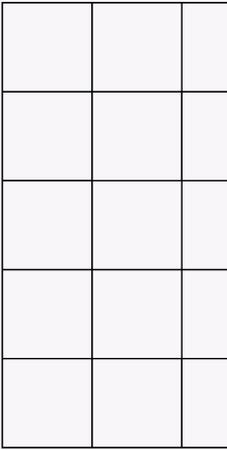


www.worshiplife.church

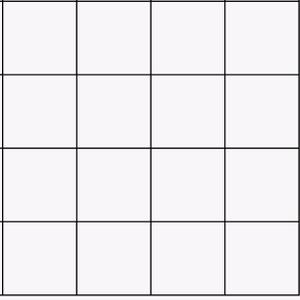
Servant Leader Handbook



Table of Contents



- 
- 01 Welcome Letter
 - 02 Vision and Mission
 - 03 Servant Leader Onboarding
 - 04 Standards of Behavior
 - 05 Attendance
 - 06 Ministry Connection/Placement
 - 07 Safety
 - 08 Service Standards
 - 09 Servant Leader Disciplinary Actions,
Separation & Dismissal
- 



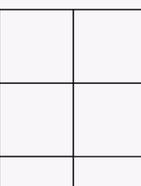
Welcome Message

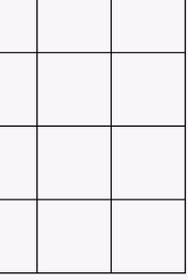


Welcome to the Impact Team, where your presence makes the difference! Having you join our most compassionate group of servant leaders is an honor. We consider you a gift from God and are grateful for the skills and talents you are contributing to Worship Life Church. As a diverse community of Spirit-filled believers, we are committed to the five-fold ministry function given to us by Jesus for the equipping of the saints, for the work of service, and for the building up of the body of Christ (Ephesians 4:12). God has the plan to equip every believer as a minister and place them in a position of service. He would not give us talents, personality, spiritual gifts, and life experiences if He were not going to use us for His glory.

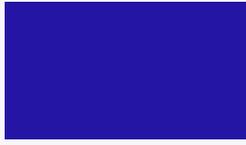
Everyone born into the Kingdom of God has a special gift for a special place of service. Every member has a unique function and a significant part to play. We are dedicated to helping all members find their area of operation in the body and effectively reach our world for Christ. Our servant leaders are the driving force of everyday church life at Worship Life Church and beyond. Their ministry service during Sunday afternoon worship, special services, and planned events make our coming together a significant time in the Lord.

This servant leader handbook is intended to provide guidelines and information about our ministry's policies and procedures to ensure that you are an effective servant leader and representative of the church. The guidelines in this handbook reflect our desire to do all in our power to provide a church environment that is spiritually, emotionally, and physically safe for those who attend.

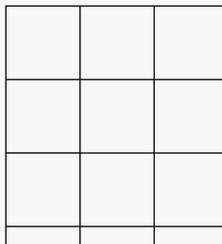




Welcome Message Continued...



Please read and familiarize yourself with the contents to comply with the established standards. It is impossible to anticipate every situation you may encounter as a servant leader or answer every potential question. Worship Life Church reserves the right to modify, supplement, rescind, or revise any necessary or appropriate policy. Any questions can be directed to our Servant leader Coordinators.





WLC Vision & Mission

Vision

Our Vision encompasses three small phrases that make a big difference: We exist to Encounter God's Presence, Equip Believers, and Build Community.

Mission

The mission of Worship Life Church is to create a community of believers, hungry for His presence, that long to see revival not only in the Phoenix, Arizona metroplex but in the nations of the earth. God has called us as people of His presence to co-labor with Him to see heaven invade the earth. Our vision is to provide a space where believers can be refreshed, equipped, and refueled to mobilize the agenda of Jesus! As the hands and feet of Jesus on the earth, our heart is to create a culture of generosity to be a resource representing the Kingdom of God. We are an Oasis!

Servant Leader Onboarding

Definition of Servant Leader: A servant leader is anyone who performs a task at the direction of and on behalf of Worship Life Church without compensation or expectation of compensation beyond reimbursement.

We consider each servant leader an ambassador of our Lord and Savior, Jesus Christ. As a result, everyone must meet requirements before entering voluntary ministry services. All Worship Life Church servant leaders must attend the New Members Orientation, Servant Leaders 101 class, complete a Servant leader Application, submit to a background check (if required), go through a brief interview with our Servant leader Coordinators, complete service team orientation, and participate in the Planning Center Training.

Servant Leader Onboarding

a. **Servant Leaders 101:** This class will explore the roles of Timothy and other biblical figures who served the plan of God by serving others. This teaching is specifically targeted to help you become the servant, worker, and leader in the Body of Christ that God intends you to be.

b. **Servant Leader Application:** Everyone must complete an application online or submit a paper copy.

c. **Background Check:** A criminal record check is required for specific ministries. The primary type of background check includes a Criminal Record Indicator database check and a Social Security number search. A Criminal Record Indicator database check reviews electronic databases of government agencies, including sexual offenders' registries. A Social Security number search verifies an individual's name, state, and last three addresses. This type of background check does not include disclosure of personal financial information.

Servant Leader Onboarding

d. Interview: All servant leaders will go through a brief interview with our Servant leader Coordinators to discuss team placement and best-fit interests. This process helps ensure that candidates are spiritually qualified and otherwise suited for roles within the church.

e. Service Team Orientation: All servant leaders will be transitioned to their ministry team and complete orientation, training, and scheduling preference. In some areas of ministry, new workers may be asked to undergo specified training; these requirements will be explained when the individual is invited to participate.

f. Planning Center Training: Planning Center is the online system we use to schedule and communicate with our servant leaders. Knowing how to use Planning Center is essential as a Worship Life Servant leader (download the free planning center app from the Google Play Store or Apple Store).

Servant Leader Onboarding

All servant leaders must submit and sign the confidentiality policy and, if working with children, complete the confidential background check. Background checks are re-submitted every three years with the servant leader's permission.

Any alerts on the original or re-submitted Background Checks will be dealt with on a case-by-case basis, and convictions are not an automatic bar from servant leader service.

Additional classes and training may be required for specific servant leader roles.

STANDARD OF BEHAVIOR

Faith in Jesus Christ is an integral part of Worship Life Church and drives our ministry's decision-making and ministry development. We ask that the actions and words of all our servant leaders not contradict Worship Life Church's values and purpose. Every person in ministry and service areas represents our church. Servant leaders are expected to always act in the church's best interest and exemplify our values. As a servant leader, you have a responsibility to God, Worship Life Church, and your fellow servant leaders to adhere to specific guidelines for conduct.

- As representatives of Worship Life Church, we expect every servant leader to act maturely and responsibly. When everyone knows they can thoroughly depend upon fellow servant leaders to follow these Standards of Behavior, Worship Life Church becomes a better place to serve, for everyone.



STANDARD OF BEHAVIOR

Worship Life Church servant leaders are expected to meet the following ministry performance standards. In the performance of duties, you should:

- Conduct yourself in a manner that demonstrates a positive role model and a responsible representative of Worship Life Church.
- Consistently display high personal standards and project a favorable image of Worship Life Church and serving.
- Be open, welcoming, and respectful of all, including children and vulnerable people, such as disabled people, unhoused individuals, and those from different cultural or language backgrounds.
- Be punctual. Adhere to your role's set times and timeframes, and perform your duties and responsibilities promptly and efficiently.
- Be prepared (mentally & spiritually) and ready to serve with diligence and enthusiasm.
- If unable to fulfill a commitment due to an unexpected illness, injury, or emergency, notify the Servant leader Coordinator or relevant ministry leader as soon as practicable. Preferably with at least 24 hours notice.



STANDARD OF BEHAVIOR

- If you cannot fulfill a commitment, notify the appropriate ministry or service area leader. If the commitment is part of a service team, organize to swap with a member of the same team assigned to a different week and advise the Servant leader Coordinator of this.
- Take seriously the role you play in representing the friendly and professional image of Worship Life Church, including how you conduct yourself.
- Dress appropriately for the activity and avoid immodest or attention-seeking styles, bearing in mind that you represent the church.
- Be proactive concerning protecting, securing, and maintaining our church people, premises, and property.
- Work cooperatively with colleagues, support, and learn from each other. Accept differences in style and back one another up.
- Refrain from criticism of participants and all other servant leaders. Never criticize the church publicly.



STANDARD OF BEHAVIOR

- Refrain from gossip, jealousy, and strife. They are destructive and cause division in the church. They destroy trust.
- Refrain from using profane, insulting, harassing, or offensive language while serving.

Report any incident contrary to this Servant leader Standard of Behavior to the Servant leader Coordinator or your Team Lead. Please get in touch with the appropriate individuals with questions concerning servant leader conduct, safety rules, or any inappropriate activity at a Worship Life Church event.



Attendance

As a Worship Life servant leader, we depend on you! Please commit to the servant leader position that you sign up to serve. The partners of WLC rely on you, and we prepare for you. We do understand that, from time to time, certain situations may arise that might prevent you from fulfilling your commitment. Please alert the Servant leader Coordinators as soon as possible. Punctual and regular attendance is an essential responsibility of each servant leader. Any lateness or no-shows cause problems for fellow servant leaders and our partners.

*****Get fed yourself! Your relationship with Christ will strengthen when you worship with others and sit down to listen to the message God has laid on our Pastor's heart. When you are NOT serving, we strongly recommend that you attend service.*****





Ministry Connection & Placement

Praying for God's will in where to serve is priority number one. Commit to praying for a meaningful ministry to plug into (Psalms 37:23-24). Seek Godly counsel (Proverbs 10:20) and consider your gifts, talents, abilities, and passions (Ephesians 4:11-12; Romans 12:6-8; 1 Corinthians 12:4-11).

If you are still unsure where to serve, don't worry; we will allow you to set up a one-time servant leader slot in the ministry you are interested in serving with no strings attached, obligation, or long-term commitment. Try different ministries and find one that fits you.



Safety

Commitment to Safety

The safety of our Pastors, leaders, servant leaders, partners, and visitors is extremely important to us. All servant leaders have the opportunity and responsibility to contribute to a safe ministry environment by using common sense rules and practices and by notifying leaders in case of an accident, injury or when health or safety issues are present.

Servant leaders are discouraged from engaging in any physical confrontation with a violent or potentially violent individual or behaving in a threatening or violent manner. All Worship Life servant leaders are responsible for keeping our church environment free from violence or potential violence. Any servant leader who witnesses or is the recipient of violent behavior or threats should promptly inform our Security team or the Leadership Team immediately. All threats will be promptly investigated. Under this guideline, no servant leader will be subject to retaliation, intimidation, or discipline due to reporting a threat in good faith.



Safety

Commitment to Safety

Suspicious of abuse, neglect, or illegal activity should be brought to the attention of the Servant leader Coordinators. Servant leaders will not be subject to retaliation, intimidation, or discipline due to reporting suspicions.



Service Standards

Americans with Disabilities Act (ADA) and Reasonable Accommodations

Worship Life Church will reasonably accommodate the known physical or mental disabilities of qualified servant leaders to allow them to perform essential job duties unless those accommodations will cause undue hardship to the ministry. A servant leader who requires an accommodation to perform the essential functions of their job should contact the Servant leader Coordinators to identify possible accommodations.

Confidentiality

Protecting confidential information is vital to the interests and success of Worship Life Church. From time to time, servant leaders will be privy to and will receive confidential information. Servant leaders are not to discuss, transmit, divulge, or reproduce information in any form. Confidential information is any and all information disclosed to or known by you because of serving with Worship Life Church that is not generally known to people outside the ministry. Servant leader files are also considered confidential. Staff and leaders may only have access to personnel file information on a need-to-know basis.

Service Standards

Grievances and Complaints

Worship Life Church seeks to maintain positive relationships and takes grievances seriously. Servant leaders are encouraged to share grievances or complaints with the Servant leader Coordinators to resolve conflicts and restore relationships.

Performance Feedback

Servant leaders will receive occasional performance feedback from their ministry leader and/or the Servant leader Coordinators. The purpose of the feedback is to let you know how well you are doing. Servant leaders are encouraged to ask when they have questions about tasks and their performance.



Servant Leader Disciplinary Action, Separation & Dismissal

Disciplinary Action

Unacceptable behavior which does not lead to immediate removal from the ministry position may be dealt with in the following manner:

- Verbal Warning from the Team Leader
- Meeting with the Team Leader and Servant leader Coordinators
- Removal from the ministry position

Verbal warnings will include the reasons for dissatisfaction and any supporting evidence. When the warning is issued, an opportunity will be presented for you to defend your actions and rebut the opinion of the Team Leader and/or Servant leader Coordinators. Disciplinary actions may also include a probationary period where you will be provided the opportunity to demonstrate corrective action.

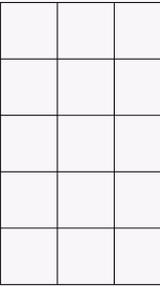
All pertinent facts will be carefully reviewed, and the servant leader will be given the full opportunity to explain their conduct before any decision is reached. The Servant leader Coordinators will provide a second opinion concerning the unacceptable behavior before the servant leader is removed from the ministry position.

Servant Leader Disciplinary Action, Separation & Dismissal

Reasons for Disciplinary Action or Dismissal

A servant leader's failure to adhere to Worship Life Church policies and procedures as presented in this handbook may result in termination. Servant leaders will face immediate dismissal for misconduct. Some examples of misconduct are as follows:

- abuse, misuse, theft, or the unauthorized possession or removal of Worship Life Church property or the personal property of others
- falsifying or making a material omission on Worship Life Church records, reports, or other documents
- divulging confidential organizational information to unauthorized persons
- disorderly conduct on the ministry property.
- Violating any law adversely affecting Worship Life Church or conviction in the court of any crime may cause the servant leader to be regarded as unsuitable for continued service.



Servant Leader Disciplinary Action, Separation & Dismissal

Resignation & Termination

Both servant leaders and Worship Life have the right to terminate the servant leader relationship with Worship Life Church at any time, with or without cause or advance notice.



Acknowledgement of Receipt

This is to acknowledge receiving a copy of the Worship Life Church servant leader policies and procedures handbook. I understand that it provides guidelines and summary information about Worship Life Church servant leader policies, procedures, and rules of conduct. I also understand that it is my responsibility to read, understand, become familiar with, and comply with the standards that have been established. I further understand that Worship Life Church reserves the right to modify, supplement, rescind, or revise any policy occasionally, with or without notice, as it deems necessary or appropriate. I also acknowledge that Worship Life Church and I can terminate the servant leader relationship at any time, with or without cause or advance notice.

Servant leader's Name (please print)

Servant leader's Signature

Date



Our Team



Olivia Wilson
CEO Founder

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



Estelle Darcy
HR Manager

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



Yanis Petros
Lead Accountant

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



Olivia Wilson
Super Visior

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

Leader Contact Info



hello@reallygreatsite.com



www.reallygreatsite.com



+123-456-7890

