

# EVENTS

## WHAT IS A CULTURE GUIDE?

At Victory Church, we know that culture either happens by design or by default. Rather than allowing our feelings, upbringings, past experiences, or standards of society to take the lead, our goal is to intentionally create a culture that glorifies God.

**Culture Guides** are intended to do 2 primary things:

1. Give members the information needed to *finalize* their serving team decision.
2. Serve *as the onboarding*, providing all the information and guidance for how the team operates.

## C.H.E.C.K. VALUES & GUIDING PRINCIPLES

### **COURAGEOUS:**

We follow Jesus into the unknown, walking by faith and not by sight, no matter what it costs us.

- We Get Out of the Boat
- We Lead Ourselves

### **HUMBLE:**

We are not led by title. We lead with open hands, always seeking to serve others.

- We Use Our Titles as Towels
- We Fail Forward

### **EMPOWERING:**

We make disciples who make disciples: Equip, empower, and send!

- We Are Gold Miners
- We Hand Over the Keys

### **CONNECTED:**

We stroll through the crowd; we seek to know people and walk alongside them through life.

- We Smell Like the Sheep
- We Pull on the Same Rope

### ***KIND:***

People know we are disciples of Jesus by the way we love others.

- We Are Tigger, Not Eeyore
- We Live by the Golden Rule

## **TEAM POSITIONS**

- **Ministry Lead:** provides oversight for an entire ministry for a campus or for Victory Church
- **Coordinator:** leads/supports a group of coaches and/or oversees a specific component of ministry
- **Coach:** leads/supports a group of leaders
- **Team Leader:** leads/supports a group of team members or a small group
- **Team Member:** (replaces the term “volunteer”); usually an individual contributor to a ministry team

## **OPPORTUNITIES TO SERVE & GROW**

There are many different teams, roles, and leadership opportunities! The Events ministry serves a unique function but carries the same heart of preparing for, looking for, and caring for the one. Below is a brief explanation of each team’s function, which campuses they serve, and other information you may need to know as you decide which you’d like to be a part of.

**Greeters** – Welcome guests as they enter our lobbies and sanctuaries.

- *All campuses*
- *Ages: 13+ (ages 13-15 when serving with a parent/guardian)*

**Registration/Check-In** – Welcome event attendees by getting them checked in and/or registered.

- *All campuses*
- *Ages: 18+*

**Set-Up** – Assist with any set-up needs for events, such as room set-up, décor, food, etc.

- *All campuses*
- *Ages: 18+*

**Teardown** – Assist with teardown and/or help Facilities team with room flips, post-event cleanup, etc.

- *All campuses*
- *Ages: 14+*

**Décor Assistance** – Assist with any décor elements needed prior to or during an event.

- *All campuses*
- *Ages: 18+*

**Catering Assistance** – Assist with any catering needs, such as food distribution, buffet, helping catering staff, etc.

- *All campuses*
- *Ages: 18+*

**Merch** – Assist with merch sales, including point-of-sale (POS) system and distribution.

- *Campuses: Norcross, Midtown, and Hamilton Mill*
- *Ages: 18+*

**Floater** – Remain flexible to serve in any area where assistance is needed.

- *All campuses*
- *Ages: 18+*

## OUR MINISTRY GOAL

Whether attendees are brand-new or have been a part of Victory for years, we are a team whose mission is to enhance the attendee experience by creating an environment favorable for spiritual transformation to take place. We build real relationships with God and each other, then together we serve all the people who come to our events.

## GUIDELINES & COMMITMENTS

**Time Commitments:** Exact arrival times and length of serving times are unique to each event, but all teams will have a meeting or connection point before their scheduled time to go over any important information or expectations.

**Scheduling:** While other ministries operate on a bi-weekly rotation, we are a bit different. Rather than operate on a bi-weekly rotation, we let our team know far in advance about upcoming events so each person may save the date and plan to serve. We then use a platform called Sign Up Genius, which allows team members to sign up for specific roles and required timeframes for each event.

**Communication is a must** from all involved. Our primary platform for communication is via email. One month before an event, we will send a 'save the date' email to let you know about an upcoming event. Two to three weeks prior to the event, we then send out a sign-up link (via Sign Up Genius) where you will be able to sign up to serve at the event. The week of the event (generally 2 days prior), serving instructions are emailed to everyone who signed up to serve.

As we strive to maintain healthy communication within our team, we kindly ask that if you are no longer able to serve, running late, etc, please let us know. "Communication" starts with "co"... It takes both of us!

**Flexibility is a gift** from your event leaders to you and from you to your event leaders. Sometimes a process needs to change. Sometimes something additional/different needs to be done during an event. Sometimes mistakes are made. Let's maintain relationship and trust as we navigate the unexpected things of life together.

**Real Relationships:** It's our hope that friendships grow as you link arms with others to serve! To encourage real relationships, we foster community where life can be shared and supported – both celebrations and struggles. We also use the BAND APP, where we maintain communication and community outside of email.

**Physical Contact:** As a part of Events, you could serve hundreds of people at a time! Please be mindful of appropriate contact with these guests. A good guideline to follow is: high fives, fist bumps, and, when appropriate, a pat on the back or a side hug. If the opportunity presents itself to pray for someone, a hand on a shoulder or holding hands could be appropriate. Any other physical affection or playful physical contact should be avoided while you serve.

**Background Checks** are conducted for all team members (ages 18+) in all ministries at Victory. But don't let that stop you! Please have a conversation with us. We love to walk relationally with people and find a way to say "Yes!"

**Onboarding and Next Steps:** We've got you! Your campus's Events Leaders will help you understand your next steps in becoming a part of our team. You can expect to be welcomed, to be well-trained in areas that require training, to be introduced to teammates, and to be provided with necessary details like time expectations, what to wear (and not wear), where to meet, etc.

## FAQs

### How often would I be scheduled?

While we do not operate on a bi-weekly rotation, we provide our team the flexibility to serve at the event of their choice.

- ex: *"I can serve at the women's conference but, unfortunately, I will be out of town for the event next month. I will available to serve during the following event."*
- *Note: We kindly require that you serve with us for a minimum of 6 months so you can serve at multiple events to get an understanding of different roles and expectations.*

### **Do I have to serve all day?**

No, we do not require you to serve all day or past the timeframe you select when you sign up via Sign Up Genius. We provide flexibility for our team to allow you to choose if you would like to serve all day at an event or just a particular timeframe.

- *Note: Times will be provided for the event on the Sign Up Genius link so that you know the time expectation in advance.*

### **I have kids. Can I still serve?**

Yes! This is a great opportunity to model serving for your children.

- *Note: Some events that we have do not provide childcare.*

### **Do I have to serve in one area at every event?**

No! What's awesome about serving with Events is that you get the flexibility and freedom to serve in whichever area you would like to during each event.

- *Note: The areas needed will be shared on the Sign Up Genius link.*

### **I am concerned about having a Background Check.**

Please come talk with us! Whether it's concern about what may show up on it, fear of not having necessary documents, or something else, please trust us to walk with you. We can provide guidance, and we can also promise that your personal information will be handled with confidentiality and love by a very small number of necessary staff members.

### **What's next?**

We will reach out to you about next steps and some important information for our team to gather in order to get communication sent out to you. If the Events team doesn't feel like the right fit for you, we will help you find the right one, even if it means serving in an entirely different ministry. We're here to help!

### **I still have questions...**

Not a problem! Our Events Leaders can help guide you or find the answer you need.