



Edify Church

Boston

Ministry Leader & Volunteer  
**POLICIES AND PROCEDURES  
HANDBOOK**

Pastors Eric and Britnee Youman

## OUR VISION

The vision and mission statements for Edify Church finds its basis in the Word of God.

Ephesians 4:11-12

*11 And he gave some, apostles; and some, prophets; and some, evangelists; and some, pastors and teachers; 12 For the perfecting of the saints, for the work of the ministry, for the edifying of the body of Christ:*

Edify Church is a community of believers purposed to edify the body of Christ by teaching the word of God and its principles established to elevate every area of their lives. By executing on that purpose, we enlighten, empower and equip the church to go out and disciple the world.

Our mission is to edify believers as they mature in Christ, empower them to engage in the work of ministry and to equip them to disciple the world.

### Introduction and Welcome

Welcome to Edify Church. We consider you to be a gift from God and to the Body of Christ. We look forward to working with you as a member of our Church ministry team. We appreciate the gifts and talents you bring to this ministry and we are committed to helping you achieve your highest level of service for the Lord.

As a volunteer you represent the Church. As a result, you are expected to always be sensitive to how others may see you spiritually, morally and ethically. We encourage you to strive toward living a life that serves as an example to others of your personal relationship with God.

In the Spirit of Excellence,  
Your Pastors,  
Eric and Britnee Youman



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## **PURPOSE OF THIS HANDBOOK**

This Volunteer Handbook has been prepared to inform you about policies, procedures and the conduct expected from you.

We hope this Volunteer Handbook will help you feel comfortable with us. We depend on you - your success is our success! Please don't hesitate to ask questions. Your Leader will gladly answer them. We believe you will enjoy serving with your co-laborers here. We also believe you will find Edify Church has an amazing atmosphere to worship and serve in.

We ask that you read this Volunteer Handbook carefully and refer to it whenever questions arise. We also suggest that you share the information with your family so they can become familiar with our policies.

The policies and procedures, as explained in this Volunteer Handbook, may be changed from time to time. If provisions change, you will be informed of the changes appropriately. No statement or promise by a ministry leader or elder may be interpreted as a change in policy nor will it constitute an agreement with a Volunteer.

## **WHAT YOU CAN EXPECT FROM EDIFY CHURCH**

### **Provide a Ministerial avenue to serve in the church**

It takes several people working together to make each worship celebration happen at Edify. These individuals work together to make every ministry experience an enjoyable experience.

### **Provide an Opportunity to sow time, talents and your gifts to Christ and the ministry**

Serving others is what we see as part of The Great Commission. By following the example of Jesus Christ, we serve others with our time and talents. We couldn't exist without the generosity of volunteers and the gifting's God has given them to use.

### **Provide a forum to commune with co-laborers**

Our lives revolve around the connections we make—at work, in our community, within our families. When you connect with your local church, you open your life to possibilities that could impact the world around you in ways you could not do on your own.



## WHAT EDIFY CHURCH EXPECTS FROM YOU

Your first responsibility as a new volunteer is to learn your duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with leadership and your co-laborers (volunteers) and maintain a good team attitude. How you interact with co-laborers (volunteers) and those who Edify Church serves and how you accept direction can affect the success of your service. Your position is an important assignment. Performing every task to the very best of your ability will result in a better outcome for the church and those we serve.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. ***However, a lifestyle blatantly out of line with the dictates of scripture and Edify Church guidelines (which will be covered under unacceptable activities) will not be tolerated.*** We believe in direct access to leadership. We are dedicated to making Edify Church a place where you can approach your leader, or any member of leadership, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of excellence.

Edify Church's continued growth depends on the financial support of its members and visitors. As a member, you share in the prosperity of Edify Church. ***All Church leaders and volunteers are asked to be tithers and faithful supporters to Edify Church.***

Remember, you help create the healthful, pleasant and safe conditions that Edify Church intends for you. Your responsibility, dependability, and integrity are vital as a volunteer.

## GETTING STARTED

You may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your Department (Ministry) Leader want to help you get off to a good start. Feel free to ask your Department (Ministry) Leader for help concerning anything you don't understand.



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## **INTRODUCTORY PERIOD**

Your first ninety (90) days serving are considered an Introductory Period. This Introductory Period will be a time to get to know your fellow volunteers, your leaders, and the tasks involved in your duties, as well as becoming familiar with Church ministry and operations. Your leader will work closely with you to help you understand the needs and processes of your duties as you serve.

This Introductory Period is a trial time for both you, as a volunteer, and Edify Church. During this Introductory Period, your leader will evaluate your suitability as a volunteer, and you can evaluate Edify Church as well. At any time during these ninety (90) days, you can step down if you decide the duties or department is not suited for you. If during this period, your habits, attitude, attendance or performance do not measure up to our standards, we will evaluate and discuss what areas of ministry service will better suit you and allow you to serve with excellence.

At the end of the Introductory Period, your Leader will discuss your performance with you.

This review will be much the same as the normal performance review that is held for volunteers on an annual basis. During the course of the discussion, you are encouraged to give your comments and ideas as well.

Any former volunteer who returns after a separation from Edify Church of more than one (1) year is considered an introductory volunteer during their first ninety (90) days following return.

## **CONFIDENTIAL INFORMATION**

Our church members, friends, and suppliers entrust Edify Church with important information relating to their personal confidential concerns and businesses. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, Edify Church earns the respect and further trust of our members, friends, and suppliers. This is also inclusive of confidential matters concerning members to be kept by leadership and membership.

Edify Church staff and volunteers assume an obligation to maintain confidentiality, even after you leave.

Any violation of confidentiality seriously injures Edify Church's reputation and effectiveness. Therefore, please do not discuss church business with anyone who does not work or serve with/for us, and never discuss business transactions with anyone who does not have a direct association with the concern and or transaction. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. You will be required to sign a confidentiality form.

If you hear, see or become aware of anyone else breaking this trust, consider what they might do with information they could receive from you.

If you are questioned by someone outside the church or your department and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer, and that we do not wish you to do so. Instead, as politely as possible, refer the request to your Department (Ministry) Leader.

No one is permitted to remove or make copies of any church records, reports or documents without prior Leadership approval.

Because of its seriousness, disclosure of confidential information will lead to dismissal of service.

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## **“PEOPLE” RELATIONS**

The success of Edify Church depends upon the quality of the relationships between Edify Church, our employees, our church members, friends, suppliers and the general public. Our members’ impression of our church is greatly formed by the people who serve them. In a sense, regardless of your position, you are an Edify Church ambassador.

Here are several things you should do to demonstrate to members and the general public proper conduct and exceptional service that represents Edify Church:

1. Behave competently and courteously with everyone you come into contact with at Edify Church. (i.e. members, visitors, leadership, staff and volunteers)
2. Communicate pleasantly and respectfully.
3. Perform all departmental duties in an orderly manner.
4. Take great pride in how you serve and represent the church.

These are the building blocks for you and Edify Church’s continued success. Thank you for your support and service to our church.

## **DRESS CODE / PERSONAL APPEARANCE**

As a volunteer, you are expected to dress and groom yourself in accordance with the guidelines and standards of your ministry and/ or department.

A neat and appropriate appearance contributes to the positive impression you make on the public and fellow volunteers. You are expected to be suitably attired and groomed when representing Edify Church.

Personal appearance should be a matter of concern for each volunteer. If your attire does not meet the required dress code at Edify Church, you will be asked not to serve on/in that service or event. A follow up of dress expectations will be completed before your next scheduled volunteer time.

Edify Church has the sole authorization to determine an appropriate dress code for services and church events.



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## **EQUAL VOLUNTEER OPPORTUNITY**

Edify Church is committed to equal volunteer opportunity for all duty qualified persons, without regard to race, color, ancestry, national origin, sex, marital status, physical disability, mental disability, medical condition or age, that does not go against what we believe according to scripture and our faith, to the extent required by law. This applies to all volunteer practices, including training, disciplinary action, termination (dismissal) of duties.

We expect all volunteer to show respect and sensitivity toward all other volunteers, and to demonstrate a commitment to the church's equal opportunity objectives. If you observe a violation of this policy, you should report it immediately to your Leader.

## **HARASSMENT**

Edify Church strives to provide an environment that is safe and free from intimidation, hostility or other offenses which might interfere with our optimum worship experience. Harassment of any sort - verbal, physical, visual - will not be tolerated.

### **WHAT IS HARASSMENT?**

Harassment can take many forms. It may be, but is not limited to words, statements, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of service or compensation, either implicitly or explicitly. Examples of sexual harassment "includes" unwelcome sexual flirtations, advances, or propositions; verbal abuse of a sexual nature; subtle pressure or requests for sexual activities; unnecessary touching of an individual; graphic comments about an individual's body; a display of sexually suggestive objects or pictures; sexually explicit or offensive jokes; or physical assault.

## **RESPONSIBILITY**

As a volunteer of Edify Church, you are responsible for keeping our environment free of harassment. Any volunteer, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it immediately to your Department (Ministry) Leader, Director of Helps Ministries or any leader of Edify Church with whom you feel comfortable.

When Edify Church becomes aware that harassment might exist, it is obligated to investigate whether the victim wants the church to do so.



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## **REPORTING**

If you feel that you have experienced harassment, report the incident immediately to a leader of Edify Church with whom you feel comfortable. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any volunteer found to have harassed will be subject to disciplinary action or dismissal of service. Edify Church will also take any additional action necessary to appropriately correct the situation. Edify Church will not retaliate against any volunteer who makes a good faith report of alleged harassment, even if the volunteer was in error.

Edify Church accepts no liability for harassment by a volunteer. The individual who makes unwelcome advances, threatens or in any way harasses is personally liable for such actions and their consequences. Edify Church will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

## **JOB DESCRIPTIONS**

A job description will be maintained for each position in Edify Church. When your duties and responsibilities are changed, your job description will be updated.

## **RESIGNATION**

While we hope both you and Edify Church will mutually benefit from your continued volunteer partnership, we realize that it may become necessary for you to leave your service as a volunteer. If for any reason you are unable to maintain your commitment to your volunteer position, please notify your Department Leader. At that time, you will be removed from the schedule and roster.

## **WE NEED YOUR IDEAS**

Ask any of our volunteer who have worked with us for a long time, and they will probably tell you of the many transitions and improvements that have come about their departments since they first joined us. If you think of a better way of doing your job or the job of a fellow volunteer, discuss it with your Leader, who will welcome your suggestions and ideas.

Remember, there may be areas in Edify Church's operations that can be improved. These could be in service, production methods, equipment, communications, safety, and ways to reduce costs, losses, and/or waste, or other area that you may see a need or way for improvement.



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## **STANDARDS OF CONDUCT**

Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. Edify Church, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting to serve with us at Edify Church all volunteers are expected to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to maintain cohesiveness. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place for everyone.

## **GRIEVANCES & SUGGESTIONS**

In order to provide for prompt and efficient evaluation of and response to grievances/suggestions, Edify Church has established a formal Grievance/Suggestion Procedure for all volunteers. It will always be Edify Church's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances/suggestions.

Under this policy, a grievance is defined as any event, condition, rule, or practice which hinders the volunteer from completing their responsibilities. This covers a wide range of circumstances, everything from the environment, and other working conditions to policies or practices which interfere with or hinder his or her performance. A grievance may also deal with an attitude, a statement, or an opinion held by a Leader or a fellow volunteer.

Talking things over usually helps any issue that may arise. When you have a grievance or other problem, report it to your Department Leader first. If this does not settle the matter, you are entitled to go to the Director of Operations and/or to any of our Pastors.

## **UNACCEPTABLE ACTIVITIES**

We expect each person to always act in a mature and responsible way. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Edify Church. If you have any questions concerning any rule, or any of the unacceptable activities listed, please see your leader for an explanation.



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**Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:**

- The Willful violation of any church rule or any deliberate action that is extreme in nature and is obviously detrimental to Edify Church's efforts to operate responsibly will not be tolerated.
- Willful violation of security or safety rules or failure to observe safety rules or safety practices; failure to wear required safety equipment or tampering safety equipment.
- Negligence or any careless action, which endangers the life or safety of another person, will not be tolerated.
- Being intoxicated or under the influence of controlled substance drugs while serving; use or possession or sale of controlled substance drugs in any quantity while on church premises except medications prescribed by a physician.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on church property or while on duty will not be tolerated.
- Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on church premises or when representing Edify Church fighting, or horseplay or provoking a fight on church property, or negligent damage of property will not be tolerated.
- Insubordination or refusing to adhere to instructions properly issued by your Leader pertaining to your work; refusal to help out on a special assignment will not be tolerated.
- Threatening, intimidating or coercing fellow volunteers on or off the premises - at any time, for any purpose will not be tolerated.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of church property of fellow volunteers, members, suppliers, or visitors in any manner will not be tolerated.
- Theft of church property or the property of fellow volunteers; unauthorized possession or removal of any church property, including documents, from the premises without prior permission from management; unauthorized use of church equipment or property for personal reasons; using church equipment for profit.
- Dishonesty; willful falsification or misrepresentation on your application; alteration of church records or other church documents will not be tolerated.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer while on duty; willfully restricting output or encouraging others to do the same.
- Immoral conduct or indecency on church property will not be tolerated.
- Conducting a lottery or gambling on church premises.



***Occurrences of any of the following activities, as well as violations of any of Edify Church's rules or policies, may be subject to disciplinary action, including possible immediate dismissal.***

- Unsatisfactory or careless service; failure to meet production or quality standards as explained to you by your leader; mistakes due to carelessness or failure to get necessary instructions.
- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Leaving assigned duties before the end of scheduled time or not being ready to serve at the start of a scheduled time without approval of your leader.
- Sleeping while serving; loitering or loafing during service hours will not be tolerated.
- Excessive use of the church's telephone for personal calls will not be tolerated.
- Smoking at any time on church premises will not be tolerated.
- Creating or contributing to unsanitary conditions.
- Posting, removing or altering notices on church property without permission of the Administrator of Edify Church.
- Failure to report an absence or late arrival; excessive absence or tardiness will not be tolerated.
- Obscene or abusive language toward any leader, volunteer or member; indifference or rudeness towards a member or fellow volunteer; any disorderly/antagonistic conduct on church premises will not be tolerated.
- Speeding or careless driving of church vehicles will not be tolerated.
- Failure to immediately report damage to, or an accident involving church equipment will not be tolerated.
- Soliciting; selling merchandise or collecting funds of any kind for charities or others without authorization on church premises.
- Failure to maintain a neat and clean appearance in terms of the standards established by the church; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.

## **DISCIPLINARY ACTIONS**

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- First Verbal Warning (By Dept Leader)
- Second Verbal Warning (By Dept Leader)
- Pastoral Warning
- Dismissal from volunteer position

All pertinent facts will be carefully reviewed, and the volunteer will be given a full opportunity to explain his or her conduct before any decision is reached. The Department leader and/or Pastors will give a second opinion concerning the unacceptable behavior before dismissal occurs.

## **DISMISSALS**

If your performance is unsatisfactory due to lack of ability, failure to abide by Edify Church rules or failure to fulfill the requirements of your duties, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

## **TRANSFERS**

Transfers from one department to another or applying to join another department or ministry must follow the initial application process and must be collectively discuss by both Department Leaders (current leader and new leader) and Director of Operations and/or Pastors before approval.

## PERFORMANCE REVIEWS

Your Leader is continuously evaluating your performance. Interaction between you and your leader and leadership team should give you a sense of how your performance.

However, to avoid haphazard or incomplete evaluations, Edify Church conducts a formal performance review once a year for each leader and volunteer during the first half of December.

During formal performance reviews, your leader will consider the following things, among others:

- Attendance, initiative and effort
- Knowledge of your duties
- Attitude and willingness
- The quality and quantity of your service
- Ability to complete assignments accurately and within deadlines

The primary reason for performance reviews is to identify your strengths and/or opportunities to reinforce your good habits and develop ways to improve in your weaker areas. This review also serves to make you aware of and to document how your performance compares to the goals and description of your duties. This is a good time to discuss your interests and future goals.

Your leaders are interested in helping you to progress and grow in order to achieve personal as well as ministry-related goals - Leaders may make recommendations for further training, seminars and other resources to assist in achieving goals and objectives you and for the Church.

In addition to individual performance reviews, Edify Church periodically conducts a review of job descriptions to ensure that we are fully aware of any changes in the duties and responsibilities of each position and that such changes are recognized.



## **SCHEDULING**

Schedules will be prepared in advance for the current month. Each month's schedule will be posted digitally, and a hard copy can be provided by your leader. You and the Department Leader will discuss and decide which services and shifts that you will serve at and the frequency of service.

- Report for service at the assigned time scheduled by the leader.
- Stay until the end of your assigned time unless approved by leader.
- Contact your Department Leader to schedule vacations, changes or absences.
- Contact your Department Leader at least 24 hours before your scheduled service if you are going to be absent.

## **ABSENCE OR LATENESS**

From time to time, it may be necessary for you to be absent. Edify Church is aware that emergencies, illnesses, or urgent personal business that cannot be rescheduled outside your scheduled hours may arise.

If you are unable to report for a scheduled time, or if you will arrive late, please contact your Leader immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your Leader.

Call your Department leader to inform of an unexpected absence or late arrival. For late arrivals, please indicate when you expect to arrive to serve. Notifying a fellow-volunteer is not sufficient. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf. If your leader is not available when you call, you may leave the information with the Administrator (See contact info).

Absence for two (2) consecutive days without notifying your leader may be considered a voluntary resignation.

Be aware that excessive absenteeism, lateness or leaving early may lead to disciplinary action, including possible dismissal.



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## DEPARTMENT MEETINGS

From time to time, your leader will schedule department meetings. It's to your advantage to be at these meetings. They give you and your fellow volunteers a chance to receive information on church events, to review problems and possible solutions, and to make suggestions about your department or your job. **\*\*\*Attendance at Department Meetings is mandatory. Meetings will be scheduled based on availability of the overall team.**

## EMERGENCY PROCEDURES

**\*\*\*\*\* All emergencies should be reported to a member of leadership immediately upon discovery.** Our leaders are trained to handle and proceed through these unexpected occurrences. Please assist by following leadership directives during these occurrences. The most common emergencies are listed below:

- Medical Emergency
- Fire and Smoke Emergencies
- Building Emergency Evacuation
- Injury/ Incident Reporting
- Threat Reporting
- Hazard Analysis Reporting

## HOUSEKEEPING

Neatness and good housekeeping are signs of good stewardship and efficiency. You are expected to always keep your work area neat and orderly - it is a required safety precaution.

Easily accessible trash receptacles are located throughout the building. Please put all litter in the appropriate receptacles and containers. Always be aware of good health and safety standards. Please report anything that needs repairing or replacing to your leader immediately.

## PERSONAL PROPERTY

We assist you in safeguarding your personal possessions while you serve but do not assume responsibility for them. We encourage you to actively safeguard your personal property: you should secure valuables in a locked location (if available), avoid leaving valuables visible or in unattended areas, and use good judgment regarding your personal property. In the event that property is lost, stolen or found, you should alert your leader immediately.

## **LOST AND FOUND**

Any personal property found on church property must be turned into the Administration office or Information Desk immediately.

## **PERSONAL USE OF CHURCH PROPERTY**

Unauthorized use of church property is prohibited.

## **USE OF CHURCH COMPUTERS, TELEPHONES, COMMUNICATIONS SYSTEMS, EQUIPMENT:**

Volunteers are expressly prohibited from using the church's computers, programs, telephones, communications systems, equipment and property for personal or family need. Church volunteers shall not utilize church time or property for personal needs without permission of a senior staff leader, and such permission only will be granted for personal or family emergencies, or special need occasions for the mutual convenience of the church and volunteer. This policy will be strictly enforced, and all church work stations, computers, computer disks, phone records and the like will be available for, and subject to, occasional inspection and/or confiscation by appropriate church officials and/or law enforcement personnel, as may be reasonable, appropriate and necessary in connection with the administration and enforcement of such policy.

In extreme cases the use, taking, borrowing, abuse or appropriation of church resources, facilities or property by an employee or volunteer for personal use or benefit may constitute a crime against the church, and its stated policy of the church to prosecute any crime against it, or any of its personnel, vigorously and to the full extent permitted by law.



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## **PROPERTY & EQUIPMENT CARE**

It is your responsibility to understand the equipment you need to perform your duties. If you find that equipment is not working properly or in any way appears unsafe, please notify your leader immediately so that repairs or adjustments may be made. Under no circumstances should you start, operate or repair any equipment you deem unsafe, nor should you adjust or modify the safeguards provided.

## **RESTRICTED AREAS**

In the interest of safety and security, certain portions of Edify Church's facilities may be restricted to authorized personnel only.

## **RETURN OF CHURCH PROPERTY**

Any Edify Church property issued to you, such as computers, office supplies, tool, uniforms and other materials must be returned to Edify Church at the time of your dismissal or resignation, or whenever it is requested by your leader.

## **RIGHTS TO CREATIVE EFFORTS; OWNERSHIP OF CREATIVE PRODUCT**

Creative products of church volunteers created from or during the relationship with the church is church property. If a church volunteer creates, writes, composes, produces, designs, invents, manufactures, develops or otherwise generates any work or creative product while serving for the church, arising from the church relationship, while serving, using church time, materials, resources, compensation, personnel or other matters or relationships, any such product or result, including the possession, value, sales, rights to income, marketing or other forms of promotion or commercial exploitation belong to the church, and are not the property of the volunteer. If a volunteer believes that he/she may be or become involved with an activity or enterprise that will develop property, real or intangible, with value, while such person is a volunteer of the church, the matter should be discussed thoroughly with appropriate church personnel in order to avoid any confusion regarding the activity, enterprise, or project, and the rights to or benefits arising from such activity. Violations of this policy will be treated seriously, and strictly enforced, to the extent necessary and appropriate, including seeking available remedies through legal and judicial means. Full and fair disclosure regarding all creative work product matters is the policy of Edify Church.

## SAFETY RULES

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all Edify Church activities. We want to protect you against industrial injury and illness, as well as minimize the potential loss of production.

Please report all injuries (no matter how slight) to your leaders immediately, as well as anything that needs repair or is a safety hazard. Below are some general safety rules. Your leader may post other safety procedures in your department:

- Avoid overloading electrical outlets with too many appliances or machines.
- Do not use flammable items, such as cleaning fluids.
- Walk - don't run.
- Use stairs one at a time.
- Report to your leader if you or any co-volunteer becomes ill or is injured while serving.
- Ask for assistance when lifting heavy objects or moving heavy furniture.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Sit firmly and squarely in chairs that roll or tilt.
- Wear or use appropriate safety equipment as required in your work.
- Avoid "horseplay" or practical jokes.
- Start duties on any machine only after safety procedures and requirements have been explained (and you understand them).
- Wear appropriate personal protective equipment, like shoes, hats, gloves, goggles, spats, hearing protectors, etc., in designated areas or when working on an operation which requires their use.
- Keep your area clean and orderly, and the aisles clear.
- Stock materials only to safe heights.
- Watch out for the safety of fellow volunteers.
- Use the right tool for the job and use it correctly.
- Wear gloves whenever handling castings, scrap, barrels or encountering bodily fluids.

## SECURITY

Maintaining the security of Edify Church's building is every volunteer's responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave Edify Church premises make sure that all entrances are properly locked and secured.

## SMOKING

Smoking is always prohibited in and on the church premises and property.

## SOLICITATIONS

Solicitations for any cause is prohibited.  
Distributing literature on church property without authorized approval is prohibited.

## SUBSTANCE ABUSE

The use, sale, transfer, possession, or being "*under the influence*" of alcohol, drugs, or controlled substances when on duty, on church property, or in church vehicles is prohibited. "*Under the influence*," for the purpose of this policy, is defined as being unable to perform duties in a safe or productive manner, and/or being in a physical or mental condition which creates a risk to the safety and wellbeing of the affected volunteer, other volunteers, staff, the public, or church property.

Violation of this policy may result in disciplinary action, up to and including possible dismissal of service.

## VIOLATIONS OF POLICIES

You are expected to abide by the policies in this Volunteer Handbook. Failure to do so will lead to appropriate disciplinary action

## **MINISTRY VOLUNTEER OVERVIEW: LEADERSHIP**

### ***Edify Church Executive Leadership Staff***

The Executive Leadership staff consists of our Pastors, Church Administrator, Director of Finance, Director of Operations.

### ***Elders***

Elders are elected people of wisdom who discern a situation. Elders focus on the functionality and order of the church and assist with ensuring that the church operates in order. Elders report to the Senior Pastors.

### ***Director of Operations***

The Director of Operations is responsible for leading and monitoring all aspects of service operations. The Director of Operations is responsible for assisting and partnering with the Executive Leadership Staff to ensure full completion and follow up of all Church and Ministry Operations. The Director of Operations reports to the Senior Pastors.

### ***Department Leaders***

A Department Leader serves as the leader of a particular ministry. The Department Leaders are responsible for leading their team of volunteers. Your immediate Leader is the person who is closest to your scheduled duties. Contact with your Department Leader gives you a chance to receive guidance and counsel regarding your assignments and the progress you make while serving. Your Department Leader can show you how your duties fit into the overall picture, teach you how to do things, explain the “how’s” and “why’s,” and encourage you when things look a little tough.

Your Department Leader is in complete charge of the department. He or she is responsible for the efficient operation of the department. Your Department Leader has authority to assign duties and to maintain order and discipline and reports to the Director of Operations and Senior Pastors.



Your Department Leader has many responsibilities, and needs your cooperation, assistance, and loyalty. He or she wants to help you - that's their job - so please ask, and please be willing to meet your Department Leader half-way. You can expect to be treated fairly and with respect. Like Edify Church, your Department Leader has a direct interest in you. He or she wants you to consider him or her as your advisor, friend and mentor. Go to your Department Leader for information about your duties or other matters of church policy.

Please don't overburden your Department Leader with questions that can be answered by reading this Volunteer Handbook. Do feel free to ask for clarification of regulations or responsibilities. Any problem that hinders the efficient completion of your responsibilities should be taken up with your Department Leader.

The responsibilities of the Department Leader include, but is not limited to the following: outline the goals and guidelines of the department (within the confines of the Policy & Procedure Handbook), plan the team/ministries quarterly training and outreach event calendar and submitting to the Director of Operations for approval, complete and submit a monthly report of all meetings, trainings, outreach events, plan and manage the service schedule for team members and communicate to the team members in a timely manner, ensure that all team members communicate their vacation and personal schedule to you within the time specified, manage and attend team meetings and outreach events or notify the Department Co-Leader when back-up is needed, attend all Leadership and Volunteer meetings, plan community outreach events (at least two times per year), plan team training classes (at least two times per year), maintain an updated team member roster and database, participate in classes and mentor opportunities, and complete the Volunteer Recognition Form when applicable.

### ***Department Co-Leader***

The Department Co-Leader serves as a back-up to the Department Leader when the Leader is unable to attend a service, outreach event or is unable to serve in full capacity of duties. The Department Co-Leader is expected to serve within the same expectations as the Ministry Leader.

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## VOLUNTEER MINISTRIES

A part of becoming everything that God intended you to be starts with serving others and connecting to a ministry where you can grow in your faith. As you serve alongside others you become a part of a community that expresses their faith by helping others. That's what ministry is all about; service to others.

### **Our ministry categories are:**

- Outreach Ministries
- Operational Ministries
- Worship & Arts Ministries
- Children and Student Ministries
- Social Ministries
- Member Services Ministries

### ***Outreach Ministries***

#### **Extra Hands**

At Edify we believe that a part of your faith is going beyond the building, out into the world to help others. The purpose of this ministry is to take the word of God outside of the four walls of the church. This is accomplished by men and women who have a heart to serve their community.

#### **GAP-Prayer Ministry**

The purpose of this ministry is to pray for those requesting prayer, for our Pastors, staff, church members and the body of Christ. We intercede on behalf of others for God's will to be done. God's Anointed People standing in the GAP for others.

### ***Operational Ministries***

It takes several ministries working together to make each worship celebration happen at Edify Church. Everyone works together to make the worship experience enjoyable. Operational ministries include:

#### ***Ushers & Greeters: The Experience Team***

First impressions are always the lasting impressions. The Ushers and Greeters at Edify strive to make you feel welcomed from the time you're greeted until they shake your hand as you leave. One of the most honorable positions here at Edify Church is to serve as a doorkeeper in the house of God. The purpose of this ministry is to greet everyone as well as maintain order during worship services providing "***The Edify Experience***" from the time the arrive until the moment they leave.

### **Audio, Video Production: A/V**

The A/V team consists of passionate individuals working together to make every Sunday service a success through sound and video. The purpose of this ministry is to provide quality in sound so that the Word of God, music and announcements are heard with clarity live or through video. This ministry team is also responsible for the recording, editing and production of sermons for our broadcast online or via social media platforms.

### **Hospitality Team: Café & After Service Engagement**

The Hospitality Ministry is responsible for serving members, visitors and special guest of Edify Church. Our main objective is to be a blessing by demonstrating the love of God with a heart to serve.

### **Security**

Providing a safe and secure atmosphere for our pastors, members and guests is our top priority. The purpose of this ministry is to provide internal and external security during our worship services and church events.

### **Altar Care**

The purpose of this ministry is to provide biblical teaching about salvation to newly converted Christians and encourage those that are re-dedicating their lives to Christ.

### ***Worship & Arts Ministries***

The goal of our Worship & Music Ministry is to effectively minister the Word of God through song and music. Through these life-changing worship encounters, believers are empowered to deepen their relationships with God. Our anointed singers & musicians lead us in song and prepares our hearts to receive the Word of God.

- Band
- Frontline Singers
- Dance
- Drama



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## ***Children Ministries:***

### **E-Kidz**

The purpose of this ministry is to create an environment for children to study the Word of God with understanding. The Youth Leaders give children the tools they need to practically apply the word of God in their everyday life. (There is a mandatory membership of 6 months before serving in this ministry). The Children Ministries include:

**Pre-school - Ages 3 to 4 years old**

**Elementary - Grades K to 5<sup>th</sup>**

## ***Student Ministries:***

### **Emerge**

The purpose of this ministry is to foster a culture for teens to study the Word of God with understanding and with other teens. The youth leaders teach and exemplify the skills teens will utilize to practically apply the Word of God to their lives. Leaders of this ministry have a passion to guide and encourage this generation of believers. (There is a mandatory membership of 6 months before serving in this ministry).

## ***Social Ministries***

### **Men's Ministry: Excel**

Life is choice driven. We have no choice in being born as males, but we can choose to be a man—particularly a man of excellence. The purpose of this ministry is to provide an environment for men to fellowship and receive ministry that focuses on the specific needs of men. Meetings and activities are designed to help men achieve a higher level of excellence in every area of their lives.

### **Women's Ministry: Exalted**

This is the time to connect with other women and to refresh our spirits. But we must be available to encourage each other in order to serve. The purpose of this ministry is to provide an environment for women to fellowship and receive ministry that focuses on their specific needs. Meetings and activities are designed to help women achieve a higher level of excellence in every area of their lives.

### **Couple's Ministry: Evolve**

The purpose of this ministry is to prepare, produce and maintain a culture of edified marriages. Marriages that rule over every situation and circumstance they may face. We seek to build relationships that exemplify God's desired plan and purpose for couples. From dating to saying "I do" we want to center relationships and marriage around Christ and the word of God.



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## **Singles Ministry: Equipped**

Our mission is to provide a ministry to young adults, divorcees, widows, and single adults that fosters' individual wholeness through a relationship with God. We desire that our single adults will grow into the image of Christ and prepare for the destiny God has planned for them.

## **Life Groups**

Life Groups are small, informal gatherings of believers, discussing day-to-day interactions and their faith. We meet all over the greater Boston area, and we are positive that you'll find a life group that meets your individual interests and needs. Life Groups are composed of a variety of people from all walks of life and cultural backgrounds. Their common denominator is to learn, grow and develop a closer relationship to God. Our five categories of Life Groups are:

- Faith Groups
- Family Groups
- Fitness Groups
- Finance Groups
- Freedom Groups

## ***Member Services Ministries***

### **Info Team**

If you have questions, Member Services has answers. The purpose of this ministry is to aid and provide information to members, guests or visitors that attend our services here at Edify. This team is responsible for maintaining the church Information Desk as well as assisting with all administrative needs during services.

### **New Members Class**

New Members class is a mandatory course for all new members at Edify Church. The course is designed to provide vital information about the ministry, its purpose and vision. The class is taught via online videos, questionnaires and on Zoom.

### **Discipleship 101 Class**

Discipleship 101 is a voluntary course of study at Edify Church. The instructors teach a course that is designed to impart Biblical knowledge of the Word of God that will help establish a foundation for a successful Christian life and becoming a disciple. The class covers subjects that formulate the foundation of a successful Christian life. It is designed to be taught with simplicity and understanding, so that the student knows how and why we do what we do as disciples.

## Volunteer Acknowledgement Receipt

*\*\*\*\*\* Upon receipt of this manual you will be asked to sign a Volunteer Acknowledgment Receipt which states the following:*

Attestation:

The content, requirements, and expectations within the attached Edify Church Policy and Procedure Handbook have been verbally presented to me. Additionally, I have read the manual carefully and, in its entirety,, and agree to abide by all guidelines established therein. Additional policies and information may be implemented by Edify Church at any given time. The Manual does not serve as an agreement or guarantee as my service is voluntary. I recognize that I am an “at-will” volunteer and I or Edify Church can terminate my service at any time for any reason with or without notice, regardless of my length of service. The status of my “at-will” service can only be changed through written agreement of me and the Director of Operations and/or Senior Pastors. No employee, minister, leader, volunteer or other representative of Edify Church can make any promises, oral agreements or statements, or representations that are inconsistent with this Acknowledgment. I understand that should I have any question(s), should I have any questions or concerns, I am to consult my immediate leader.

Signature of this form shall validate the above attestation regarding Edify Church Volunteer Policy and Procedure Handbook. Upon signature, please submit.

Name \_\_\_\_\_ Date \_\_\_\_\_