

# Serve Teams Information

## Serving Well

What OneLife is doing at weekend services matters. In fact, we believe it matters a lot! Our weekend services are an opportunity we have as a church to open our doors to the people of the Bay Area. Among those who come will be those who are continuing to grow in their faith as well as those who may not yet be believers. Our job as volunteers is to help create a warm and distraction-free environment in which ALL people can grow in their relationship with the Lord.

Because we believe this job is so important, we have high expectations for those who volunteer. Volunteers are not just completing “church tasks,” instead, they are playing a vital role in our mission. Each serve team has a specific job description as well as expectations for those who serve in that capacity. Below are some general guidelines for all serve team members.

### **Commitment**

We believe that joining a serve team is a huge blessing for those who serve! However, it is not a decision to be made lightly. It is a commitment to the OneLife body but also to the Lord. Serving will at times mean sacrifice. It may mean getting a few less minutes to sleep on Sunday mornings, or it could mean that you set aside time during the week to plan a lesson for Kids Ministry. Before committing to a team, we ask that you weigh the cost and be ready to serve wholeheartedly!

### **Punctuality**

In order to be excellent in all that we do, we need to be on time. When we are running late, it causes us to be rushed and stressed. This doesn't put us in the frame of mind that we need to be in order to serve joyfully. Being on time also shows that we highly value our role and place importance on it being done well. If your team has a set arrival time, we ask that you make sure you are in place and ready to serve by that time. (Helpful Hint: Come a few minutes earlier and grab a cup of coffee!)

### **Representing Jesus**

You will have the opportunity as you serve to interact with many people on a given Sunday. Our volunteers not only represent OneLife but, more importantly, Jesus! In all that we do and say, we want to exemplify God's love, joy, and kindness. This includes our words, our tone of voice, and even our facial expressions. We want our actions and words to show that we love Jesus and love people!

### **Attitude**

If we aren't careful, serving can quickly become a task that we begrudgingly complete. It turns into one more item on our “to-do” list. However, serving is one way in which we worship the Lord, and God doesn't want our worship if it is given out of obligation. He desires us to come with a cheerful and willing heart! It is vital that we prepare our hearts to worship in this way. Prior

to serving, be in prayer for how God will use you that morning. Ask God to give you a fresh filling of His spirit and a readiness to serve as needed.

### **Fun**

Part of our church culture is that we like to have fun, and this includes when we are serving! Serving well doesn't have to mean serving with a serious face. We encourage our teams to get to know each other. Talk with each other, laugh together, and have a good time! Although we serve in an excellent manner so that our jobs are done well, we have fun along the way!

### **Team**

When you sign up to serve at OneLife, you become a member of a team -- the hospitality team, Kids Ministry team, etc. One of our highest team values is unity. One person can do great work, but, when we join together with others, we can accomplish much more. As team members, we encourage one another, support one, help one another, and laugh together. If a conflict arises, we seek to resolve it quickly and in a God-honoring way.

### **Flexibility**

Each serve team has a standard operating procedure that is designed to help us accomplish our mission well. However, sometimes things happen that are beyond our control. A coffee maker breaks down. A volunteer has a flat tire on the way to the building, and you are asked to step into her role which is different from yours. Although we try to prepare for the unexpected, these situations will come up! We ask all of our volunteers to be flexible. This might mean serving in a slightly different role than expected or thinking critically to solve a problem.

### **Communication**

Each team has a serve team lead. This person is in charge of heading up the team and maintaining the team's volunteer schedule. Please stay in communication with your team lead regarding the schedule. Each volunteer on a Sunday fills a crucial role. If you are not going to be able to serve on your scheduled Sunday we ask that you check in with your team lead as early as possible. Each team has a specific way in which you'll be asked to handle absences, and your team lead will give you this information.

The team lead is also the person to whom we want you to go if you have ideas or suggestions regarding your team. We are continually looking for ways to improve our teams, and we value your opinion.

### **Training**

When you join a serve team, you will be contacted by the serve team lead. This person will give you any needed information and set up a time to train you. Training usually involves shadowing someone who currently serves in that volunteer position. This will help you feel confident and prepared as you take on this new role! Each team also has ongoing training, and all team members need to attend these meetings to stay up to date on current serve team information.

### **Fit**

We believe that God has gifted each person in unique ways and given the different Passions.

Our teams benefit from people with different skill sets. Those who are very detail oriented will probably enjoy sound and media. People who love to meet and welcome new people will likely feel at home on the greeting team. However, if while serving on a team you begin to feel like it is not a good fit, please talk with your team lead or the serve team coordinator. We want you to be in the best role for you, and we want to work with you to find that.

If you have general questions about serve teams, please contact Nate Miller at [nate@onelife.tv](mailto:nate@onelife.tv). For specific questions about your serve team, you can check in with your serve team lead.