SERVICE STEWARD

organised .church

1 INTRODUCTION

Service Stewards help make church as welcoming as possible.

Ministry Team	Services
Supervisor	Sunday Services Team Leader
Supervises	N/A
Training	EMMC Welcoming the Newcomer
Commitment	Serve at agreed frequency.

2 QUALIFICATIONS

Convictions	☐ Christian who honours the church's statement(s) of faith.
Character	☐ Satisfies the church's safe ministry standards. ☐ Takes initiative to help people / resolve issues.
Competence	☐ Interacts kindly with members and newcomers. ☐ General awareness of church members and activities.

3 RESPONSIBILITIES

Before the service

- **Check rosters regularly,** submit unavailabilities and try to replace yourself when necessary.
- **Arrive 30 minutes before the service** to pray with others in the team and get started.
- **Check buildings and grounds** to ensure that facilities are safe, clean and ready for people.
- **Attend the entrance** from 15 minutes early to 15 minutes late, warmly greeting people.
- **Identify and welcome newcomers**, ideally by introducing them to other members to look after them.
- **Assist people however possible,** e.g. helping people find restrooms, answering other questions.

During the Service

- **Remain alert** to welcome latecomers or provide other assistance (e.g. adjusting temperature).
- **Count attendance** during the service and register the data according to church procedure.

After the Service

- **Try to ensure newcomers are being looked after**, introducing them to other members where possible.

4 GUIDELINES

- Your highest priority is welcoming newcomers, especially those who might be ongoing contacts.

- Wear a nametag and/or lanyard to help newcomers identify you as someone there to help them.
- Try to remember and use names. Consider discretely recording them in a notebook or device.
- Regular interaction with the church's website, eNews etc. will help you answer people's questions.
- On 'off duty' weeks, continue building on connections with returning newcomers.
- Notice and respect sensitivities, e.g. some people don't like being asked too many questions.

5 RESOURCES

Key Resource(s)	Rick Lewers, 'The Ministry of Welcoming,' The Briefing, no. 108 (March 1993), https://thebriefing.com.au/1993/03/the-ministry-of-welcoming Rick Lewers, 'Welcoming the Newcomer,' The Briefing, no. 109 (March 1993), https://thebriefing.com.au/1993/03/welcoming-the-newcomer/

6 APPENDICES

Nil.

7 DOCUMENT CONTROL

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