

Welcome!

Thank you for choosing to use your God-given gifts to serve at Vintage Church! You perform a critical role in the spiritual family of God, The Local Church. To take your place on a team, you need to understand our church culture which will teach you what we stand for and how we work together. We value our team members and sincerely hope that you not only have a great experience, but also an opportunity to grow in your faith and encounter God as you serve. We seek to provide an encouraging environment that pairs your interests with opportunities to serve as well as supports you in the development of the gifts and skills God has given you.

We've created this handbook to equip you for serving at Vintage Church and to provide you with specific information about our expectations, key policies, procedures and the many benefits of your volunteer commitment. As our church grows and changes, we will modify and update this information as well as notify you of any changes via your team coach.

I am so excited to see you flourish in your calling and look forward to partnering with you to impact our community with the love of Jesus!

Reaching People, Building Lives,

A handwritten signature in black ink, appearing to read 'Stephen Martin', with a long horizontal line extending to the right.

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INTRODUCTION

The following will help you understand who we are and how we operate and includes our culture and ministry convictions.

The Mission

Reaching People (_____ & baptisms) and Building Lives (new _____).

The Vision

We exist to help people know _____, find _____, discover _____, and make a _____.

Core Values

Our values define what we live for. They describe who we are and how we do the work of the ministry.

1. _____

The Bible is a God-inspired story about Jesus, from cover to cover. The Bible has full authority.

2. _____

Our mission is Reaching People, Building Lives. People matter to God, and they should matter to us.

3. _____

God places us in Spiritual Family. Family is a true need of everyone! Vintage Church is a Spiritual Family and an expression of The Local Church.

4. _____

Generosity is always the outcome of a life lived for Jesus. Jesus is the greatest giver and our response to His generosity to us is our generosity to others.

5. _____

The byproduct of our values is to develop, grow, and excel in all areas of life. Development is seen in those who use their gifts to build God's House, The Local Church.

Statement of Faith

Vintage's statement of faith is based on The Bible, the only authoritative Word of God and emphasizes the divine three-part nature of God, the need for salvation, Jesus' redemptive work through his death and resurrection and the sanctifying work of the Holy Spirit as we surrender to Christ. The full statement of faith can be found online.

<http://vintagechurch.cc/statement-of-faith/>

Teams Purpose

All of us were created by God to make a difference in the life of another person. God has a place for you where your unique abilities and passions can touch the lives of others. At Vintage Church, Teams is the environment where that happens.

*So Christ himself gave the apostles, the prophets, the evangelists, the pastors and teachers, to equip his people for works of service, so that the body of Christ may be built up until we all reach unity in the faith and in the knowledge of the Son of God and become mature, attaining to the whole measure of the fullness of Christ.
Ephesians 4:11-13*

CODE OF CONDUCT

Volunteers honor Christ and the Church community through their service by presenting themselves in moral ways, demonstrating biblical behavior, including but not limited to:

- _____ Jesus Christ in all aspects of your public and private life, in both church and secular environments—including your financial choices, your sexual choices, the words you use and the activities you pursue—so that your Christian witness is characterized by integrity and consistently reflects the grace and truth of Christ.
- Remaining respectful, courteous, and constructive in demeanor and communications with those inside and outside Vintage Church.
- Receiving _____ graciously and respectfully offering feedback and/ or accountability to others.
- In all interactions, maintaining an awareness of professional boundaries; being sensitive to the appropriateness of physical expressions of compassion or friendship.
- Uphold the _____ and integrity of the Church, refusing especially to gossip, slander, mislead, or behave in any way that would turn your brothers

and sisters in Christ against one another.

- To maintain active adherence to our "Membership Covenant", learned about in "Next Steps".

POLICIES

Equal Opportunity

Vintage does not discriminate against its employees, volunteers, or guests based upon race; color; national origin; gender; age; the presence of any sensory, mental, physical disability; or marital status to the extent required by law.

Harassment

Vintage Church is committed to providing a church environment that is free of harassment. Harassment is unwanted attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with another person's performance or create an intimidating, hostile, or offensive environment. Harassment can be physical and/or psychological in nature.

Certain jokes, stories, cartoons, nicknames, and comments may be offensive to some and not to others.

Be _____ to others and always prefer them above yourselves, respecting their personal convictions. Should any team member witness, experience or suspect harassment, immediately contact your team coach.

Social Media

The ministry of Vintage Church takes place within a society that is highly connected by the Internet, email, and various social media sites. Although such communications have many positive aspects, the inability to read nonverbal communications, the difficulty of explaining oneself in full dialog, the wide variety of parties who may misinterpret messages, and the ability of individuals who may have personal animosity toward the church to receive messages directly from those within the church presents a number of challenges for The Local Church.

Vintage Church has developed a policy regarding the use of social media by employees and team members that is designed to help the church maintain a

_____ Christian witness to the public.

All employees and team members are required to abide by Vintage Church's Social Media Agreement:

- You agree to add Vintage Church and/or your supervisor as a friend on all current or future accounts (if applicable).
- You may write about the church, your volunteer commitment, or some aspect of church business, provided you do not attack past or current employees, agents, members, or vendors, and that you do not voice your frustrations in public forums.
- You agree not to disclose any sensitive, proprietary, confidential, or financial information about the church, other than what is made publicly available by the church.
- You agree not to post any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive, hateful, or embarrassing to another person or entity.
- You agree not to post any material that violates the privacy or publicity rights of another party, including but not limited to photographs of church-sponsored activities without the approval of church leadership.
- You agree to conform to the rules of this policy manual in all social media interactions, especially as it relates to rules regarding conduct outside of your volunteer commitment.
- You agree not use social media sites in a way that could be reasonably interpreted as conflicting with the policies of Vintage Church, its statement of faith, or statement of ethics, or in any way jeopardize the ministry mission or business.

Vintage Church does not restrict "protected" communications as defined by state and federal ordinances.

Confidentiality

Serving at Vintage Church often involves being entrusted with confidential information. Examples of confidential information include the content of meetings, counseling sessions, contact information of attendees and financial data.

Confidential information relating to Vintage Church and the people who attend or serve here must not be used for non-church purposes or communicated to unauthorized persons during or at any time following employment or service at Vintage Church. Confidential information could be communicated via observation, verbally, and in written and digital messages.

If you are unsure whether specific information is confidential, ask your Team Coach. Also tell your Team Coach or Pastor immediately if you believe an attendee represents a threat to himself or others or to seek support in best serving the guest, regardless of whether the information was disclosed in confidence.

TEAM MEMBER _____

Team members demonstrate Christ's love to guests, and staff by conducting themselves responsibly. To this end, Vintage Church asks team members to uphold the following expectations:

Commitment of _____

- Make a reasonable effort to complete your term of service. If you intend to discontinue serving, please let your team coach know at least two weeks in advance to allow for scheduling of replacements.
- Arrive on time for your shift, or notify your team coach ahead of time if you'll be late.
- If you're unable to serve on a scheduled shift, please notify your team coach at least 72 hours in advance.
- We understand that sometimes things come up that are out of our control, in these instances we will always extend grace and a sincere concern to serve you.

Requirements

- Complete Next Steps and New Team Member Orientation
- Complete Team specific training led by Team Coach
- Review this playbook. When working with vulnerable adults, minors, and sensitive information, volunteers will also complete a required background check.

Personal _____

- Team members are asked to present a clean and professional appearance. Dress in a way that allows you to fulfill your volunteer duties in a comfortable manner (keeping in mind factors such as current weather conditions) and is not distracting for those you are serving.
- All team members must wear a name badge. Wearing Vintage t-shirts is optional, but preferred while serving.

Church _____ & Membership

- All team members must complete the membership covenant and be an active member of Vintage Church. (covenant attached)
- All team members are expected to put the good of the whole church above themselves and refrain from gossip of any kind for any reason.
- If you have an issue with a leadership decision you are expected to honor God and church leadership by practicing the principles found in Matthew 18.

WHAT YOU CAN _____ FROM VINTAGE

Staff works to ensure that team members are fully prepared to serve in their ministry area, in part to further enrich the team member's faith and sense of belonging at Vintage. To this end, team members can expect the following support from Vintage Church:

Pastoral _____

- Fair treatment
- Opportunities for in person check-ins with the team coach at a time other than during the team member's shift
- Guidance in securing appropriate curriculum and other resources when required.
- Quarterly events for connecting with one another and celebrating what God is doing at Vintage
- Routine prayer from your team coach
- Professional counseling services should you or your family require it

_____ **Development**

- Quarterly Vintage-hosted training designed to develop and equip team members (Team Summits)
- Individual, semi-annual check-ins from team coach to review the team member's development and set priorities for the coming term of service.

_____ **Support**

- Orientation to your position prior to serving as well as in depth hands on training
- Written or electronic copies of this handbook, a position description and ministry specific guidelines
- Contact information of team coach & pastoral staff oversight
- Response to your communication within two business days

Conflict Resolution

While Vintage Church hopes that every ministry experience is a positive one, we also recognize that team members may become _____.

This can occur because of strained relationships with fellow team members, your relationship with your team coach, disagreement with the church's practices and policies, or other conditions related to your team.

The church encourages you to work toward quick resolution of these kinds of situations, which usually don't go away with time. In fact, these kinds of difficulties typically get

worse, eventually deteriorating to a degree you might feel that your only option is to resign.

The following steps are based on Matthew 18:15-16:

"If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses." —**Matthew 18:15-16, NIV**

Conflict Resolution Process

1. With an attitude of love and care, speak _____ to the person who has offended you. Try to explain the facts as well as your feelings about the situation in a calm manner that is free from accusation or blame. Often, you can diffuse the situation and clear up conflicts during this step because you communicate to the other party that you truly desire to work out the situation.
2. However, if the other person doesn't agree regarding the offense, or you can't work out your differences privately, bring the matter to your team _____ attention. Make sure the team coach understands that the problem is affecting your service. If you haven't already put the matter in writing, be sure that your team coach does so. The team coach should arrange a meeting between you and the other party.
3. If you don't feel satisfied with the answers that your team coach provides (or if you feel uncomfortable discussing the problem with your team coach, for example, because the problem is with your team coach) you can approach the _____ that oversees your team —to accompany you to discuss the problem with the other party involved.
4. If the grievance remains unresolved, you should put your concern in writing and present it to the Directional _____ Team who will convene a meeting with all of the parties to discuss the grievance and work toward a resolution.

Planning Center

We use Planning Center as an online system to _____ team members to serve. You will receive a Welcome Email to create your login information. Then, your Team Coach will send scheduling request emails with big buttons to Accept or Decline.

You can also log-on to block-out dates ahead of time that you know you will be unavailable. Each week, you can expect to be scheduled by Tuesday for the upcoming weekend service. Please respond by Thursday to confirm the schedule request. This is vital to ensuring that all positions are covered each weekend. If you are unable to log on or do not have access, simply call or text you team coach and he/she will confirm for you.

Your Position

Should you decide to resign your position on a Vintage Team, we ask that you do it with Biblical integrity by sitting down with your coach in person, providing your coach time to find a replacement (by providing at least 2 weeks' notice) & not gossiping or involving others.

More Information

We value our team members and sincerely hope that you have both a great experience and an opportunity to encounter the love of God as you serve.

Should you need any additional information, please let us know!

By signing below, I agree to adhere to the Vintage Teams Playbook in its entirety. I also commit to leading with integrity according to Biblical standards and adhering to the Membership Covenant. I understand that it is a privilege to serve others at Vintage Church and not a right. Should my heart change concerning any of the guidelines outlined in this playbook I will notify my coach and resign my position with integrity.

I have met the following requirements:

- Returned membership covenant
- Completed all 4 Go Deeper Events (Family, Essentials, Purpose, Teams)
*last Go Deeper Cycle is November 2016
- Completed "New Team Member Orientation"
- I have accepted Jesus as my Lord & Savior. **Date:** _____
- I have obeyed God and been water baptized. **Date:** _____

Print (first name, last name)

Signature of team member

Date

Vintage Church Membership Covenant

I have received Christ as my Lord and Savior and have been water baptized, or commit to being water baptized. I am in agreement with Vintage Church's statements of faith, strategy and structure. I desire to join the Vintage Church spiritual family and in doing so I commit myself to God and the other partners to do the following:

1. I will protect the unity of my church by:

- Acting in love toward other partners
- Refusing to gossip
- Following the guidance of church leadership

2. I will share responsibility of my Church by:

- Praying for its growth
- Inviting the un-churched to attend
- Warmly welcoming those who visit

3. I will participate in the ministry of the Church by:

- Attending church and small groups faithfully
- Completing all Go Deeper Events
- Returning The Tithe & giving regularly

4. I will serve the ministry of my Church by:

- Discovering my gifts and talents
- Being equipped to serve under my pastors
- Developing a servant's heart

I support the mission, vision, Biblical practices and doctrinal beliefs of Vintage Church. I make myself accountable to God and church leadership in all of the above mentioned areas and voluntarily join myself in the Vintage Church spiritual family.

Print (first name, last name)

Signature

Date