



## Ministry Helpers

### Selecting Ministry Helpers

It is very important for Street Life staff and key volunteers to be able to focus their attention and efforts on the areas of ministry and activity for which they are especially called and equipped. This means that there is also occasionally a need for carefully selected, well-trained, properly supervised help to assist in doing the work of the ministry.

Selecting ministry helpers for quick, one-time tasks is usually just a matter of recruiting willing workers from among those at hand. For longer duration, recurring duties selecting the right helpers is somewhat more involved. We must apply the same type of scrutiny to our candidates for this work as we would for staff or key volunteers. We must ensure that our helpers are morally suited, physically capable and spiritually motivated to do the work we are asking of them. Whenever that work involves some aspect of care for those whom the ministry serves, we should also solicit advice and nominations from those being served.

No one can do a job properly if they don't know what that means. It is our duty to ensure that those we have chosen to help with the work of ministry be told exactly what their work entails and exactly what standards we will hold them to. We must be equally clear in our instructions as to what is prohibited and what to do when questions, confusion or difficulties arise. We must continue and/or repeat this training as long or as often as may be necessary to gain and maintain the desired result.

Having selected and trained our helper and set them to their task we must remain engaged in their development as workers and believers by providing appropriate supervision. We must:

- Check in with them daily to ask about their work.
- Occasionally drop by to demonstrate our ongoing interest and assist in correcting any deviation from established standards.
- Express sincere appreciation for their help and ask if there is any way that we can help them to be more successful in their efforts.
- Follow through to fulfill our promises to them in a timely manner and follow up to make sure that problems are solved, issues are closed and concerns are satisfied.

Carefully selected, well-trained, properly supervised help who assist in doing the work of the ministry are indispensable to the success of Street Life Ministries. Their contributions free others to focus on the work of sharing the Gospel and providing life resources.



## Site Assistant Position Description

### General Description:

The site assistant acts as an aid to the site captain and may be called upon to perform or assist in performing any of those functions required of the site captain. From time to time the site assistant may also be asked by the site captain to perform tasks related to but not specifically listed as the duties of the site captain but which are clearly suited to ministry mission and vision.

**Reports to:** Site Captain

### Duties and Responsibilities:

Perform or assist with any or all of the following duties and responsibilities at a minimum.

- Open the site (RC)

- Arrive on site with equipment/supplies (MP)

- Set up

  - Turn on lights (RC)

  - Set up seating

  - Set up sound system

  - Set up rain shelters (RC)

  - Turn on heaters (RC)

- Maintain Safety

  - Walk the site before and after service (identify and remove/resolve hazards)

  - Contain activity within the designated areas (RC)

  - Maintain situational awareness

  - Observe activity

  - Identify developing issues

  - Resolve conflict (Intervene verbally, peacefully but not physically.)

  - Report Emergencies

  - Call 911 in the event of...

    - Physical violence or imminent threat of violence

    - Appearance or other evidence of the possession of a weapon

    - Serious injury or illness

    - Fire or other dangerous occurrence

    - And inform the Lead Site Captain and Executive Director



## Conduct services

- Prayer circle
- Worship
- Message
- Announcements
- Grace
- Meal service

## Take down

- Turn off and store heaters (RC)
- Take down and store shelters (RC)
- Take down and store sound system
- Gather and store seating
- Turn off lights (RC)

## Close the site (RC)

## After Service Report to the Lead Site Captain and Executive Director

- Report material shortages
- Report technical problems
- Report security and safety problems
- Report any incident of concern
- Report noteworthy, positive information

Perform other tasks as may be directed by the site captain.



## Gate-keeper/Ticketeer Position Description (RC Only)

### Duties and Responsibilities

Report time: not later than 6:45 p.m.

Completion time: not before 8:15 p.m.

Station: Main Gate

Reports to: Site Captain

Equipment/Supplies required: Chair, rain protection, meal tickets, pen and paper

#### Duties:

Ensure that the main gate is opened for general admission at 7:00 p.m. (Not before)

Ensure that each individual entering the site is provided a single, sequential meal ticket.

Answer visitors' basic, general questions related to ministry purpose and activity schedule.

Refer detailed, specific questions to appropriate leadership.

Observe and report to site captain inappropriate or questionable behaviors/persons(s).

Observe and report to site captain any issues/concerns regarding health/safety.

Receive and comply with special instructions from the site captain related to assigned duties.

Accept additional direction and assist as requested by the site captain.

#### Prohibited:

Issuing a ticket(s) to anyone before the designated time. (except SLM staff or volunteers).

Issuing more than one ticket to any individual.

Issuing any ticket or tickets out of sequence or holding a ticket for someone not yet present.

Refusing to issue a ticket to anyone without direct/specific instructions from the site captain.

#### General:

All general Street Life Ministry policies, procedures and guidelines apply to the performance of duties while in this position. Problems, issues, questions or concerns related to this position are to be discussed with the site captain. Any matter related to the site captain will be reported to the lead site captain.