vision, which is Building Community. Our primary goal is to keep connected with our members through WLC events and quarterly follow-up calls.

The Book of Acts gives us a beautiful picture of what life can look like when believers are on one accord. We see in chapter 2, verses 42-47 that the believers of that time devoted themselves to the apostles' teaching, to fellowshiping, and to prayer. They marveled at the miracles performed by the apostles and had no problem sharing the money made from selling their possessions with those in need. They worshipped daily their consistent praise to God, He added to the church daily.

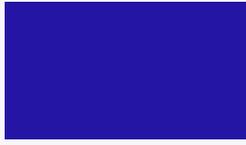
Can you imagine God adding members daily to WLC?

While we don't expect everyone to sell their possessions to give to the needy, we have other ways in which we can reach out those in need. Examples are our Blessed to be a Blessing food give-away, free gas cards give away, and going to one of the local food banks to prepare meals.





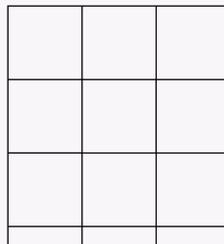
Welcome Message Continued...



So, you may say, “but we don’t meet daily.” However due to technology the services and prayer calls can be watched or listened to at any time and individuals can decide at any time that they want to become a member of WLC! Any day of the week all they have to do is fill out the form on line and another member is added to the role!!

This guidebook will acquaint you with the roles and responsibilities of this ministry.

Welcome Aboard!!





Ministry Statements

Ministry Scripture:

“Let each of you look out not only for his own interests, but also for the interests of others.”

(Philippians 2:4)

Vision

To come aside and assist the members of WLC as we exist to encounter God’s presence, equip believers and build community.

Mission

Ensure WLC members feel connected by welcoming them when they complete the New Member form, following up with those we haven’t seen, and connecting members who want to join the Impact Team.

Team Roles & Responsibilities

Let each of you look out not only for his own interests, but also for the interests of others.

(Philippians 2:4, NKJV)

The Membership Care team exemplifies the vision of Worship Life Church through being an example of Jesus to those who join WLC and contributing to the building of community by staying in touch with every person that comes through our doors. This team is responsible for keeping in touch. They regularly reach out to be sure our visitors and members are doing well.

**No need to arrive early on Sundays, but your attendance is necessary

Team Roles & Responsibilities

Encounter God

- Prayer is the best way to prepare for your day & serve.
 - Pray to have the heart & eyes of God for people when you serve.
 - Ask God how He can use you today.
-

Equip Believers

- Use the spirit of discernment when tending to guests.
 - Encourage new members to stay close and connected
 - Walk them through “next steps”
 - Pray with them if they request it
-

Build Community

- Serve with gladness
- Keep Jesus at the Center of everything you do
- Welcome new members with warmth and love

Follow-Up Calls

Two people are better off than one, for they can help each other succeed. 10 If one person falls, the other can reach out and help. But someone who falls alone is in real trouble.

(Ecclesiastes 4:9-10, NLT)

Follow-up calls will be conducted quarterly. Each team member will be provided with the Freedom Voice phone number and a list of members to contact. You will also be given a guided script with all the upcoming events and pertinent information to be shared for that quarter (see attachment 1 for example of guided script). You are not required to read the script verbatim; it is simply meant to guide the conversation.

- If there's something that you don't know, please don't be afraid to let them know that you will find out the answer to their question and call them back. Please don't feel like you have to have the all the answers; we don't want to give out incorrect information.
- If someone you contact has an emergency situation, please contact your team leader immediately.

Follow-Up Call Guide

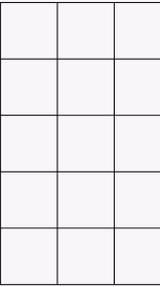
The following should occur during the follow-up call (see attachment 1 for example guided call script):

- Introduce yourself as a member of WLC Membership Care Team
- Remind them of upcoming events (use the WLC Global App to cover major upcoming events)
- Ask if there are any prayer request
 - If there are any urgent needs, please contact the Team Leads immediately so the individual's needs can be addressed
 - If you are not sure if it's an immediate need, always err on the side of caution and contact the Team Leads
 - If you are not comfortable praying, you may ask the individual if they are ok with you passing their information to the Team Leads. If they agree, the Team Leads will contact them within 24 hrs.
 - If someone you contact has an emergency situation, please contact your team leader immediately.
- Before ending the conversation, ask if they have any questions





Follow-Up Call Guide: Benevolence



- If someone you contact requests benevolence assistance from the church, please follow the guidance below:
 - The person must be a member of WLC
 - Please send them a copy of the application on attachment 4 to fill out
 - All required documentation, including the application, should be scanned and emailed to Membership Care team leaders for review
 - The team leader will submit the application and form to the pastors for approval
 - Team leader will Place all documents in the church member file
- 

Welcoming New Members

Each week a member of our team will welcome those who desire to join the WLC family at the end of our worship service by doing the following:

- Join the Intercessory Prayer Team at the altar at the end of the worship service to welcome new members
 - Provide the new member form and assist with completion
 - Escort new member/s to the First Impression Room to meet with the Pastors
 - Give completed forms to the ministry leaders to be processed

New Member's Orientation

All the believers devoted themselves to the apostles' teaching, and to fellowship, and to sharing in meals (including the Lord's Supper), and to prayer.

(Acts 2:42, NLT)

There will be a New Member's Orientation held quarterly which will be overseen by our team. The orientation will be a lunch style event. During this time the new members will hear how WLC got started and more on the vision of WLC from our Pastors. They will be given an overview on how to use the WLC app, do the Spiritual Gift Assessment, be introduced to the ministry leaders and invited to join the Impact Team. Child care will be provided.

New Member's Orientation

(Team Responsibilities)

Our responsibilities will include:

- Set up the orientation and child care room; setting up tables, adding table clothes, etc.
- Create name tags
- Pick up food and supplies
- Welcome and check-in attendees
- Assist with slide presentation
- Set up and assist with serving food
- Break-down

(See attachment 2 for agenda example)



New Member's Orientation

(Agenda Example)

- 1000: Opening Prayer
- 1003: Ice Breaker
- 1020: Introduction of Pastors
- 1023: History of How WLC Got Started
- 1040: WLC Global App Overview
- 1050: Break
- 1100: Lunch (presentation will continue while eating)
- 1130: What We Believe
- 1140: WLC Vision Key Points
- 1155: Break
- 1200: Growth Track
- 1240: Break
- 1245: Gift Assessment
- 1315: How to Become an Impact Team Member
 - Introduction of Ministry Leaders (Leaders get 2 min each)
- 1350: Q&A
- 1400: Pray & Dismiss

Fellowships/Meetings

With all humility and gentleness, with patience, showing tolerance for one another in love, being diligent to preserve the unity of the Spirit in the bond of peace.

(Ephesians 4:2-3)

Fellowship is important for us to get to know each other. The Membership Care Team will have quarterly fellowships/meetings. Due to team members living throughout the Valley, some meetings may be via Zoom. Please note, there may be times when we may need to have a short meeting to pass on important information.

Additionally, new members to the Membership Care Team will participate in mock calls and/or shadow calls with team leaders or seasoned team members as part of the onboarding process.

Once again, we look forward to serving with you! Let's help to bring the vision of WLC into manifestation. Remember, "We exist to encounter God's presence, equip believers and build community!"



Attachment 1:

Example Guided Script for Conversation Flow

Hi _____, this is _____ from WLC. How are you!? We miss seeing you and wanted to take a moment to check in with you. Everything going well?

See if they need anything or have any concerns or prayer requests

- Inform them of the move to the main sanctuary

In case you aren't aware, this month we have 2 big days on the Calendar (use the WLC Global App to accurately cover major upcoming events).

- Altar & Presence on April 28th at 7pm
- 5th Sunday Church Picnic at 1:30pm at the Goodyear Recreation Campus (in the park area). We won't be meeting at the main campus, and our Outreach portion begins at 3pm.
- Register in the app or on the website by clicking on April 30th on the calendar.

Before you hang up, just let them know that they are loved and missed and we can't wait to see them again soon.

Attachment 2:

Our Team



Rob Ellis
Team Leader

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consectetur adipiscing elit, sed
do eiusmod tempor incididunt



Melody Dameron-Ellis
Team Leader

Lorem ipsum dolor sit amet,
consectetur adipiscing elit, sed
do eiusmod tempor incididunt

Shantel Banks
*Membership Care
Team*

Kristal Rutley
*Membership Care
Team*

Jeremiah Johnson
*Membership Care
Team*

Attachment 3:

Leader Contact Info



membercare@worshiplife.church



worshiplifeaz.com



623-232-9020 ext 809
