

WESTSIDE BAPTIST CHURCH

2018 – 2020 Servant Leader Guide



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, Senior Pastor

Charge

Servant Leaders,

Thank you for answering the call to serve as a Servant Leader at WBC. We have a rich history because of God's grace and the hard-work and dedication of the people who volunteered their time, talents and service to our ministry. Our future is bright because of volunteers, like you, who are committing to continue as examples of Christianity and hard-work so that we may continue to pursue God's vision for Westside.

We believe the **T.E.A.M.** (together-everyone-achieves-more) is important. I Corinthians 12:12-27 illustrates our need for one another and our need to function as one unit. This starts with our leadership/Servant Leaders. We want and need your creativity and the uniqueness that God has placed with you so that Westside may reflect its full diversity. Your thoughts, suggestions will help to develop our processes.

Let's take this journey and trust God for best results.

Principles of Godly Leadership

A good leader seeks God's direction. Is there anything more important in a leader than he or she seeking God's direction? Proverbs 16:1 says "The plans of the heart belong to man, but the answer of the tongue is from the Lord." Verse 3 adds, "Commit your work to the Lord, and your plans will be established." And verse 9, "The heart of man plans his way, but the Lord establishes his steps." A good leader seeks the Lord, commits his way to the Lord, and the Lord establishes the next steps.

A good leader is faithful/consistent in contributing financially. Paul says in 1 Corinthians 16:1-2 "Now concerning the collection for the saints, as I directed the churches of Galatia, so do you also. On the first day of every week each one of you is to put aside and save, as he may prosper, so that no collections be made when I come." Good leaders should not only contribute regularly but should also encourage their ministry participants to contribute financially and regularly as well.

A good leader is committed to the Christian Education of the church. The basis for a Christian education program is given by Jesus in Matthew 28:19-20: making disciples, baptizing them, and "teaching them to obey everything I have commanded you." The goal of a Christian education program is the growth of the whole church into the image of Christ. As each member develops his own particular gifts and abilities, the whole community of believers grows. The church is people, people changed by the grace of God from darkness into light, but people who still need to be changed throughout their Christian pilgrimage (2 Cor. 3:18; 2 Pet. 3:18). The teacher equips his students by helping them through this growing process. To a large extent, this means helping them teach themselves.

A good leader is modest, not arrogant. We've all encountered the know-it-all leader, the "submit-or-else" type of leader. But Proverbs 16:5 says, "Everyone who is arrogant in heart is an abomination to the Lord; be assured, he will not go unpunished." I don't know about you, but I definitely don't want to be referred to as an abomination to the Lord. That's some pretty scary stuff.

A good leader is a peacemaker. Proverbs 16:7 says "When a man's ways please the Lord, he makes even his enemies to be at peace with him." Yet so many leaders aren't interested in examining an opposing viewpoint or other ideas. We've lost the ability to empathize with others, and compromise has become a bad word. There's something to be said of sticking to principles. I believe God calls us to be steadfast. He doesn't however, call us to be jerks. And, when our "boldness" is interpreted as "coldness," we are not doing it right.

A good leader is fair and just. “Better is a little with righteousness than great revenues with injustice” (Proverbs 16:8). I believe in goals and working hard to achieve them. But, the end always justifying the means is simply not true. A good leader is more interested in doing things the right way.

A good leader surrounds himself or herself with honest, trustworthy counselors ... and then listens to them. “Righteous lips are the delight of a king, and he loves him who speaks what is right” (Proverbs 16:13). Do you know leaders who surround themselves with “yes” people? Personal insecurity drives them to seek only positive reinforcement for every decision they make. A smart leader surrounds himself or herself with smarter people, who are willing to speak their minds and offer sound counsel. After all, “Without counsel plans fail, but with many advisers they succeed” (Proverbs 15:22).

A good leader is a good learner. Proverbs 16:16 says, “How much better to get wisdom than gold! To get understanding is to be chosen rather than silver.” A good leader should always be learning, growing and improving. The day you feel there is nothing left to learn is the day that pride and arrogance have taken root. And, we’ve already discussed how the Lord feels about arrogance.

A good leader is humble. We’ve seen countless prominent examples of Proverbs 16:18: “Pride goes before destruction, and a haughty spirit before a fall.” From politicians and celebrities to CEOs and pastors, many have grabbed headlines as their empires have fallen. In most of these cases, it’s pride that has crept in. They thought themselves invincible, but quickly found out that no one is. “It is better to be of a lowly spirit with the poor than to divide the spoil with the proud” (Proverbs 16:19).

A good leader is sensible and kind. “Good sense is a fountain of life to him who has it, but the instruction of fools is folly. The heart of the wise makes his speech judicious and adds persuasiveness to his lips” (Proverbs 16:22-23). Being smart and sensible makes a good leader more persuasive and effective. A good leader uses “gracious words” (verse 24), not speech that is “like a scorching fire” (verse 27).

A good leader is slow to anger. We’ve all seen the caricatures in movies and television of the angry boss; the person who yells for no reason, barks orders and berates and demoralizes the staff. Perhaps you’ve even worked for such a person. The Bible says that “Whoever is slow to anger is better than the mighty, and he who rules his spirit than he who takes a city.”

As you read through these qualities of a good leader, hopefully you find them as challenging as I do. God tells us how to be effective, godly leaders. It’s up to us to put our human tendencies aside and embrace these principles. It’s also up to us to pray for those under which we serve, that they too would be the good leaders God wants them to be.



Servant Leader Guidelines

ServiceU

ServiceU is the scheduling system linked to the churchwide calendar that allows ministries to select times, locations and resources for their regularly scheduled meetings and special-events. **NOTE: All recurring weekly/bi-monthly/monthly/quarterly meetings, etc. are to be placed in the calendar through ServiceU** and will be approved by Facilities. This prevents a lack of resources needed. Servant Leaders are provided login information by the Church Administrator. **NO MEETINGS** are allowed during churchwide service/event **NOR ARE MEETINGS ALLOWED** during regular worship hours (7:45 AM and 10:45 AM) or Kingdom Connection Hour (9:30 AM – 10:30 AM). When scheduling an event if you need the night before for setup/decoration, please book the day before the event and the entire day of your event.

Room Set-Up is listed as a support item in ServiceU, please complete the questions that along with a set-up diagram (ten-business days prior to your meeting/special-event) should be emailed to Jackie Massey (jackiemassey601@aol.com) and Marcus Hardy, Facilities Manager (mhardy@wbcchurch.org). Please include the number of tables and chairs needed.

NOTE: There is no weekend clean-up crew, so when an event is on a Friday night or Saturday (day or night), the Servant Leader and their ministry is responsible for ensuring that the room/area used is picked-up, trash emptied and ready for use the next morning. For questions please consult the facilities manager.

Church Council

Servant Leaders comprise the Church Council along with the Senior Pastor, Deacons and Church Staff. The Church Council handles ministerial operational matters of Westside and meets every fourth (4th) Thursday at 7:00 PM. Email notifications are sent by the Executive Assistant to the Senior Pastor or Church Administrator only if the meeting has been rescheduled or postponed.

Announcements

Monthly Church Bulletins:

- Bulletin announcements must be **submitted to and approved** by the Church's Administrative Assistant by the third Friday of each month by 5:00 PM (close of business).
- Bulletin announcements must contain all pertinent information (i.e., date, time, location, contact information, links, etc.).

Pulpit Announcements:

- Pulpit announcements are at the discretion of the Senior/Interim Pastor and/or the Minister of Worship & Arts in the absence of a Senior/Interim Pastor. Video announcements are produced weekly from the Service U calendarⁱ and will direct the audience to consult either the monthly church bulletin, church website or the information boards at Edmonds. MarCom may be used to create flyers for your events and Social Media will publicize that event.

- **If needed**, pulpit announcements **must** be provided to Interim/Senior Pastor at least five (5) business days prior to the date of the pulpit announcement. “Day-of” announcements are strongly discouraged. In the absence of a Senior Pastor, the pulpit announcement should be presented to the Minister of Worship & Arts.

Special Verbal Announcements (a Servant Leader or ministry representative standing before the congregation):

- Special announcements are limited and must be approved by the **Minister of Worship & Arts** and are at his/her discretion.

MarCom (Marketing & Communication)

ALL internal and external marketing must be submitted to the MarCom team (MarComteam@wbcchurch.org) **60** days prior to your event (this does not include monthly announcements).

MarCom will design your event flyer if requested. Outside sources can be used to design your event flyer, however, they must meet the requirements of MarCom for quality and consistency and have MarCom’s seal of approval. **(Guidelines provided)**

All in-house slide presentations must be submitted to MarCom for design or approval (if done outside of MarCom).

Social media will promote upcoming Westside events as well as posting of past events to either Facebook, Instagram and/or Twitter. Currently Westside’s social media presence is the WBC website (www.wbcchurch.org), Facebook, Twitter, Instagram and YouTube channel. Video announcements are in the near future and will be coordinated through Social Media.

All ministries have \$750 built-in for marketing per fiscal year which will be housed within the Marcom budget.

Printed flyers must meet the following criteria: (1) a plan for community distribution (not within the congregation) either through mailers, street distribution or door-to-door opportunities. Ministries will need to quantify the need for and the effectiveness of printed flyers. The focus is to move more toward digital media and less print media.

Administration

Annual Budget Planning Process

- Draft budgets are due the last Friday in August of each year to the Finance Committee.
- Must include projected income from all sources (special offerings, events, etc.)
- Must include event description, line item description, unit cost, quantity and planned month of expense.

Budget Allocation Process

- Your approved budget is not guaranteed but is based on current expenditure to revenue ratio.

- Designated and/or special donations do not automatically increase your ministry budget.
- If you do not use your allocated budget in that fiscal year, there is **no carryover** into the next fiscal year.

Check/Disbursement Requisition

- Check/disbursement requisitions must be accompanied by an itemized invoice or itemized receipt.
- Must be signed by Staff Liaison (see organization chart) and place in Church Administrator's Invoice Box (in the mailroom).
- Prior approval is need from the Staff Liaison for all expenditures.
- Reimbursement checks are processed within ten (10) business days.

Purchase of Services & Goods

- All third-party services must be coordinated (payment, delivery, contract) through the Church Administrator and delivered to the 900 Bellaire address
- With prior approval from you staff-liaison, servant Leaders can purchase perishable goods and submit the proper documentation for reimbursement. Note: Please inform vendors of tax exempt status – forms available online and in the mailroom)

Walmart/Sam's Credit Card – The Walmart/Sam's Club card is available to be used to purchase food/supplies/goods for an approved and budgeted ministry event. The card may be checked out for 24-hours from either the Administrative Assistant or Church Administrator. If the card is not returned within 24-hours, it could potentially impede another ministry's use of the card. **OPTION: Your staff ministry liaison may offer to order your supplies by internet from Sam's but that depends on your liaison.**

Collection & Deposit of Money

- All funds collected must be deposited with the money counters with the checks, cashed listed on the ministry deposit form located online and in the mailroom. Please retain a copy of the deposit for your ministry records.
- Servant Leaders are not to collect cash funds and immediately disburse those funds. If cash is collected two ministry officers must sign on the deposit slip. Petty cash clause: Some ministries have a treasurer, however, that treasurer must practice good accounting and keep accurate records of the money in their ministry's petty cash – not to exceed \$500. These treasurers must present monthly to their staff liaison and these funds may be requested by the general church fund at will.

Petty Cash Funds

Westside Baptist Church leadership takes seriously the stewardship of all church funds, no matter what the amount may be. To facilitate minor ministry expenses, a Petty Cash Fund may be maintained to assist ministry efforts for non-budgeted or non-approved expenses. However, Westside Baptist Church does not encourage petty cash funds. The Church Administrator/Treasurer will be notified quarterly of the balance which shall not exceed \$500. A detailed accounting of the fund must be maintained, with adequate receipts being provided for all

disbursements. The fund will be managed by the ministry treasurer. All purchases must have prior approval of Servant/Co-Servant leader. Please remember all petty cash funds are subject to audit. *“Well done, good and faithful servant! You have been faithful with a few things; I will put you in charge of many things.” Matthew 25:21.*

Procedures:

- **Control Over Fund**

- The Petty Cash Fund has been established to assist Servant Leaders in making minor ministry purchases.
- The ministry treasurer is responsible for the oversight of this fund. The Petty Cash Fund must not exceed a balance of \$500.
- Each reimbursement from this fund is limited to the exact purchase amount.
- Transactions into and out of the Petty Cash Fund should be handled by the ministry treasurer only. Their responsibilities should not be delegated to any other person.
- The staff liaison must know where the funds are kept.

- **Cash Draws**

- All cash draws from this fund must be documented on a disbursement form. A receipt must be kept in the exact amount of the draw. This receipt will be stapled to the back of the disbursement form.
- If the draw represents an advance, the same information as noted above will be recorded on the form. However, the person receiving the draw must sign the disbursement form to acknowledge receipt of such funds.
- If the draw is an advance, it is the responsibility of the person receiving the advance to return receipt(s) and any excess change to the Treasurer.
- Under no circumstances should these funds be used for purchased or advances of a personal nature. Likewise, the funds should not be used to purchase gifts cards or make personal IOU's.

- **Receipts**

- When receiving any monies, a receipt must be given.

Forms

- Check/Disbursement Requisition
- Ministry Deposit Form
- W-9 (Request for Taxpayer Identification Number & Certification). To be used with all speakers, artists, performers and needs to be filled out and returned to be paid at time of service ten business days prior to their appearance.
- Texas Sales and Use Tax Exemption Certification
- Texas Hotel Occupancy Tax Exemption Certificate
- Background Check (Each servant leader must have a signed form on file).

Facilities

- Names & Locations

- **Family Life Center** (802 Bellaire Blvd., Lewisville, TX)
 - Business Hours: 7:00 PM until 10 PM
- **Worship Center** (900 Bellaire Blvd., Lewisville, TX)
 - Business Hours: 8:00 AM – 5:00 PM (Monday – Friday)
- Usage is Pre-Arranged through calendar

Contracts & Legal Agreements

- Must be submitted 30 business days in advance of due date to Church Administrator.
- Must be signed by the Church Administrator
- Contracts/agreements can be submitted to the Church Administrator via email.

Development of New Policies

- All policies and procedures are under the governance of the Policies & Procedures Committee.
- Policies are broad-based statements submitted to Policy & Procedure Committee for approval and can be submitted to policyprocedure@wbcchurch.org.
- Procedure are guidelines that Servant Leaders use to carry out the policy statement.
- Servant-Leaders may submit new policies or procedures to the Senior Pastor for consideration.

Copiers

- Use of copiers is limited to official WBC business and/or purposes.
- Use of the color copier is granted through the church Administrative Assistant.
- Use of the color copier is limited to special programs (approval of Church Administrator).
- Use of color copiers is not permitted for flyers, agendas, announcements, sign-up sheets, etc., without prior approval of the Church Administrator or Chairman of Deacons.

Technology & Internet

- Internet and technology access is granted to Servant-Leaders upon request.
- Use of WBC's technology is limited to official WBC business.
- All external technology and software as a service must be approved by the Media Ministry.

Technology Used by WBC

- Microsoft Suite (Word, PowerPoint, Excel, Access, Outlook and Publisher)
- Fellowship One Go
 - Membership database and system of record
- ServiceU for calendaring
- Ministry Scheduler to schedule volunteers
- Push Pay online giving
- WBC app

Website

- Servant Leaders must submit all website updates, changes, modifications, etc., to MarCom

Media

- Send all media requests to: MediaRequest@wbcchurch.org.
- Announcements must be in PowerPoint format by 4PM on Friday
- Will be processed the following week.
- Service Request must have two weeks' notice.
- Service Request must include services needed (Audio, Video, PowerPoint, Streamline Service, etc.).

Social Media

Social media's goal is to highlight and advertise the amazing events taking place in each of the ministries at Westside **currently through Facebook, Twitter and Instagram**. Here is how your ministry can help us help you.

Promoting Events

- All graphics for an event to be advertised (whether internally created or through Marketing) should be emailed in .jpeg or .png format to socialmedia@wbcchurch.org at least 60 days prior to your event. This will give time to create a schedule to best market your event.
- Be sure to include all event details or explicit verbiage you would like shared on social media (location, date, time, guest speaker, registration information, etc.)
- Facebook allows you to create and promote your event through paid sponsorships. If this is a direction your ministry would like to go in, please indicate that on the Marketing Request Form as your ministry funds will need to be allocated for this. A member of the Social Media team will contact you regarding the specifics of promoting a paid event through Facebook.

Highlighting Events

- Each ministry should have a designated member to take photos during their event for posting to Westside's social media platforms.
- Each person photographed will need to consent to their photo being taken and shared on social media prior to the event taking place. **Any person who does not consent cannot be photographed.**
- If children are at this event, consent must be received from the child's parent before photo can be taken. (If you are unsure if a child has consent to be photographed please check with Min. Spencer or Kirkland). If you are unsure, you are more than welcome to photograph the back of children, so their faces are not shown.
- No more than 48 hours (2 days) after the ministry event, the designated ministry member will need to email to have their pictures to socialmedia@wbcchurch.org placed on our platforms. The 48 hours (2 days) window is to ensure that too much time has not passed after the event. If we

allow a long amount of time pass after the event has occurred, it loses engagement from our followers.

Submitting Photos

- All submitted photos will need to be high resolution and clear. Low quality and blurred photos will not be used. Pictures may be taken on a digital camera or cell phone.
- Please refrain from submitting pictures of people with food or drinks in their mouth.
- Any picture posted to Instagram will need to be a square photo with a ratio of 1:1. Any picture not in this ratio will be cut off and you risk losing some of your photo. There are no specifications for Facebook photos (Facebook will automatically resize the picture to post online)

Worship & Arts

- All special event music **must be pre-approved** by the ***Minister of Worship & Creative Arts*** at least two (2) weeks in advance of the event. In the case of funerals, music should be approved as soon as possible, however **no secular music is allowed for funerals in any form.**
- A funeral brochure/handout will be provided to the family as well including what services are provided by the church regarding services and repass information.
- Speakers/Lecturers/Clinicians/Musicians/Performers/Artists **must be pre-approved** for all church engagements at least 90 days prior to the event. If that information is not available in 90 days, please get the information to the Minister of Worship & Creative Arts as soon as possible so that he can approve (this is for exceptions and is not the rule). Servant-Leaders are not to sign any contracts/riders, etc. for any of the above listed but are to be reviewed and signed by the Minister of Worship & Creative Arts **and** the Church Administrator only.
- Publicity/digital packets must be presented with contracts/riders for Marketing to review and approve. Please see MarCom section for their requirements.

Table & Kiosk Process & Procedures

Guide to using tables and the kiosk around the sanctuary.

This document is a guideline for All WBC Leadership teams, Ministries and any vendor of products.

Objective: To clean up the front foyer, and to give an orderly process to using tables and Kiosk around the building.

Definitions: Tables - folding tables located on the Edmonds and Bellaire Side of the Sanctuary. Each Ministry will only be allowed to use a table, two weeks prior to their event.

The two designated tables will have a standard covering, the color chosen for the standard is brown, but each ministry may add their decorations on top.

Display - Any table top exhibit, showing a series of events or one-time event. Any Professional marketing stand or Easel. Such as WMPO, Seniors Celebration, or the Prayer Display. Must have permission before displaying from staff liaison or Church Administrator.

Kiosk - The stationary desk located on all three sides of the Sanctuary. Ministry may use the kiosk 30 days prior to their event.

Information Board - The board located on the Edmonds and Bellaire Blvd sides of the building. We are asking all leaders to take advantage of the information boards to share info to the church body.

Request Process:

Request for tables, kiosk, display or bulletin board must be submitted 30 days in advance through our online portal. (In 2018 this portal may change, but we will keep you up to date. The request will then go to one of our Staff liaison and they will get you into the rotation of Kiosk and table.

Table Limit:

Each Ministry can request two tables one on each side of the building. No tables outside of our WMPO2 vision will be placed in the center of the church, in preparation for the Coffee shop and the bookstore. Each week once you use the tables please remove your forms from the tables, (we are in the process of cleaning out the closet in the Middle area and placing shelves, which you will have a designated shelf to keep your things between table time usage). Please remember to use the information board to deliver info to membership and guest.

Time Frame:

Understand that you will be given the ability to use the **Table & Kiosk**, Kiosk 30 days out, and two weeks before your event **Display** you will be given your two tables. Outside Vendors and Nonprofit groups, will be given the ability to use the center Kiosk the day of their event and this must be submitted by the servant leader two weeks before their guest arrives.

Kiosk limit:

Each ministry will be a schedule to use all three kiosks in accordance with the date of their event. No forms/literature will be allowed to stay on the countertop of the kiosk. Also asking each ministry not to store anything under the kiosk. You may sale and **Kiosk limit:** do signage from the kiosk prior to being assigned your tables, within your 30-day time frame. (We are in the process of cleaning out the closet in the middle area and placing shelves, which you will have a designated shelf to keep your things between table time usage).

Time Limit:

Please note that it is the servant leader's responsibility to keep their items up to date on the information board, when your event ends, please take down all papers about that event. If you do not have a spot on the board, please get with our Administrative Assistant. The board is first come first serve, since space is limited.

So be mindful that each ministry only has one area to display from the information board.

WBC Childcare (events)

- Contact the Childcare Coordinator. This call or email must be made BEFORE the event is advertised.
 - The deadline for making reservations is one week before the event; this date should be included in the advertisement. Understand that if these steps are not followed, childcare may not be possible for your event.
- If you wish to have ministry specific events, please allow at least 60 days' notice and there may be a per child charge.

¹ The particulars of your event (i.e., speakers, singers, performers, instructions) are to be sent to social media at socialmedia@wbcchurch.org.