

CONNECTIONS

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 within Connections Ministry! Each team serves a unique function but carries the same heart of helping people develop deeper, relational connections to God, Victory Church, and one another. Below is a list of our Connections Teams, a glance at their function, serving opportunities, which campuses they serve, and other information you may need to know as you decide where you'd like to serve.

Baptism Team – The experience of water baptism is one of the most treasured times in any believer’s life. It’s a public celebration of their decision to follow Jesus Christ and honor Him as Lord and Savior of their life.

We have the following serving opportunities:

- Baptizer
- Baptizer Support
- Administration and Scheduling
- *All campuses*
- *Ages: 15+ (age 15 when serving with a parent/guardian)*

Foundations – When people decide to give their lives to Jesus, it's important that they connect with other believers on the same journey of faith. One of the best ways to do that is by inviting

them to join a community of believers who provide a welcoming and safe space to grow in their newfound faith.

We have the following serving opportunities:

- Lead Host/MC (Guide large group through lesson content)
 - Host Helpers/Breakout Discussion Facilitators (Facilitate small group discussions)
 - Technical Help (Manage video presentation and online breakout rooms)
 - Registration (Check-in & Walk-ins)
 - Set Up and Tear Down Team (Banners, Signs, Tables, etc.)
 - Prep Teams (Snacks & Drinks, Gift Bags, Membership Certificates, etc.)
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- *All campuses*
 - *Ages: 18+*

Discover Victory – The purpose of Discover Victory is to be the one path by which all people who are interested in learning more about Victory Church learn more about themselves, join the Victory family, and step into serving. Discover Victory will help people learn more about who God created them to be as well as learn more about the vision, mission and heart of Victory Church. We help equip people with practical tools and offer all serving opportunities within Victory where people can serve.

We have the following serving opportunities:

- Live Communicators (Speakers)
 - Greeters (Traffic Flow)
 - Rally Team (Lobby Presence promo)
 - Registration (Check-in & Walk-ins)
 - Set Up and Tear Down Team (Banners, Signs, Tables, etc.)
 - Prep Teams (Snacks & Drinks, Gift Bags, Membership Certificates, etc.)
 - Care Leaders (Prayer & Follow-Up Calls)
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- *All campuses*
 - *Ages: 15+ (age 15 when serving with a parent/guardian)*

One Step – We have a culture of **One Step**, and that means we believe **everyone has a step they can take to grow closer to God and the plans He has for them**. One Step creates space for people to respond to what God is inviting them into next. The One Step team exists to help people discern and take meaningful next steps in their discipleship journey by facilitating intentional moments where individuals are **seen, heard, encouraged, supported, and celebrated**. Through conversation, prayer, and connection to resources, the team walks alongside people with care, wisdom, and faith, helping them trust God with what is in front of them and follow His leading one step at a time.

We have the following serving opportunities:

- Post-Service
- Follow-Up Care
- *All campuses*
- *Ages: 18+*

OUR MINISTRY GOAL

We all need deeper connections and have a desire to be seen and to be known. Our vision is to help connect people with God and with each other through our Connections Ministry Teams. We help people get plugged into the life of the church. Our goal is to help them find their next step and walk alongside them in their discipleship journey.

As Connections Ministries, we connect, support, and integrate people into and through the next step in their faith journey.

- **Connect** – Help people connect more deeply with God and each other.
- **Support** – Guide and support individuals in their discipleship journey.
- **Integrate** – Assist people in getting plugged into Victory ministry teams and communities

GUIDELINES & COMMITMENTS

Time Commitments:

Weekends: Connections Team Members serve at our weekend services. However, there may be serving opportunities during the week. Exact arrival times and length of serving times are unique to each team, but all teams will have a meeting or connection point during their scheduled time, and all teams' schedules are designed so everyone can attend a service.

Training: During the year, training/refreshers may be scheduled for your team, or even for larger gatherings of all of your campus's Connections teams. As these are announced, we ask that you make every effort to attend.

Other Opportunities: The two items above are the only required time commitments. Your Team Leader may send out additional serving opportunities (for example, Baptism Weekend, Easter services, and Christmas services). We encourage you to serve often and consistently but in a healthy way.

Scheduling: We primarily use an online tool called Planning Center Online (PCO) for all of our ministry's scheduling. It will communicate to your email inbox and even your text number if you like, but it will require you to use either its phone app or website to confirm your schedule request or to communicate your upcoming schedule conflicts. Using Planning Center is expected for all Connections Ministry Team Members. But have no fear! It's not complicated, and we will help you until you're comfortable using it on your own.

Communication is a must for all involved. Exchange phone numbers, confirm email addresses, and ask any questions you can think of about scheduling and Planning Center. You will be expected to use the assigned tools to confirm scheduling requests, let us know something unexpected has come up (like sickness), block out upcoming dates you're unavailable, and communicate any other necessary information – from personal prayer requests to serving related questions. "Communication" starts with "co"... it takes both of us!

Flexibility is a gift from your Connections Leaders to you and from you to your Connections Leaders. Sometimes a process needs to change. Sometimes something additional or different needs to be done on a weekend. Sometimes mistakes are made. Let's maintain relationships 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 a community where life can be shared and supported – both celebrations and struggles. We also have Small Groups built into our teams and encourage you to join one, especially if you are not in a Small Group already.

Physical Contact: As a part of Connections, 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. With the exception of baptism, 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 Connections leaders can help you discern which team might be a good fit and will help you understand your next steps for that particular team. You can expect to be welcomed, well-trained, introduced to teammates, and provided with necessary details like time expectations, what to wear (and not wear), where to meet, and where to park.

FAQs

How often would I be scheduled?

Every other week. The additional details of “what time” and “how long” will be answered by the leader of the team you’re interested in.

Could I serve at the same (or different) time as my family?

Yes! Our scheduling tool, Planning Center, has the functionality to help households serve the same or different weeks, even if people are on different ministry teams! We will work with you.

I have kids. Can I still serve?

Yes! This is a great opportunity to model serving for your children. We’ll work with you and help you know when you can step away to get your kids checked into their ministry.

What happens if I miss a week I am scheduled?

Communicate, communicate, communicate. If you know in advance, please help your leader by blocking out those dates in Planning Center. If there’s a conflict on the day of your serving (like waking up sick or with a sick child), communicate with your Team Leader or Coach as soon as possible. Any heads-up is better than no heads-up! And if you forgot and missed the scheduled time, please communicate anyway. Communication builds relationships and trust.

I am concerned about having a Background Check.

Please 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 promise that your personal information will be handled with confidentiality and love by a very small number of necessary staff members.

What’s next?

First, if you are unsure of which one of our Connections teams is the right fit for you, our team will help you sort that out! One of our leaders will reach out to you about next steps (i.e., shadowing a member of the team you’re interested in during an upcoming weekend service). If a team you try doesn’t feel like the right fit, 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 Connections leaders can help guide you or find the answer you need.