

ONLINE CAMPUS

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

Within the Online Campus, there are many different teams, roles, and leadership opportunities. Each team serves a unique function but carries the same heart of preparing for, looking for, and caring for the one. Below is a list of our Online Campus teams, a brief glance at their function, which areas they serve, and other information you may need to know as you decide which you’d like to try

Opportunities Available through Digital Experience:

Chat Host Team

Greeters – This team is ready to welcome the online congregation as they enter the chats on all streaming platforms, engaging in conversation and relaying information about our church and ministries.

- *Engage throughout all streaming platforms (YouTube, Facebook, VictoryATL Website)*
- *Ages: 13+ (ages 13-15 must serve with a parent/guardian present)*

Prayer Leaders – This team will pray for those who attend our weekend services and special events digitally.

- *Engage throughout all streaming platforms (YouTube, Facebook, VictoryATL Website)*
- *Ages: 18+*

- *Please Note: Victory also extends the opportunity to serve and pray with others over the phone with our Pastoral Care team. If interested, please make this desire known for further information to get involved.*

Info Leaders – This team will direct congregants within our streaming platforms to the right resources as needed. Leaders will actively engage within the streaming platform chat.

- *Engage throughout all streaming platforms (YouTube, Facebook, VictoryATL Website)*
 - *Ages: 18+*
 - *Note: You will receive a document with information and resources to share with individuals in the chat as needed.*
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Administration Team

Administrative Operations – This team will brainstorm and plan new ways to create the best experiences for the Online Campus. They will be involved in developing efficient and innovative processes for both online and in-person events, such as Discover Victory and Team Member meetings.

- *Online Campus Only*
- *Ages: 18+*

Events – This team will help to facilitate the online stream of our in-person and/or online events, such as Online Socials, Online Membership, and Volunteer Group Hangs! It will be a hands-on experience to ensure the best experience with our people.

- *Online Campus Only*
 - *Ages: 18+*
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YouTube

YouTube Content Contributor – This role is an opportunity to create trending biblical/leadership content outside of a Sunday service.

- *Engage throughout YouTube streaming platform*
 - *Ages: 16+ (16-17 must serve with a parent/guardian present)*
 - *Additional Requirements: If interested, please make this desire known for further information to get involved.*
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Small Groups

Apprentice (Online Campus Only) – Supports the group leader in facilitating discussions and group activities

- Builds relationships with group members and helps care for their spiritual growth
 - Learns leadership skills through observation, practice, and feedback
 - Steps into leadership responsibilities when needed
 - Prepares to eventually lead and launch a small group of their own
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- *Ages: 18+*
 - *Additional Requirements: Must complete the official Small Groups Onboarding from the Online Campus..*
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Opportunities Available Through In-Person Experience ONLY:

Online Show Host – This team is able to interact with the Online Campus directly, allowing opportunities for growth in communication and public speaking skills. Join the pastor/staff in front of the camera live on the weekends to keep online viewers engaged and offer more excitement to the broadcast!

- *All campuses*
 - *Ages: 18+*
 - *Additional Requirements: Experience with public speaking. If interested, please make this desire known for further information to get involved.*
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Production Team

Online Production (Norcross Only) – This team is responsible for supporting our Online Campus experience. This team functions outside of and alongside the Norcross team.

- *Campuses: physically at Norcross, fully supporting the Online Campus*
- *Ages: 18+*
- *Additional Requirements: Experience with Production background. If interested, please make this desire known for further information to get involved.*

The Online Production Team consists of the following positions:

- **Online Producer (Team Leader)** – Main communication point between Online Production team, In-The-Room Producer, and online hosts. Leads online production meeting and each online service flow transition.

- **Online Director** – Operates the video switcher while directing camera cuts and the online viewing experience.
- **Online Studio Camera** – Operates the camera during the Pre/Mid/Post online shows.
- **Online CG (Computer Graphics)** – Operates ProPresenter to display announcements slides, videos and other graphics for online show.
- **Online Audio** – Operates the online audio console for all online-specific segments of the service flow. Partners with broadcast audio engineer to make sure main room service audio is seamlessly integrated into online service flow transitions.

OUR MINISTRY GOAL

Whether they're brand new or they've been a part of Victory for years, every person attending a service is our guest. It's our joy to welcome them, knowing that an encounter with God is exactly what they need! We build real relationships with God and each other, then together we serve all the people who come to our campuses on the weekends.

As Online Campus we prepare for, look for, and care for the one.

Prepare for – Expectant, we get ourselves and our spaces ready for guests!

Look for – Eyes up, smiles on, intentional about connecting!

Care for – We're here to serve! We have roles, but we make room for relationship.

The one – *Each* one! In a sea of people digitally, we make sure each person feels seen.

GUIDELINES & COMMITMENTS

Time Commitments:

Weekends: Online team members serve during our weekend services—every other week. They also serve during Saturday Morning Prayer on a monthly basis. Exact login and in-person arrival times in addition to length of serving times are unique to each team, but all teams will have a connection point during their scheduled time, and all teams' schedules are designed so everyone can attend a service.

Trainings: During the year, trainings/refreshers may be scheduled for your team, or even for larger gatherings of all of the Online Campus/ministries. We ask that, as these are announced, you make every effort to attend.

Other Opportunities: The two items above are the only required time commitments. Your leader may send out additional opportunities (i.e. additional Online Campus services for Easter and Christmas). They are important but optional. Help as you can when you can.

Scheduling: We use an online tool called Planning Center 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 the phone app or website to confirm your schedule request or to communicate your upcoming schedule conflicts. Using Planning Center is expected for all Online Campus 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 from all involved. Exchange 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, to let us know something unexpected has come up (like sickness), to block out upcoming dates you're unavailable, and to communicate any other necessary information—from personal prayer requests to serving related questions. "Communication" starts with "Co"; it takes all of us to work together!

Flexibility is a gift from your Online leaders to you and from you to your Online Campus leaders. Sometimes a process needs to change. Sometimes something additional/different needs to be done on a weekend. 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 have Small Groups built into our teams and encourage you to join one, especially if you are not in a Small Group already.

Internet and Technology Contact: As a part of Online Campus, you could serve hundreds of people at a time! Please be mindful of appropriate contact with our online congregation. A good guideline to focus on: joyful text greetings, appropriate emojis, and even a clapping hands emoji when the message or content is REALLY awesome! Opportunities to pray for someone may arise via a private chat feature (via VictoryATL website) or in the public chat. If at any time a leader would prefer staff support, is unsure of next steps, or if there is a prayer request with very heavy and complex topics, please notify an Online Campus Staff Member soon. We do not tolerate disrespectful or harmful comments in the chats in any capacity.

Please Note: Any domestic abuse or suicidal tones of any kind will need to be reported to the Online Campus staff and Campus Pastor immediately. Any other affection or inappropriate playful contact should be avoided while you serve.

Background Checks are conducted for all team members (ages 17+) 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 Online Campus Staff/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, to be well-trained, to be introduced to teammates, and to be provided with necessary details.

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 is called Planning Center, and it has functionality in it 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.

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 kid), communicate with your Team Leader 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 relationship and trust.

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?

First, if you are unsure of which one of our Online Campus 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 an entirely different ministry. We're here to help!

I still have questions...

Not a problem! Our Online Campus leaders can help or get the answer for you.