

THE PATHWAY INTO SERVICE AT GATEWAY – FOR LEADERS

We want everyone to step into serving. It's the heart of Jesus and it's biblical! We believe that serving is for everyone in the Kingdom of God and we are led into deeper maturity and commitment as we grow and serve.

Serve Where and How?

There are lots of ways to serve, many of which are listed on the Gateway **Serve Card** in the Foyer. This card provides a go-to list of current and active ministries. We also have ways to serve listed on our website (<https://www.gatewaycf.com/serve>). In addition to all these, we are continually open to fresh new ways to serve as well!

The Serve Drumbeat

Serving is something we desire to keep at the *leading edge* of Gateway body life. The various ways we make this happen, are as follows:

- By making references to service opportunities during weekly service announcements.
- By holding a "Serve Sunday" periodically, whereby we profile different ministries and opportunities to serve.
- By preaching on the topic and sharing examples of service as a lifestyle.
- By ministry leaders, pastors, and mentors all talking with others about serving, and introducing people to service opportunities.
- By profiling various ministries and sharing stories that engage people's interest in serving.

The *Pathway* into Serving

How does a person begin serving at Gateway? *It's easy - here's how!*

A. Preliminary Steps

STEP 1 – New Serving Candidate is Identified

A serving candidate is identified in one of two ways:

1. The person expresses a desire to serve, or
2. A ministry leader recognizes someone who may be a good fit.

Candidates may indicate interest in serving by:

- Filling out a Serve Card (in-person or on our website)
- Speaking with a pastor or ministry leader
- Responding in a service to a call to serve



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If a Serve Card is completed and turned into the front office, the Service Coordinator (SC) (Christa Cheston) will notify the appropriate Ministry Leader.

The other major pathway is when a pastor or leader personally approaches someone about serving in a ministry.

Before inviting someone into service, leaders should evaluate:

- How long the person has been attending Gateway
- How well they are connecting into Gateway's Church body life
- Whether or not they see any major character issues that would need to be dealt with prior to beginning to serve.

As a general guideline, we encourage individuals to attend Gateway for 3–6 months before stepping into ongoing service roles.

If additional background information is needed, the Ministry Leader may request support from the Service Coordinator.

STEP 2 – Ministry Leader Initiates Contact

The Ministry Leader makes initial contact with the candidate and schedules a time to connect more personally. This initial touchpoint is important, because ministry is rooted in caring for people, not simply filling roles.

STEP 3 – Ministry Leader Builds Meaningful Connection

The Ministry Leader meets with the candidate to get to know them personally and begin assessing their character and fit for the ministry.

Examples of connection settings may include meeting for coffee, lunch, or holding a casual meeting before or after church.

During this step, the leader should:

- Learn about the candidate's personality, story, and spiritual walk
- Pray with them during the meeting
- Share the "Baseline Expectations of Serving at Gateway" document. The candidate should agree to these expectations before continuing to Step 4.



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STEP 4 – Leader Activates the Serve Pathway Through the Front Office

If the candidate is interested and the leader believes they are a good fit, the Ministry Leader can activate the Serve Pathway by notifying the Service Coordinator. The leader should email the SC at: support@gatewaycf.com. Please include the following:

- Candidate's full name
- Candidate's email address
- The ministry role they are being considered for

Note: Many serving roles require membership and/or background checks.

STEP 5 – Candidate Completes the Serve Pathway

The initial steps in the Serve Pathway includes key information and a short video introducing Gateway's ministry values and serving culture. The Service Coordinator will guide the candidate the steps of the serve pathway, including:

1. Sending an email with the "Welcome to Serving" video link. Note that this email also includes a notification that we will be enrolling the candidate in a background check process (Step 6).
 2. Getting the candidate's information profile updated in our database
 3. Gathering important information, such as:
 - Phone number and address
 - Baptism status
 - Membership class completion
 - Ministry readiness indicators
 4. The SC will keep the Ministry Leader informed as each step is completed.
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STEP 6 – Candidate Completes Background Check

Background checks are required for virtually every ministry position at Gateway. The Service Coordinator will notify the Ministry Leader once the background check is complete, sharing with them the outcome of it.



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B. Hands-On Orientation Phase

STEP 7 – Ministry Orientation and Training

The Ministry Leader provides hands-on orientation and training, helping the candidate understand how the ministry operates.

This includes:

- Introducing them to the ministry team
- Showing where supplies and resources are located
- Reviewing ministry-specific standards and expectations
- Providing any training guides or procedures for them to review and understand

This step ensures the candidate feels:

- Trained and knowledgeable
- Comfortable and prepared
- Connected to the team
- Excited to serve

The leader's clarity, oversight, and encouragement during this phase makes a significant difference.

STEP 8 – Ministry Shadowing

The candidate should shadow experienced team members 2–3 (or more) times before taking on responsibilities independently.

The process is simple:

Watch → Learn → Participate

In certain ministries, observation is especially important before assigning tasks.

As the candidate grows comfortable, the leader may begin giving them small responsibilities with supportive feedback.



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STEP 9 – Readiness and Comfort Confirmed

Before scheduling the candidate regularly for service in the ministry, the Ministry Leader should confirm that the candidate:

- Feels confident and supported
 - Understands expectations clearly
 - Has had all questions answered
 - Is positioned for long-term success
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STEP 10 – Candidate is Integrated Into the Serving Schedule

Once trained and ready, the Ministry Leader works the new servant into the regular ministry schedule.

Because every person and ministry is different, serving frequency may vary.

Leaders should emphasize Gateway's best practice of:

"Sit One – Serve One"

This helps individuals remain spiritually healthy and avoid overcommitting.

Final Outcome

When these steps are completed, the candidate is fully equipped, connected, and prepared to serve faithfully and joyfully at Gateway.

