

LCA SA-NT District

**Volunteering Role Information**

Last Updated 12 October 2021

# Welcome to Volunteering

We value **service**. We are passionate about seeing many people serving in our congregation to welcome, equip and lead others so we can build friendships, share our faith and invite others to walk with us.

There are many different ways that people can serve God in this congregation. Some are formal, others are informal. There are also opportunities for us to serve beyond the congregation and connect with the wider community.

We recognise that together we are the body of Christ. We are each unique parts of the body. Each part is important and has its own unique role. If one part doesn’t do its part the entire body is affected. If one part of the body tries to do what another part of the body is designed to do, that part is stopping the rest of the body from serving.

To enable us to serve well together, we have developed brief role descriptions for each of our key opportunities of service in the congregation and beyond. Most of our tasks are ‘rostered’ to enable as many people as possible to serve. It is important that we work as a team – learn new skills and share responsibilities so that we can all step in as needed to ensure the jobs are done.

Our congregation is to be a safe place for both children and adults. Therefore, it is important that all volunteers whose role involves serving with other people (e.g. pastoral assistants, ushers, communion assistants, etc.) undergo LCA Safe Church Training and undergo refresher training when it falls due. All who wish to volunteer to serve in our congregation must also hold a current Working with Children Check and/or other clearances as required.

Thank you for your willingness to serve.

If you have any questions please contact: XX XXXX XXXX

If your defined task is a ‘rostered’ task and you are unable to fulfil your duties on any given day, it is your responsibility to swap with someone else on the roster who understands your task and to let the church office secretary know that you have swapped.

We publish rosters regularly so please ensure you check these.

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# A – Office and Miscellaneous Tasks

## Ministry Support Volunteer Opportunities

There are many opportunities to volunteer. Help is always needed and appreciated in the church and we value our volunteer support.

Please contact the church office secretary with the completed expression of interest form at the back of this booklet if you are interested and able to help out in any of the roles below. Please ensure to include which days and times you are available.

Some examples of volunteer opportunities include:

* Compiling and folding the church newsletter and/or membership book
* Preparing and collating resources and promotional materials
* Ensuring that adequate ‘Welcome’ forms are in the pews
* Cleaning the church
* Decorating the church for special services
* Spring cleaning the kitchen (quarterly)
* Gardening and grounds maintenance around the church
* Periodic cleaning of cupboards and other storage areas
* Annual toy check and clean
* Maintaining the library
* Assisting with meal preparation or other pastoral care support
* Visiting people

Volunteers will receive any training that they require to complete their tasks.

## Church Office Secretary Duties

A role description for the Office Secretary could include:

* Answer phones, assist with enquiries, refer on to pastor or other relevant people as needed
* Prepare, print and distribute weekly bulletin
* Check for mail and handle
* Send out newsletter via email and post
* Send roster reminders via email or text
* Update the congregation Facebook page, or other social media pages, as required
* Prepare and print promotional materials for weekly newsletters and church events
* Prepare and collate other resources and materials as required
* Maintain up to date contact details for members
* Compile church statistics for LCA, ACNC and CCLI
* Order consumable office supplies (such as paper and stamps)
* Order worship materials when needed (including baptismal candles, communion wafers, bible study books, candle transfers etc)
* Record baptisms, weddings, funerals and confirmations in church register
* Prepare in-service items for events, including certificates, candles, application forms etc.
* Order disposable materials (cups, plates etc) as required

## Church Cleaning

This is completed during the week and is a rostered task. The office must be informed when helpers will be on site during their rostered week to avoid clashing with bookings.

All cleaning supplies are locatedxxxxxxx**.** If any supplies run low, notify the office as soon as possible.

Regular cleaning tasks

* Vacuum floors (please empty vacuum cleaner after use)
* Wipe down backs of pews with oil or polish
* Turn pew cushions as necessary
* Dusting
* Wash floors
* Clean bathrooms/toilets
* Check paper towel, soap and hand sanitiser supplies
* Check and empty bins as necessary
* Throw out dead flowers, empty and dry vases
* Advise office staff if any materials are taken home for washing or cleaning

Spring cleaning tasks

* Clean windows
* Clear away cobwebs
* Wash pew cushions

## Church Ground Maintenance

All equipment is located in xxxxxxx. If any supplies run low, notify the church office as soon as possible.

* Watering, mowing and weeding, as needed
* Cobweb removal
* Checking signage for graffiti
* Planning and coordinating working bees for outdoor spaces

# B – Volunteer Opportunities for Worship Services

There are many people needed to make worship services happen, to ensure that everything runs smoothly, and to make our church a welcoming place for everyone.

Please contact the church office if you are interested and able to help as a steward, usher, Covid Marshal, pastoral assistant, musician, sound desk operator, creche helper or reader.

## Stewards and Ushers

Before the service

* Arrive 45 minutes prior to the service
* Meet pastor to be briefed on any special events for the day
* Unlock doors to all areas requiring access – keys are located xxxxxxxx
* Turn on all lights, and fans or heaters as required
* Check hand sanitiser, sign in sheet and QR check in sheets are available
* Display hymn numbers (if required)
* Light candles
* Display appropriate signage, including car parking
* For baptisms, consult with the pastor and ensure a bowl of lukewarm water, certificate and candle are available
* Observe for any safety issues on the premises, if found, correct where possible or report to church office staff if too dangerous or unable to fix
* Be familiar with COVID procedures
* Place collection baskets at the rear of the church
* Hand out bulletins at entrance doors
* Greet attendees as they enter the building
* Identify and welcome visitors
* Answer questions from visitors and attendees

During the service

* Close doors once the service begins to reduce noise
* Welcome late comers by sitting close to the rear of the church
* Count the number in attendance, both adults and children (this includes late arrivals)
* Write down totals and leave this in xxxxxxxxx
* Collect offering
* Direct attendees during Holy Communion

After the service

* Help visitors to connect with regular members
* Commence pack-up once fellowship after the service has ended
* Extinguish candles
* Turn off fans or heaters
* Ensure numbers of attendees have been recorded
* Turn off lights in worship space
* Check all doors are secure
* Lock cupboards
* Pack away all signage
* If a baptism has occurred, remove water from the church
* Clean up any papers or rubbish left in the church
* Return volunteer badge if required
* Stay until visitors leave

## COVID Marshal

Before the service

* Treat hands with sanitiser regularly
* Set up QR codes and ensure a copy of the COVID-Safe plan is prominently displayed
* For those without phones, ensure attendees sign-in on the paper sheet with adequate details provided
* Explain seating requirements (including social distancing requirements)

During the service

* Ensure as much as possible that people are checked in and seated as appropriate to the COVID restrictions in the church, prior to the service
* Monitor the communion queue to ensure social distancing is observed

After the service

* Ensure attendees observe social distancing and hygiene measures

## Communion Assistants

Requirements before commencement:

* Communion Assistant training

### Head Communion Assistant

Before the service

* Arrive 45 minutes prior to the service
* Ensure all those rostered are ready to serve
* Prepare elements for Holy Communion and place on the altar
* Check parament colours and candles, change these if incorrect
* Ensure that all set-up is completed 10 minutes prior to the service
* Meet with pastor 15 minutes before the service for prayer and any special instructions

During the service

* The same as ‘other communion assistants’

After the service

* Remove all items from the altar
* Empty remaining wine in the chalice
* Empty remaining individual cups
* Place opened wafers in the container provided
* Wipe trays to remove any spilled wine
* Wash chalices and cups
* Take any wet tea towels or used cloths home for washing and return next Sunday
* Notify church office secretary if any supplies run low

### Other Communion Assistants

Before the service

* Arrive 30 minutes prior to service
* Assist with preparation of communion elements
* Meet with pastor 15 minutes before the service for prayer and any special instructions

During the service

* During the Holy Communion hymn, sanitise hands at the front of the church
* Receive Holy Communion and assist with distribution
* When distribution is complete return elements to the pastor and return to your seat

After the service

* Assist Head Communion Assistant if required

## Bible Reader

Before the service

* Pre-read through the readings carefully several times before Sunday
* Ask the pastor for the of meaning or pronunciation of any unusual words
* Check the microphone is on and the bible is open to the correct reading
* At the end of the reading say “This is the word of the Lord”

## Lay Preachers

Before the service

* Meet with the pastor to be provided with the pastoral reading service and be briefed on the sermon
* Ask the pastor any questions related to the service
* Read through lectionary readings
* Look through the weekly worship planning resources on the LCA website to find pastoral reading resources
* Select hymns
* Pray about the sermon
* Read through the sermon carefully several times and be aware of any unusual words
* Read through final service order provided by church office secretary
* Meet with communion assistants 15 minutes before the service begins for prayer

## Sound Desk Operators

Before the service

* Arrive 45 minutes prior to service
* Open sound desk and turn everything on
* Set up worship space as required
* Ensure all cordless microphones have operational batteries
* Conduct sound check and check the PowerPoint presentation works

During the service

* Operate the PowerPoint presentation
* Operate the sound desk

After the service

* Switch off all equipment
* Assist with packing away all equipment as required
* Advise if running low on batteries

## Musicians and Singers

Before the service

* Attend rehearsals when scheduled by the choir or band leader
* Arrive 45 minutes prior to the service to set up and practice
* Pray together with the band before practice begins
* Provide pre-service and post-service music unless otherwise shown on the service plan

During the service

* Provide music as directed by the band leader and service order

After the service

* Pack up musical equipment with assistance from the sound technician
* Return music equipment to its regular position for weekday use

## Flowers

* Prepare vases of flowers as required. Additional flowers or arrangements may be required for special services.

Before the service

* Check arrangements required prior to the service
* Have flowers placed in the church at least 45 minutes before the service or set in place the day before

After the service

* Pick-up left-over flowers
* Return vases to the cupboard

## Morning Tea Helpers

Please remember this is not lunch, so large amounts of food are not required.

Before the service

* Liaise with other morning tea volunteers regarding what to provide prior to the day, including milk
* Arrive 30 minutes prior to the service
* Wash hands thoroughly and ensure appropriate hygiene standards
* Fill and turn on urn
* Ensure jugs of water have been placed in the fridge
* Turn on lights, fans or heaters in hall
* Set up for morning tea, including cups, saucers, spoons, tea bags, coffee and any other required materials
* Place signs indicating dietary requirements in the appropriate places

During the service

* During the last hymn of the service begin setting out food
* Food which needs heating may need to be attended to earlier

After the service

* Wash hands thoroughly and ensure appropriate hygiene standards
* Double check that all food has appropriate labels showing and serving implements available
* Remain to serve morning tea
* Turn off the urn, oven and stove
* Wash and dry all dishes before putting them away
* Clean and wipe down all benches, tables and the sink
* Put chairs and tables away
* Check if any supplies need to be replenished and notify the office
* Turn off lights, fans or heaters
* Confirm that someone with a key is still on site to lock up when leaving

Note: The congregation is often approached to provide catering for funerals or other functions. If you are interested in assisting, please advise the church office.

## Money Counters

Please ensure that two people always work together in all aspects of this role.

Additional requirements prior to commencement:

* Current SAPOL Clearance

Before the service

* Check that the collection basket is placed at the rear of the church

After the service

* Collect money from the altar and count it in the office, recording it as required on the forms provided
* Ensure that at least two people are present when counting the money
* Put money and receipt in the safe or give to the treasurer for banking

## Banker

After the service

* Collect offering money from the collection counters
* Deposit money into the church account
* Record deposit in church financial records
* Reconcile deposits at the end of each month in preparation for the treasurer’s report at church council

# C – Volunteer Opportunities Beyond Sunday Services

## Church Council Member

Enquire with the current chairperson if you are interested and able to help in this area.

Role details

Church Council members are to ensure that the mission, vision and ministry of the congregation takes place.

All Church Council members are strongly encouraged to undertake the LCA’s governance training as well as complete their required Safe Church training.

## Chairperson

The role of chairperson is to provide leadership for the council and congregation/parish and to work alongside the pastor/s in maintaining oversight of the mission and ministry of the congregation/parish.

Responsibilities

* Provide leadership for the council and congregation/parish in fulfilling, enabling, promoting and supporting the mission and vision of the Congregation/Parish
* Ensure the congregation/parish council functions well and is managed effectively
* Provide support to the pastor, staff and other key leaders

Additional requirements prior to commencement:

* Level 2 Safe Church training
* Demonstrated commitment to living a life of faith, models the Gospel of Jesus Christ
* Committed to the mission, vision and values of the congregation/parish
* Active member of the Lutheran Church
* LCA Church Leadership and Chairperson Training (or to be completed as soon as possible)

Desired qualities

* Demonstrated leadership abilities
* Good written and oral communication skills
* Good inter-personal qualities
* Good planning and organisational skills
* Ability to maintain absolute confidentiality and exercise discretion

Duties

* Consults regularly with the pastor/supervisor, staff and team leaders to review and monitor ministry requirements and communicate relevant information
* Meets regularly with the pastor/s for mutual support and encouragement
* Engages with and listens to other staff, leaders, and members to build relationships and facilitates good, open communication
* Monitors the council’s effectiveness and assesses its meeting processes and actions
* Sets the agenda for council meetings in consultation with the secretary and the pastor/s
* Sets the agenda for congregation/parish meetings with the pastor and council
* Encourages prayer and devotions as part of all council meetings
* Leads the council in seeking God and his guidance and purposes for the congregation/parish
* Presides over council and annual general meetings of the congregation/parish
* Ensures council decisions are regularly reported to the congregation/parish
* Monitors legal and statutory compliance requirements such as copyright, privacy and national employment standards
* Available to be consulted by the pastor and/or other paid staff on significant issues between council meetings
* Initiates and oversees regular evaluation of the council’s performance
* Assists in the induction of new members on council to ensure understanding of their duties and roles, and familiarity with LCA policies and procedures

## Secretary

The role of the secretary is to ensure accurate record keeping and good administration of congregation/parish council affairs to support and facilitate the mission and ministry of the congregation/parish.

Responsibilities

* Ensuring meetings are effectively organised and accurately minuted
* Maintaining effective records and administration
* Organising the proper flow of information to Council members, and from Council to congregation/parish and others as required

Additional requirements prior to commencement:

* Demonstrated commitment to living a life of faith, models the Gospel of Jesus Christ
* Committed to the mission, vision and values of the congregation/parish
* Active member of the Lutheran Church
* LCA Church Leadership and Secretary Training (or to be completed as soon as possible)

Desired qualities

* Experience in Administration
* Good written and oral communication skills
* Good inter-personal qualities
* Good planning and organisational skills
* Ability to maintain absolute confidentiality and exercise discretion

Duties

* Ensures that all relevant records and documentation are correctly filed, recorded and kept up to date. Also that privacy and confidentiality are maintained.
* Keeps an accurate record of all proceedings of the congregation/parish council and congregation/parish meetings
* Ensures records of the congregation are maintained in a safe and secure location
* Responsible for periodically transferring old records to LCA Archives for safekeeping
* Attends to all incoming and outgoing correspondence in consultation with the office secretary
* Prepares an agenda for meetings in consultation with the chairperson
* Maintains a congregation/parish calendar which records key dates such as annual general meetings, contract expiry dates, property inspections, training events and registration renewals
* Ensures other congregation/parish committees are informed of decisions affecting their functions
* Sends copy of the AGM book of reports to the District Office

## Treasurer

The role of the treasurer is to have oversight of the financial management of the congregation/parish and to work closely with other members of the council to best use the resources available to support the ministry and mission of the congregation/parish.

Responsibilities

* General financial oversight
* Financial planning and budget
* Financial reporting
* HRS approving manager
* Banking and record keeping

Additional requirements prior to commencement:

* Current SAPOL Clearance
* Demonstrated commitment to living a life of faith, models the Gospel of Jesus Christ
* Committed to the mission, vision and values of the congregation/parish
* Active member of the Lutheran Church
* LCA Church Leadership and Treasurer Training (or to be completed as soon as possible)

Desired qualities

* Some accounting or bookkeeping experience
* Good written and oral communication skills
* Good inter-personal qualities
* Good planning and organisational skills
* Leadership abilities
* Ability to maintain absolute confidentiality and exercise discretion

Duties

* Prayerfully seeks out God’s purpose, and vision for the ministry
* Keeps an accurate record of receipts and payments in the form required by the congregation/parish and in accordance with relevant accounting standards
* Organises annual, independent audits/reviews as required by the congregation/parish council and in accordance with church policy
* Promptly pays all accounts authorised by the congregation/parish council
* Ensures the salaries of pastor/s and paid staff are paid correctly as provided in LCA Salary schedules and/or relevant awards
* Monitors compliance with statutory requirements including pertaining to GST/Business Activity Statements, PAYG, Return to Work, etc
* Remits all monies for congregation/parish and congregation purposes,
* Prepares financial reports that present a true and fair view of actual performance for meetings of the congregation/parish council and congregation
* Provides reports on the financial position of the congregation/parish, and recommends action that may be necessary to ensure its financial well-being
* Establishes and maintains an asset register and/or a depreciation schedule
* Reviews the value of the congregation/parish assets in conjunction with the property committee and/or property coordinator, particularly for the purposes of insurance and replacement planning
* Communicates with District Office annual giving pledges to support the operations of the District and wider LCA

## Pastoral Care Team

Contact the pastor if you are interested in this role.

The main role for team members is to ensure that appropriate pastoral care takes places. This includes:

* Demonstrating a compassionate and caring heart for others
* Support pastor and his family
* Follow up church members with phone calls and/or visits
* Assist visitors in getting to know regular members
* Ensure that new people are integrated into congregation life
* Make congregation members aware of the special needs of those who require practical help (e.g. transport, house and yard cleaning etc)
* Inform pastor of any health or individual member concerns in needed
* Make sure appropriate follow up occurs as required
* Regularly pray for people you are working with
* Ensure that accurate records, if applicable, are maintained
* Respect confidentiality
* Attend regular meetings with the pastor

## Children’s Ministry Leader or Helper

Contact the church office secretary if you are interested and able to help in this area.

Additional requirements prior to commencement:

* References from two referees
  + Referees must have known the person for at least two years and cannot be related to the applicant. Forms are available at the District Office

### Leader

Additional requirements prior to commencement:

* Level 2 Safe Church training

Role details

* Organise roster for team members
* Ensure all team members have appropriate training and checks, including checking that these remain current
* Plan appropriate activities
* Complete the appropriate permission to proceed process on Safety Management Online for approval by the Safe Church Coordinator in a timely manner
* Ensure accurate records of program activities are maintained

### Helper

Role details

* Teach or assist a group of children on a weekly basis
* Plan and prepare relevant activities or teaching materials as required
* Meet with the pastor or worship committee as require to ensure the program content is approved
* Demonstrate the ability to pass on biblical knowledge and share your own faith journey with children
* Cultivate and encourage a fun, safe and welcoming environment where children can grow in relationship with others and with Jesus Christ
* Build relationships with the children attending
* Pray regularly for and with the children
* Maintain the appropriate checks and training required at all times

# Checklist for ushers/welcome team

* Car parking sign is out
* Windows open
* Fans/Heaters and Lights on
* Candles lit
* Lectionary turned to the right page
* Lector and pulpit colours correct
* Service orders pew on the front pew for pastor and Assistant/s
* Bottle of water at lectionary
* Service orders ready to hand out
* Amp turned on
* Front door open and ready to greet

# Covid Checklist

* Wipe down pews with anti-bacterial wipes
* Wipe down handrails
* Ensure hand sanitiser is provided and full
* Ensure markings on floor are not lifting or posing a tripping hazard
* If pews are marked for seating ensure these are sufficiently spaces and secured
* Manual sign-in sheet should be place in a secure place in the church office and disposed of safely after 28 days
* Ensure a new blank sheet is ready for the next event at the church

# Volunteer Expression of Interest

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | Age: |  |
| Phone: |  | Email: |  | | |

I am interested in more information or would like to volunteer in the following area/s.

* Assist in Church Office
* Church Cleaning
* Steward or Usher
* Covid Marshal
* Communion Assistant
* Pastoral Assistant
* Lay Reader
* Musician What instrument do you play? .
* Sound desk operator
* Choir
* Flowers
* Morning tea
* Money Counter
* Church Council Member
* Children’s Ministry
* I have a current working with children check and/or SAPAL clearance or am prepared to apply for a working with children check and provide a copy of this to the church office
* I have completed the appropriate levels of Safe Church training or am prepared to complete this training

Why are you interested in volunteering in this area or these areas?

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