

1 INTRODUCTION

Service Stewards help make our gatherings as welcoming as possible for members, newcomers and visitors.

Ministry Team	Sunday Services
Appointed by	Rector / Senior Minister
Supervisor	Sunday Services Team Leader
Training	EMMC Welcoming the Newcomer Commence with experienced 'buddy'
Commitment	Every 4-6 weeks (negotiable), 30 min. before service to 30 min. after service.

2 QUALIFICATIONS

Convictions	<input type="checkbox"/> Baptised believer in the Gospel of Jesus Christ. <input type="checkbox"/> Honours the church's official statement(s) of faith. <input type="checkbox"/> Belief in a welcoming God who wants us to welcome others.
Character	<input type="checkbox"/> Abides by the church's code(s) of conduct. <input type="checkbox"/> Satisfies the church's safe ministry standards. <input type="checkbox"/> Servant-hearted, especially with looking after people. <input type="checkbox"/> Initiative (seeing things that need doing and doing them).
Competence <small>* Can be developed in-role.</small>	<input type="checkbox"/> Reasonable level of confidence interacting with people. <input type="checkbox"/> General awareness of church members and activities.*

3 RESPONSIBILITIES

Before the Service

- **Check rosters regularly** and try to replace yourself if you will be unavailable for a service.
- **Arrive 30 minutes before the service** to pray with those with whom you'll be serving.
- **Check buildings and grounds** to ensure that our facilities are safe, clean and accessible.
- **Attend the door** at least 15 minutes before the service begins, warmly greeting attenders and offering printed media as required (e.g. newsletters or Bibles). Remain here until around 10 minutes into the service.
- **Identify and welcome newcomers:**
 - Showing them to a seat and checking that they know what the service is going to involve;
 - Introducing them to a church member / sending a church member to look after them and/or;
 - Showing the newcomer how they can provide contact details if they'd like us to contact them.
- **Assist and meet needs** where possible, e.g. informing parents about children's ministry and facilities, finding someone to kindly and patiently engage people with special needs as well as their carers.

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

- **Remain 'on duty' to look after any newcomers** (especially by introducing them to members).

4 NOTES

- Your highest priority is welcoming newcomers, especially those who might become ongoing contacts. All other priorities should be sacrificed to this one (it's better to miss a count than to miss a newcomer).
- 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.
- Even when you're not 'on the roster', continue building on any connections with returning newcomers.
- Try to notice sensitivities, cultural or otherwise. E.g. Some people feel interrogated by too many getting-to-know you questions. Some people are nervous about entering our church / any church for the first time.
- Try to notice and respect personal boundaries. E.g. some people (maybe you) dislike handshakes.

5 RESOURCES

Key Resource(s)	<u>Rick Lewers, 'The Ministry of Welcoming', <i>The Briefing</i> #108</u> <u>Rick Lewers, 'Welcoming the Newcomer', <i>The Briefing</i> #109</u>
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6 APPENDICES

Nil.

7 FEEDBACK

Please contact the church to provide feedback on this document.