

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S
TABLE

GOAL OF A CHURCH LIKE ANTIOCH

To reach the world from Antioch with
the Full Gospel through sending
Teams to plant churches

Go back to Antioch and plant churches
in the footsteps of Paul

Antioch in Acts in America-
To reach America and the world as in
the book of Acts

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10. Have a fill-in for the Trainer in the event he/she cannot make it to service.
11. Have fill-in Ushers/Shuttlers and Visitors' Table Attendants that you can call to replace absentees (these should be those in training).
12. Try and help every person in each position on the Team to find and train their replacement. Such replacements must have comparable giftings and be approved by the pastor to train with the help of the Trainer.

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VISION

Antioch in Acts in America

A large lay center church like Antioch sending their pastor and Teams to start reproducing churches in America and around the world

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JOB DESCRIPTION: TRAINER-TEAM TWO

Principle Function: Provide leadership for team two as well as train and recruit new members for the team.

The following are the additional duties for the Trainer of the Team.

Spiritual Gift:

Teaching and hopefully Encouragement or Administration

Responsible to:

Team Two Administrator

Estimated Time Commitment:

It normally takes four months to train, however it could be less if all agree. The first four months are designed for you to be training; the second four-month period is for you to do the task while seeking someone to be trained so they can take over this responsibility.

Arrival Time:

Arrive 45 minutes before service begins to walk new trainees through their job responsibilities. 30 minutes prior to service be in your own position, ready to serve and remain until 15 minutes after service has started.

MISSION

To keep Christianity alive in America
To start churches like Antioch all over
America and around the world with our
Full Gospel message (like those cities
mentioned in Acts)
To change our world for Christ

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S TABLE

Responsibilities:

The Trainer's responsibility is to teach whatever Team Two needs to learn. Again, the secret of success in this leadership model is that the Trainer just does what a teacher loves to do and that is teaching. Obviously the teacher should have the gift of teaching.

1. Oversee training all positions in Team Two.
2. Perform all duties of either the Usher/Shuttler or Visitors' Table Attendant, if needed.
3. Maintain a good knowledge of the job descriptions for both the Usher/Shuttler and Visitors' Table Attendant so that you are ready to train a new person at any time.
4. Walk new Usher/Shuttlers and Visitors' Table Attendants through their job duties 45 minutes before the beginning of each service for the first four weeks. After that, be available and approachable for any questions and/or concerns that they may have.
5. Plan on spending one-on-one time with new trainees, preferable on the job.
6. Pay close attention to the pastor when he is training you. Remember you are responsible for training new people to carry out their job or duties the way the *pastor* wants it done, not how you think it should be done.
7. Give the Administrator a minimum of 24 hours notice if you cannot make it to service due to illness.

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TRAINING
FOR TEAM
TWO

USHERS/SHUTTLERS &
VISITORS' TABLE

BY:
DR. OWEN WESTON

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S
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8. Maintain an understanding of the Administrator's duties so that you can fill in, in the event that the Administrator calls in sick.
9. Constantly encourage and help each person you train on the Team.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S
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VISION FOR FOLLOW
UP MINISTRY TEAM:

To provide the love acceptance,
friendliness and compassion of Christ to
the stranger first and all those who
come through the doors of our church.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S
TABLE

**JOB DESCRIPTION: VISITORS' TABLE
ATTENDANTS (4 PEOPLE NEEDED)**

Principle Function: The role of the visitors' table attendant is a servant's role, which is done by one with the gift of service. Cheery personalities usually work best at this station to help the visitors feel warm and accepted.

Spiritual Gifts:

Encouragement and Helps and Service

Responsible To:

Team Two Administrator

Estimated Time Commitment:

It normally takes four months to train, however it could be less if all agree. The first four months are designed for you to be training; the second four-month period is for you to do the task while seeking someone to be trained so they can take over this responsibility.

Arrival Time:

Arrive 30 minutes before service begins and remain until 15 minutes after service has started.

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2 Chronicles 31:21

And in every work that he began in the service of the house of God, and in the law, and in the commandments, to seek his God, he did [it] with all his heart, and prospered. (KJV)

TEAM TWO: USHERS/SHUTTLEERS AND VISITOR'S TABLE

Responsibilities:

1. Make sure a nicely covered table(s) is in the entrance(s) of the church building in direct sight of the doors so each person can register for church.
2. Take the names and addresses of first time visitors.
3. Greet every person and give them a nametag
4. Help people find their nametag
5. Keep the names organized and table looking inviting
6. 30 minutes after church has started, hand the remaining nametags to the head usher.
7. Place Tape Ordering Box on the table and any other vision related ministry and materials.
8. Make sure new names and addresses are copied and sorted out according to geographic location for visiting Teams to take with them to deliver home made cookies etc. on Sunday evening.

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A growing church is the church that whole heartedly seeks to serve both unbelievers and the people of God through the ministry of the Ushers and Shuttlers.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S
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**JOB DESCRIPTION: USHERS/SHUTTLERS
(8 PEOPLE NEEDED)**

Principle Function: The role of the shuttler is a servant's role, which is done by one with the gift of service. The shuttler does not need the flamboyant personality of the greeter, but he or she does need to be courteous. This should be a different person than the greeter, keeping them free to do their task.

Spiritual Gifts:

Helps and Service

Responsible To:

Follow up Ministry Administrator

Estimated Time Commitment:

It normally takes four months to train, however it could be less if all agree. The first four months are designed for you to be training; the second four-month period is for you to do the task while seeking someone to be trained so they can take over this responsibility.

Arrival Time:

Arrive 30 minutes before service begins and remain available until 15 minutes after service has started.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S
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**JOB DESCRIPTION: ADMINISTRATOR-TEAM
TWO**

Principle Function: Provides leadership and administration to the team.

The following are additional duties for the Administrator of the Team.

Spiritual Gift:

Administration and, if possible, the secondary gift of Encouragement

Responsible to:

Pastor

Estimated Time Commitment:

It normally takes four months to train, however it could be less if all agree. The first four months are designed for you to be training; the second four-month period is for you to do the task while seeking someone to be trained so they can take over this responsibility.

Arrival Time:

Arrive 30 minutes before service begins and remain available until 15 minutes after service has started.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S TABLE

Responsibilities:

1. Escort new visitors to the name tag table where they can register.
2. *Escort* the visitor to the visitor's Sunday school class or to "shuttle" them to the church services.
3. On the way to class or service, the Shuttler is to *show the visitor where everything is located* that the visiting family might require (restrooms, nursery, children's church, etc.)
4. They should highlight the church's vision and the day's order of service.
5. Do not be tempted to use greeters as Shuttlers because this leaves the church doors unattended and asks a Greeter to do what they are not gifted to do.
6. Ushers/Shuttlers should know how the Children's Church functions and how the Nursery works so that they can explain these to the visitors (even if the visitor does not have children—they'll pass the word along.)

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S TABLE

Responsibilities:

1. Oversee all positions in Team Two.
2. Perform all duties of either the Usher/Shuttler or Visitor Table Attendant, if needed.
3. Have the Secretary of Team Two check all necessary supplies to make sure they are in good order and available to Usher/Shuttler and Visitation Table attendants (i.e. name tags, pens, visitor's registration, forms, clip boards, etc.).
4. Appoint, with the approval of the pastor, a person having the secondary appropriate gifts from the members of Team Two:
 - a. Appoint a Secretary/Treasurer, approved by the pastor, to oversee all of the recording and to assist the Administrator take care of all the "nuts and bolts" of Team Two. They should score high in the gifts of "helps and service" and, if possible, they should be one of those positions already on the Team.

The Secretary/Treasurer in the small group has the gift of "helps and service" and does what most secretaries normally do. He/She keeps the role of those who are present and or absent, makes sure that the information on each participant is current: name address phone number, birth date, giftings, etc. The Secretary's role is to make sure the material is present for the Team, recorded, and packed away afterward.

TEAM TWO: USHERS/SHUTTLEERS AND VISITOR'S
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**JOB DESCRIPTION: VISITOR FOLLOW-UP
MINISTRY - consists of
Follow-up Ministry Team**

Principle Function: Show the love of Christ to new visitors. Help the new visitors feel accepted and appreciated by the church. Answer any questions that the visitors may have.

Spiritual Gifts:

Encouragement, Evangelism, Helps and Service

Responsible To:

Team Two Administrator

Estimated Time Commitment:

It normally takes four months to train, however it could be less if all agree. The first four months are designed for you to be training; the second four-month period is for you to do the task while seeking someone to be trained so they can take over this responsibility.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S TABLE

If photocopies are needed, the Secretary's job is to make sure the copies are made. Having the gifts of helps and service makes the Secretary enjoy this type of work.

He/She is responsible all funds used by the Team, keeping the records of who gave what amount, and the total amount of funds used, etc. (At our church the treasurer was responsible for reporting this to the main church treasurer. We found it easier to have one central treasurer system than each department having its own banking account. If items need to be purchased the treasurer is normally the one responsible for obtaining a check and possibly purchasing what is requested.)

- b. Appoint, with approval of the pastor, a Pastoral Care person (group leader).
Each Team in the church needs to have its own Pastoral Care in place. Each group needs to learn to take care of each other. The best person to make sure this happens would be the person with the "gift of Encouragement" or one who is called to be a "pastor." This is the type of person that enjoys counseling, encouraging people on the phone, and often goes to visit people when they feel like they need to have a chat.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S TABLE

Responsibilities:

1. When the church service is completed, gather all the visitor forms and take them to the office.
2. Based on the location of the visitors, distribute to the Visitor Team (By zip code, neighborhood, etc.)
3. Equip each Team with an area map, name and address of visitors, script for the Telecare and Visitation Team, Banana Nut Bread, and appreciation card.
4. The Visitor Team will visit and call within 24 hours.
5. If the visitor has any questions, the Visitation Team and Telecare will advise them that all questions be referred to church staff to provide a correct answer and someone will call them within 24hours. The Team will write the questions on the visitor and telecare forms; these questions will be called into the ministry head. If immediate answers are needed, contact the ministry head immediately via cell phone.
6. If the first time visitor is not at home, the Telecare will leave a message stating how we appreciated them visiting the church and if there are any questions, they can contact the church.
7. If the first time visitor is not home, the Visitation Team will leave the appreciation card with the Banana Nut Bread at the door step and call to leave a message stating how we appreciated them visiting the church and we left a gift on the door step.

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This position is very important in the group. It takes a big load off the Pastoral Care responsibility of the administration and pastor. The group leader with the gift of Encouragement or Pastoral Care giftings enjoys this type of ministry immensely. He feels like it is his ministry to the body of Christ. The church needs “group leaders.”

The main responsibility of the group leader is to telephone those in his Team. There should never be less than four to call each week; if they get as many as 13 to 14, a new group leader should be found to help them. On average, a group leader should have about seven people each week to call. When he telephones, it is extremely important that he does not act as a “watch dog.” The phone call is simply to pray for the person he are phoning, not to question them as to why they did nor did not attend the meeting. No one likes the “watch dog;” everyone enjoys a prayer partner.

The Pastoral Care person needs to telephone his Team people each week and say something like this: “Hi, this is your prayer partner, last week we were praying about your mom, how is she doing? What would you like me to pray about this week?”

TEAM TWO: USHERS/SHUTTTLERS AND VISITOR'S TABLE

8. Once the visit is completed, please write any responses you may have received from the visitor, positive or negative, on your report, and turn it in with the yellow slip into the box marked "Completed Visitor Follow-up Forms" at the information center by the next service.
9. Turn in copies of the reports to the Administrative Department to be put into the computer system so we can send the first time visitor a letter of Appreciation.
10. Hand out copies of the visitor's name and address to six or twelve trained volunteers who will use their own money to write and mail postcards to these visitors.
11. Give a visitor's list to the pastor so that he can visit these visitors again within the next two to three weeks.
12. Give a visitor's list to deacons or staff person who will telephone the visitor within the next two months to see how involved they have become in the church and, if they haven't become involved, to encourage them to do so.
13. When all forms are turned in, all responses will be put into a comment section under the new visitor name in the computer system.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S TABLE

I have found that when the group leaders call and pray for their group, individuals that were not there for one reason or another will typically volunteer why they were not there without the group leader even asking. Many times they will also volunteer that they were not planning to be there the following week for whatever reason. So, group leaders become very important ingredients in knowing the attendance and commitment of the people in the Team. Group leaders must also know how to keep confidentiality. They cannot share what has been told to them in confidence, not even to the pastor.

To do so would violate that confidence and destroy the entire Pastoral Care program in the church. If they do hear something that troubles them and they feel the pastor should know about it, they need to encourage the individual to go and share it with the pastor. They might even agree to go with them. Whatever the circumstance, it is imperative that Pastoral Care people are not gossipers and slanderers. The Bible says God hates gossipers and slanderers (Proverbs 6:16-19).

- c. Appoint, with approval of the pastor, a Fellowship Coordinator.

The Fellowship Coordinator is responsible for making sure there are refreshments at every activity.

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**JOB DESCRIPTION: TELECARE - Consists of
Follow-up Ministry members and/or volunteers**

Principle Function: You are to show the love of Christ to the visitor and help them to feel wanted and accepted in this church. Encourage visitors that have not yet committed to the church to return and become involved.

Spiritual Gifts:

Encouragement, Evangelism, Helps and Service

Responsible To:

Team Two Administrator

Estimated Time Commitment:

Each Team member is asked to commit to train someone with similar giftings to carry out this task. It normally takes four months to train, however it could be less if all agree. The first four months are designed for you to be training; the second four-month period is for you to do the task while seeking someone to be trained so they can take over this responsibility.

Time Per Week:

Give one hour per week to making phone calls and praying over your list of names.

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It is not the job of the Fellowship Coordinator to always purchase these refreshments but he/she is responsible for making sure someone is bringing these refreshments.

The Fellowship Coordinator is also responsible for icebreakers, fun and games in the group meetings. Every time the group gets together, it ought to be fun. There must be food, fun activities, and fellowship. Christians have been known for this from their very inception in Acts 2:46. The Fellowship Coordinators must be careful that the icebreakers or the games they choose are not brainteasers that might show off a person's intelligence or lack thereof.

The Fellowship Coordinator must make sure there is a time for Team prayer and ministry especially, during the meeting and training times. The Fellowship Coordinator should have the gift of "prophecy," but this is one area where the gifting may not be so important and any person needing a position or needing to be tied in could be given this role.

TEAM TWO: USHERS/SHUTTLERS AND VISITOR'S TABLE

Responsibilities:

1. Pray blessings over the new visitors by praying over the visitations sheets
2. Contact the visitors within 4 days of their first visit.
3. Attempt to make the visitor feel great for their obedience to God in visiting the church.
4. Use the Telecare Script. “Hi, this is [your name] from the church you attended Sunday. We just wanted to thank you for coming and ask if there is anything we can do for you or your family . . .” Please keep all calls short and simple but be a blessing.
5. If a question arises that you cannot answer, let the visitor know that all questions will be referred to the staff member of the church who can answer that question and someone will call them back within a 24 hour period if they so desire.
6. Please refer all questions to the Ministry head A.S.A.P. Once the answer is retrieved, the ministry head or the Telecare will provide the answer to the visitor within 24 hours.
7. Ask the visitor how involved they have become in the church and, if they haven't become involved, encourage them to do so.
8. If there are any prayer needs, please put the request on the Telecare Script form

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- d. Appoint, with approval from the pastor, an Outreach Leader. The Outreach Leader has the responsibility of growing the Team. He has the gifts of “mercy” or “evangelism” and enjoys reaching out and contacting people. His main task is to grow the group he is in. He is like the evangelist to the church who is responsible for the outreach ministry in that church. The Outreach Leader is constantly looking for activities and outings where the Team can win new people to the Team.
5. Assign spaces at every service where the Parking Attendants will work—one of the Parking Attendants is to work at the entrance, and another is to position himself at the designated visitors’ parking spaces. When needed, a third or fourth Attendant may be required to guide the traffic between these two points.
6. Be a leader that the group trusts and is comfortable with. Be a leader that leads with love and caring rather being like a drill sergeant in the army.
7. Keep all confidentiality. Help your Team do spiritual warfare. Remember the enemy wants to keep them from maturing and using their spiritual gifts.\ and so defeat them and the church.
8. Give your Trainer a minimum of 24 hours notice if you cannot make it to service due to illness.
9. Make sure the Trainer is familiar with your job description in the event he/she needs to fill in for you.

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9. When all calls are completed, please staple or paperclip the completed forms and a copy of the New Visitor sheet together and leave the “Completed visitor Follow-Up” box.

10. The follow up ministry Secretary will check box, give copies to the pastor, and file.