

CITIZENS CHURCH HANDBOOK

The purpose of this handbook is to provide answers for the Why, Who, What, and How of the purpose to which God has called us together.

OVERVIEW

Citizens Church is an organism overseen by the Oasis Conference (as directed by the FMCUSA Book of Discipline), governed by a Lead Pastor Team and a Board of Administration, organized around three strategic priorities, with relational connections at its heart and prayer as its foundation. Its life and support is supplied by ministry teams with diverse ministry areas.

Leadership and Participation Include (in hierarchical order):

- Superintendent of the Oasis Conference
- Lead Pastors
- Board of Administration (BOA)
- Strategic Priority Leaders
- Team Leaders
- Ministry Area Coordinators
- Volunteers
- Members
- Attendees
- Visitors

Lead Pastors are appointed by the Oasis Conference. BOA Members are voted in on an annual basis by Official Members (per the FMCUSA Book of Discipline). Priority and Team leaders are appointed by the Lead Pastors. Ministry Area Coordinators and Volunteers are selected and developed by Team Leaders under the supervision of Priority Leaders.

| WHY: VISION & CULTURE

Vision: Life. Change. In Christ.

Mission: Reach Neighbors and Reveal Christ *to Develop Disciples.*

Tagline (2019) Get Life. Together.

WE ARE

Citizens of Heaven - Looking upward and Citizens of Phoenix living outward

People of Prayer - We pray to a God whose Spirit moves powerfully in all circumstance.

People of Truth - We study the inspired scriptures of God to live our lives by divine moral truth.

People of Worship - We surrender ourselves and our lives in exuberant worship to our King.

Hungry - We yearn for more of God's presence and power in obedience to his commands.

Relational - We express our faith through relational community, valuing close friendships.

United - We lock arms to stand and serve with each other through every season.

Tireless - We work hard in partnership with God to expand his reach and reveal his glory.

Generous - We steward God's blessing with lavish allotment to his purposes and people.

Love - We love God, so we love others and live in a grace-filled, honoring community.

WE SAY

Reaching Neighbors, Revealing Christ - Because we know that they need God as much as we do, and we're not afraid to share Him.

This is about changing lives - Because relationship with and belief in God begins - and continues - to transform us in every possible, positive way.

Be a part of it - Because the invitation for God's power and presence in your life is open to all, regardless of past experience, current struggles, or perceived differences.

Heaven on earth - Because we usher in and are expectant for a manifestation of his heavenly Kingdom on earth.

The Church is a hospital not a courtroom - Because this is a place where you will be healed instead of judged and cared for instead of condemned.

The Church is a rowboat not a cruise ship - Because we'll only get to where we're going if we're all actively rowing.

The Church is an organism not an organization - Because we care more about people than protocol and purpose than procedure.

WE VALUE

Authentic Relationships - We are committed to being real with each other as we make connections that will last a lifetime.

Motivating Love - Out of love for God flows a love for others that motivates us to express love in practical ways.

Entire Truth - We desire to present the fullness of a biblically accurate gospel message to the people of Phoenix.

Vibrant Worship - Each week we desire to join together and engage in heartfelt, spirit-led worship of the almighty God.

Fervent Prayer - Out of thankfulness, adoration, and supplication we wish to entreat God to move powerfully among us.

Unlimited Generosity - Born of love and necessitated by circumstance, we provide lavishly for the Church and others.

Universal Serving - Everyone who joins Citizens will be empowered to plug into purpose and participate in building the Church.

Powerful Experience - We seek the presence of the Holy Spirit and his gifts, providing real experiences with a personal God.

Ongoing Discipleship - From seeking the lost to maturing the faithful, our goal is to see people continually grow closer to Christ.

BELIEFS

We'll cover some of the big stuff to get you up to speed, but if you really want to know what we believe, you'll have to come and get to know us, make a connection, and build a relationship. Hopefully, you'll see the following ideas, lived out on a daily basis.

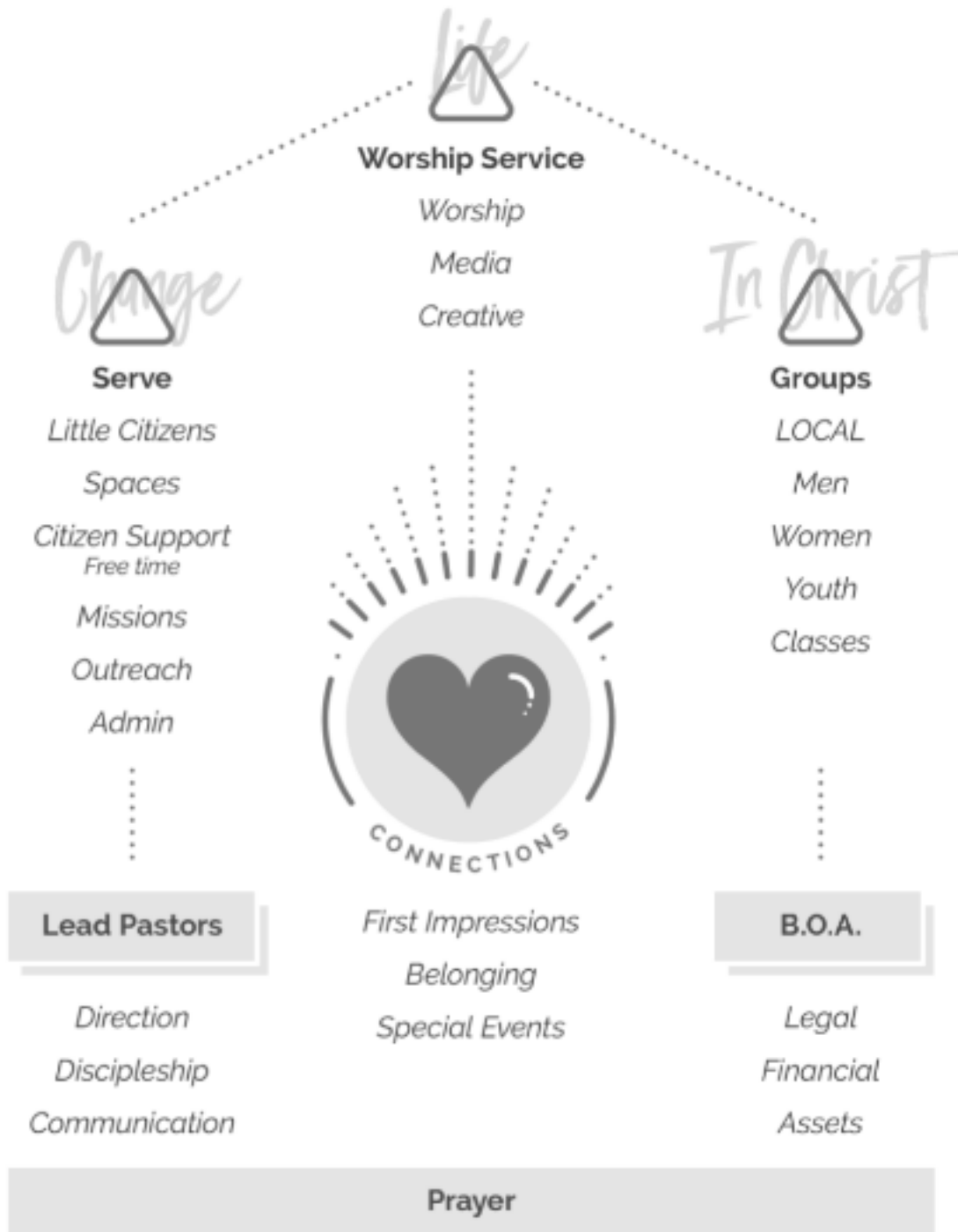
At a high level we believe:

- [God is the creator](#) of all things.
- [God desires relationship](#) with those He has made in his image – that's us, humans.
- God's preeminent desire is for humanity to be reconciled to Him so that we may enter into a love relationship with Him. [He sent his Son, Jesus](#), to make that happen.
- By belief in and confession of Jesus Christ as Lord and Savior, [we are redeemed](#) of our sins and are able to enter into relationship with God.
- [The Holy Spirit](#) is God's presence on earth, providing power, revelation, counsel, comfort, and conviction.
- Spiritual gifts exist for the edification of the Church, and [we should desire them](#).
- We express our love to God by [keeping his commands](#), most important of which, is [loving others](#).
- Jesus called all believers in Him to [be one](#) – that is, the Church.
- The Church is God's representative on earth – [His Body](#).

At Citizens Church we believe that the Church is the best place for us to be if we want to be consistently and powerfully consumed by a love relationship with God. The Church is the vehicle God has chosen to accomplish his works in this world. We believe that we are a part of it...and we want you to be part of it, too!

WHO: TEAMS & ROLES

Our teams are organized around 3 strategic priorities as illustrated below:



GOVERNANCE

LEAD PASTORS

The Lead Pastors - or “lead servants, as we like to call them - provide overall vision and direction for the church. Their primary role is to equip the saints for works of service and cultivate a community where people can encounter God and pursue their purpose and relationship in HIm.

The Lead Pastors have responsibility and authority over 3 THINGS:

1. **Communication:** creating and casting the vision
2. **Direction:** setting the agenda and leading Strategic and Team Leaders
3. **Discipleship:** teaching, preaching, leadership development, and overall discipleship

Currently served by: Ben and Jennie Forsberg

BOARD OF ADMINISTRATION (BOA)

The Board of Administration exists to provide insights, resources, safety, and a framework to facilitate the work of ministry at Citizens Church. They work with the Lead Pastor and the Conference to support the mission of the church in a fiscally and morally responsible way. Board members who are up for renewal are voted in by official church members.

The BOA has responsibility and authority over 3 THINGS:

1. **Financial:** approve the budget and manage finances
2. **Legal:** ensure the church enters safe and beneficial legal arrangements
3. **Assets:** manages assets for maximum ministry potential

Current Board members are:

- Ryan McKenzie - 2 years
- Ashley Stendera - 2 years
- Erin Lehr (Treasurer) - 3 years
- Keith Konetzni (Chairman) - 3 years
- Rob Adams - 4 years
- Robbie Newton - 4 years
- Ben Forsberg - ex officio

STRATEGIC PRIORITIES

All of our serve teams fall under and support these three key priorities

STRATEGIC PRIORITY #1 - WEEKEND WORSHIP SERVICES (WWS)

Having to do with everything that people see, feel, and touch on the weekends.

Weekend Worship Services are led by the Worship & Production Pastor in conjunction with the Lead Pastors. This Priority is the tip of the spear and the most prominent and consistent interaction we have with our community.

3 THINGS we want for every Citizen at WWS (public facing):

- Make a relational connection
- Have an experience with God
- Be challenged to grow in your faith

3 THINGS we value as a team (internal):

- Creating content, concepts, and interactions that are approachable
- Making space for the Holy Spirit to move as He wills
- Connecting the truth of God to the position of the people

The WWS Leader oversees:

- Worship Team
- AV Team
- Creative Team

The WWS Leader works in close collaboration with:

- Connections Team
- Prayer Team
- Little Citizens

Currently Led by: Luis Acosta / luis@citizensofphoenix.org

STRATEGIC PRIORITY #2 - GROUPS

Having to do with all our ongoing groups, classes, community, and learning experiences.

The Groups Priority is the place where we lean into our primary values of authentic relationships and truth. We want to develop community and help people deepen their understanding of God.

3 THINGS we want for every Citizen involved in Groups (public facing):

- Deepen relationships at Citizens Church
- Digest and discuss meaningful resources to increase understanding
- Apply what you've learned in your lives

3 THINGS we value as a team (internal):

- Good teachings with Wesleyan-Arminian theology
- A collaborative, safe, participatory environment
- Connecting what we learn with how we live

The Groups Leader oversees and works closely with:

- Men's Ministry
- Women's Ministry
- Youth Ministry
- LOCAL Groups
- Classes (DNA, Foundations, Framework, Others)

Currently led by: Ben Forsberg / ben@citizensofphoenix.org

PRIORITY #3 - SERVING

Having to do with people fulfilling their purpose in the Body of Christ.

The Serving Priority serves two main purposes. It is where people are able to support the life and operations of the church, but also - more importantly - where people find their fit and press into the talents, giftings, and calling on their lives. Here people will get to know others in the context of a common purpose.

3 THINGS we want for every Citizen involved in serving (public facing):

- Find your fit in the Body of Christ
- Build up the Church - God's Plan A for the world
- Make an impact in the lives of those around you

3 THINGS we value as a team (internal):

- Clear instructions and expectations
- Hard work with room to relate
- Prioritizing people as we develop projects

The Serving Leader oversees:

- Little Citizens
- Spaces
- Missions
- Citizens Support
- Outreach & Special Events

The WWS Leader works in close collaboration with:

- Connections
- Admin

Currently led by: Erin Lehr / Erin@citizensofphoenix.org

MINISTRY TEAMS

Every role and responsibility in the church is important. God has uniquely gifted and called various individuals for the building up of his Church and for equipping the saints for works of service. The following describes our Ministry Teams and Ministry Areas within those teams. Each Ministry Team and Ministry Area has specific Roles and Duties that are defined in separate documentation, possessed by those teams and shared with you when you are part of that team.

MINISTRY TEAM & MINISTRY AREA LEADER EXPECTATIONS

All leaders of the following teams and ministry areas are expected to:

- **Cast vision consistently around the 3 THINGS of your ministry team or area.**
- **Develop training materials and role descriptions for your entire team**
- **Identify and recruit new volunteers and leaders**
- Support other team leaders with collaboration, relationship, and prayer
- Attend all required meetings as described herein
- Disciple new leaders and volunteers into deeper relationships with Christ and his Church.
- Return team communication within 24 hours.
- Promote all church events and posts on social media.
- Seek God's specific direction for your life and ministry.
- Encourage and inspire your people to always be growing and own their development.
- Use Planning Center to establish automated workflows and follow up.
- Update your people's information on Planning Center, when needed.
- Consider other ministry and church initiatives in your planning.
- Pray, worship, and study to increase your ministry effectiveness.
- Create a sharable vision for your ministry with the lead pastor
- Work toward giving at least a tithe (10%) of your income.
- Learn how to share the gospel and do it often.
- Set aside at least five hours a week of personal prayer time.
- Share your expectations for your team with your team.

CONNECTIONS

Plugging God's people into his power for a greater purpose

3 THINGS we want for every Citizen as part of this team

- Explore and live out your intricate and unique role in the Body of Christ
- Understand how together we *are* the church, not just church-goers
- Develop godly relationships that cultivate Christ-centered community

Connections Team Leader

- **Currently Served By:** Jen Rehse / jen@citizensofphoenix.org

Objectives and Key Results

The outcomes if the Connections Team succeeds:

- New guests will feel welcomed and understand how they can belong
- Members will be equipped to share the connection opportunities with others
- Teams will be empowered to collaborate, knowing what's needed
- Visitors will be excited to return - including children
- Citizens will gain a reputation as a safe place to build community

This Team's Ministry Areas:

- **First Impressions** - Creating a welcoming, hospitable experience for all guests
- **Belonging** - Getting people plugged into purpose in teams and activities
- **Special Events** - Planning and executing on special events and parties

PRAYER

Unleashing God's power and connecting with his heart

3 THINGS we want for every Citizen as part of this team

- Partner with God in the spiritual realm to see his Kingdom on earth
- Petition for other Citizens and our world for God's will
- Praise God for his excellencies and blessing in our midst

Team Leaders

- **Currently Served By:** Jason & Jill Fifield / prayer@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Miracles and answers to prayer will become commonplace
- People's hearts will be turned to God in repentance and obedience
- Joy and fullness of life will be experienced in our church and community

This Team's Ministry Areas:

- **Ministry Time** - Prayer and prophetic words during worship service
- **Prayer Requests** - Handling prayer requests submitted by Citizens
- **Prayer Events** - Recurring (Tuesdays and Sundays) and special events for prayer

WORSHIP

Ushering in God's manifest presence through the praises of his people

3 THINGS we want for every Citizen as part of this team

- Encounter the manifest presence of God
- Realize and express the glory of God as we worship
- Surrender their lives and priorities to God and his Kingdom

Team Leaders

- **Currently Served By:** Luis Acosta / luis@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- People will be ushered into a worshipful environment
- God will be glorified by worshippers in Spirit and truth
- Our church will live in surrendered posture toward God and one another

This Team's Ministry Areas:

- **Scheduling Musicians** - Ensuring all band needs are scheduled with consideration
- **Recruiting & Training** - Discovering and developing excellent team members
- **Leading Worship** - Organizing and leading worship primarily during worship services
- **Music Direction** - Helping musicians and production...

MEDIA

Integration of technology and worship to enhance Citizen's vision for the world

3 THINGS we want for every Citizen as part of this team

- Work together to bring out the best media solutions for the church
- Enhance the worship service with quality stage and media solutions
- Magnify God and remove hindrances for people to connect with Him

Team Leaders

- **Currently Served By:** Myron Mast / myron@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Citizens will enjoy a distraction-free, and high quality worship service
- Equipment and resources will be well maintained and organized
- The worship team will be supported to do their job to the utmost
- Video and audio streaming and recordings will be available to the church
- People will be drawn to the church and have an encounter with God

This Team's Ministry Areas:

- **Sound System** - Running and maintaining the sound system during worship services
- **AV** - Capturing, editing, and uploading worship and message audio and video
- **Slides** - Populating Proclaim presentation software and running it during service
- **Lights** - Operating lights during worship services
- **Equipment** - Curating an inventory and maintenance system for all AV equipment

CREATIVE

Expressing the creativity of God in the context of Citizens environments

3 THINGS we want for every Citizen as part of this team

- Utilize creative giftings to build the church and help people
- Create inviting spaces and experiences to support the work of ministry
- Express the beauty of God in the context of what we see and feel

Team Leaders

- **Currently Served By:** Jennie Forsberg / jennie@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Citizens will cultivate a unique look and feel for the sake of shared identity
- Onlookers will be excited to experience and interact with creative installations
- Citizens' worship services and ministries will be enhanced by all the senses
- Prophetic expression will have new outlets to reach Heaven and Citizens

This Team's Ministry Areas:

- **Stage Set Design** - Work with the Worship and Media Teams to design great sets
- **Artistic Environments** - Photo booths, wall art, structures, inside and out
- **Brand & Design** - Defining look and feel across print, web, and real life

LOCAL GROUPS

Living Out Community, Action, and Love as we get life in Christ, together.

3 THINGS we want for every Citizen as part of this team

- Deepen community relationships at Citizens Church
- Digest and discuss meaningful resources to increase understanding
- Apply what we've learned in our lives and in the world around us

Team Leaders

- **Currently Served By:** John Thrush / groups@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Citizens will grow in their knowledge and understanding of God and the Bible
- Relationships will become stronger and more numerous
- Overall church growth will be experienced from people coming for groups
- 70+% of our church will be connected regularly in community and mission
- Leaders will be developed with skills that can be re-appropriated to other ministries

This Team's Ministry Areas:

- **RightNow Media** - Curate a library of content that aligns with our beliefs and mission
- **Group Season Planning** - Organizing and launching groups in the Spring and Fall seasons
- **Leader & Host Development** - Equip and empower group leaders toward success

CLASSES

Instructing Citizens in the ways and will of God through sound teaching

3 THINGS we want for every Citizen as part of this team

- Learn new truth about the gospel, God, the bible, and ministry
- Become equipped to live life on mission in and beyond Citizens Church
- Apply tips and tools to everyday life and ministry

Team Leaders

- **Currently Served By:** Carson Dusek / resources@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- New members will gain greater understanding of Citizens Church and how they fit
- Existing members will grow in knowledge and understanding of God
- Leaders will grow in their ability to move ministry forward
- Other churches will get equipped by our resources and teachings

MEN - Man Up

Lifting men up on purpose

3 THINGS we want for every Citizen as part of this team

- Connect with other men for accountability and encouragement
- Discuss and overcome male issues in a safe and challenging environment
- Develop lifelong relationships that lead to fruitfulness in work, family, and life

Team Leaders

- **Currently Served By:** Alex Ramon / men@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Men will be built up and sharpened for success in life
- Families and marriages will be made more healthy by present, holy men
- The church ministry will expand and more men get encouraged into ministry

WOMEN - LIFT

Ladies in Fellowship Together

3 THINGS we want for every Citizen as part of this team

- Break barriers in life and form unity in Christ through authentic relationships
- Fully explore, develop, and use God-given gifts to glorify God and build his Kingdom
- Become empowered and equipped to grow in greater maturity in Christ

Team Leaders

- **Currently Served By:** Lindsay Stewart / lindsay@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Women will be built up and sharpened for success in life
- Families and marriages will be made more healthy by present, holy women
- The church ministry will expand and more women get encouraged into ministry

YOUTH - The Element

Building the next generation of believers to reach neighbors and reveal Christ.

3 THINGS we want for every Citizen as part of this team

- Develop deep relationships with leaders and peers through trust and authenticity
- Get encouraged and equipped to be actively involved at Citizens Church
- See life transformation through encountering Christ together

Team Leaders

- **Currently Served By:** Robbie Newton / Youth@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Students will grow in relationships, service, and outreach
- A safe environment for students to foster growth and transparency will be developed
- The next generation will be equipped to expand the Kingdom
- Parents will be encouraged in faith as their students grow in spiritual maturity
- The Church will grow as more parents and youth are inspired to be a part of it

This Team's Ministry Areas:

- **Junior High** - Grades 6-8
- **High School** - Grades 9-12

LITTLE CITIZENS

Having a blast learning about God in a safe and fun environment!

3 THINGS we want for every Citizen as part of this team

- Help kids have fun, feel loved, and be happy during worship services
- Build healthy relationships among the kids, teachers, and parents
- Anticipate a great experience that keeps you coming back every weekend

Team Leaders

- **Currently Served By:** Karen Konetzni / karen@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- The kids time at worship services will be the best hour of their entire week!
- The lives of each and every child will have an identifiable and positive difference
- The Church will grow as a result of kids and parents who want to come back
- Kids will be prepared for righteousness and relationship in a world hostile to it

This Team's Ministry Areas:

- **Babes** - Ages 0 - 2 years old
- **Explore** - Ages 2 - 4 years old
- **Grow** - Kinder - 1st grade
- **Reach** - 2nd - 5th grade

SPACES

Building, managing and maintaining our ministry environments

3 THINGS we want for every Citizen as part of this team

- Use their experience and talents to curate great spaces for Citizens
- Develop excellent environments for maximum ministry potential
- Build relationships while working together on fun projects

Team Leaders

- **Currently Served By:** Erin Lehr / erin@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- The building and premises will be clean and safe for every activity in it
- Ministry teams will have organized space and equipment for their use
- Scheduling events and activities will be hassle-free and well communicated
- Guests and members will enjoy their time in a safe place
- Ministry will not be hindered by distractions and uncomfortability

This Team's Ministry Areas:

- **Cleaning** - Weekly cleaning of ministry areas for the sake of guests and members
- **Maintenance** - Ensuring everything is in working - and great looking - order
- **New Builds** - Constructing elements and spaces for ongoing facility needs

MISSIONS

Serving and reaching the nations with resources and the Gospel

3 THINGS we want for every Citizen as part of this team

- Have an opportunity to share the love of God beyond this community
- Be part of restoring the faith and hope of God's people around the world
- Live outwardly to help those with needs greater than our own

Team Leaders

- **Currently Served By:** Jillian & Dereck Bermudez / missions@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- More people in more places will come to faith in Christ
- Individuals, families, and communities will receive a better quality of life
- The Gospel will be preached to those outside our normal sphere of influence

OUTREACH

Serving and reaching our community with resources and the Gospel

3 THINGS we want for every Citizen as part of this team

- Have an opportunity to share the love of God in this community
- Be part of restoring the faith and hope of God's people in North and Central Phoenix
- Live outwardly to help those we know with needs we can identify

Team Leaders

- **Currently Served By:** Jen Rehse / Jen@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- More people in Phoenix will come to faith in Christ
- People at Citizens and in this community will receive a better quality of life
- Citizens will grow as we reach new people with an invitation to be a part of it

CITIZENS SUPPORT

Providing resources and opportunities for foster & adoptive families, and those with special needs

3 THINGS we want for every Citizen as part of this team

- Experience the compassion of Christ through radical acceptance of their kids
- Receive relational support as we partner with them on their journey
- Grow through spiritual and practical resources, training, and mentorship

Team Leaders

- **Currently Served By:** Ryan & Megan McKenzie / support@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Parents will be equipped and encouraged for their noble pursuit
- Kids with unique and special needs will have a safe place to be themselves
- Citizens will be known as a supporter of these important issues

This Team's Ministry Areas:

- **Training & Events** - Resources and periodic training for parents
- **Free Time** - A monthly event for free childcare to adoptive and foster families, kids with special needs, and single parents
 - #1) Help kids know they are loved
 - #2) Give hard working parents a much needed rest
 - #3) Allow kids to have the best three hours of their month!

ADMIN

Supporting the Ministry Teams toward excellence, scalability, and sustainability

3 THINGS we want for every Citizen as part of this team

- Understanding of how the most mundane tasks support the greatest works
- Opportunity to develop foundational systems to support the church's vision
- A fun, collaborative way to make a difference behind the scenes

Team Leaders

- **Currently Served By:** Erin Lehr / erin@citizensofphoenix.org

Objectives and Key Results

The outcomes if this team succeeds:

- Every Ministry Team will have identifiable systems and documentation to do ministry well
- The Church will be poised to scale as more people understand how we work together
- Communication and community will be improved as barriers are removed
- Leaders and Volunteers will experience less frustration with the “unknowns”
- Processes will hum along nicely, freeing citizens to relate and live life on purpose

This Team's Ministry Areas:

- **Planning Center (PCO)** / Robbie Newton - our online church management system
- **Systems & Processes** / Mary Bankhead - helping define roles and document systems
- **Events** / Bre Simmons - Calendar management and event planning support for leaders
- **Web** / Bre Simmons - assisting leaders with web-related needs and updates

| WHAT & HOW WE DO

Cast Vision

At the heart of everything we do are four little words with big impact: **Life. Change. In Christ.** Team leaders and volunteers should find ways to infuse the vision of the church in much of what you say, teach, and model.

Talking about the vision, mission, values, and culture of our church should become so second nature that it starts to create language in your team.

To cast vision well:

- Pray about how your unique team and role will live into Life. Change. In Christ.
- Develop succinct phrases that translate the vision to your specific team.
 - Example: Greeters are the first heartbeat of life at Citizens Church
- Give instructions that integrates a tie to the vision
 - Example: “Greeters, we want to be full of life so that we can change people's attitudes toward God so they can have an encounter with Him today.

Need more fodder for catch phrases, descriptions, and talking points? Feel free to use any and all of the language from the Citizens Culture (vision, mission, priorities, values, we say, we are) up top.

If you are reading this, YOU are responsible for carrying the church vision that's cast by senior leadership AND the special vision God has given you for your unique team and/or role.

Train

All Ministry Team and Ministry Area leaders are responsible for training their volunteers. A trained team is a confident team, and a confident, trained team is an effective team.

To train your teams well:

- **Determine a yearly agenda** for training - what do your people need to know this year?
 - **Quarterly** all-team gatherings and impart something there
 - **Monthly** team emails sharing news and points of interest
 - **Weekly** team huddles (if your team serves together on a weekly basis) to cast vision and impart something small

- **Daily** prayer for your team

Make sure things are being caught as much as taught. If you live the vision, cast vision, integrate the vision, and teach about the vision, your people will catch on and start listening.

A Helpful Acronym:

- **T**each your people the skills they need to do their job well
- **R**einforce the vision and mission of the church throughout your team
- **A**ffirm team members who are living into the vision
- **I**llustrate your teachings and vision with stories and examples
- **N**ever, ever, ever stop learning yourself and training your team

Invest in your team and they'll invest in your vision.

Meet

All meetings should have a specific purpose and desired outcome. Don't waste people's valuable time with invaluable meetings. This doesn't mean you shouldn't meet just to socialize - community is important - but it does mean that you shouldn't schedule a work meeting and then come unprepared. **When scheduling meetings make sure to:**

- Invite only people who have something to contribute or learn
- Don't start late. Don't end late. Honor people's time
- Have an agenda. Even a simple bullet list of topics will do. Thinking through what you need to get done will make you more productive in your meeting
- Cast vision.
- Come away with clear next steps, deliverables, or assigned tasks WITH timelines

Meeting Calendar & Descriptions

Below are some of the church-wide meetings we will have, as well as ones that team leaders should organize within their teams:

- **Team Leaders Meeting**
 - **Why:** To build trust, reinforce culture, equip leaders, and cast vision
 - **When:** The third Tuesday of (almost) every month from 7:15 - 9:00 PM
 - **Who:** All Ministry Team and Ministry Area leaders, and anyone Ben invites
- **Morning Rally**

- **Why:** To invest in and inspire our volunteers in life and their roles
- **When:** Sunday mornings from 9:30 - 9:40 AM
- **Who:** All leaders and volunteers serving that week
- **Worship Service Team Huddles**
 - **Why:** To inspire and share specific “day-of” details with volunteers
 - **When:** Sunday mornings right after the morning rally
 - **Who:** All ministry teams that serve on Sunday Mornings
- **Strategic Planning Meetings**
 - **Why:** To make decisions and work through planning for teams and initiatives
 - **When:** As needed
 - **Who:** Only teams and leaders involved in the initiative
 - **Examples:** Party in the park planning. Calendar planning. Media/Worship plans.
- **Individual Team Vision & Planning Meetings**
 - **Why:** To build trust, reinforce culture, equip leaders, and cast vision *in your teams*
 - *Think of these like miniature versions of our Team Leaders Meeting*
 - **When:** Quarterly with your team
 - **Who:** The leaders and volunteers within your team
 - **Tips:** Consider bringing in guest speakers or other resources to help train during this time. Use this tip to train, equip, build relationship, and Get Life... Together!
- **Fellowship Meetings**
 - Whenever needed, take certain team members or leaders out just to connect. Always be running your hands through the wool of the sheep to make sure everyone is OK. This is Church, not business; so live life together!

Events

Event Requests & Planning

If you have an event you want to get on the calendar, please fill out this form:

<https://citizens.churchcenter.com/people/forms/28880>

If you answer all the questions well, you can use the form to help plan your event as well.

All events that have been approved can be found at: events.citizensofphoenix.org

LOCAL Groups

Launching A Season

Every Spring and Fall a new season of LOCAL Groups will be launched. Occasionally, we will also offer Summer Groups. Regardless of the season, all groups will be launched according to the following timeline and directives:

- Set the start date and end date for the Groups season
- 8 weeks out: Recruit group leaders and hosts
- 6 weeks out: Work with group leaders to choose a curriculum, meeting time, and location
- 4 weeks out: setup groups on Planning Center and create promotional materials
- 3 weeks out: Start promoting groups and group sign up
- 2 weeks out: Hold Group Leader & Host training event
- 1 week out: promote groups heavy on social media

Group Session Communication

It is essential to communicate weekly with the group leaders. **First**, to check in with the the individual leaders to see how they are doing with their groups and to ask if they need any additional support . **Second**, to encourage group leaders to reach out to their members mid week to both “check in” and to encourage them to complete any “homework” or tasks assigned by the curriculum. **Third**, it is essential to capture weekly the experience of both the leaders and the hosts. This should be accomplished through the weekly group summary form on planning center.

Group Season Follow Up

Two weeks prior to the last session, request that each leader ask the members of their group for any testimonies or “ah-ha” moments they would be willing to share with the rest of the church. Follow up with each leader to request the names of their members willing to share their story.

Conduct a follow up meeting as soon as possible post season, but no later than two weeks after completion. This meeting should follow the same format as the weekly questionnaire, but referencing the whole season as opposed to the weekly experience. Ask the questions:

- What were your plans and expectations for the season?
- What went well?
- What surprises occurred? (positive and/or negative)
- Any future changes?

New Ministries

OVERVIEW

The purpose of these questions is to ensure that your idea for a new ministry aligns with the mission, vision, values and priorities of Citizens Church. There are a lot of great things that we could do, and we're VERY glad that God put this new ministry initiative on your heart. But, to start, let's work through a few details to make sure we're stewarding all our ministries and priorities well.

If you would like to launch a new ministry at Citizens Church: please write a letter with answers to these questions, send to ben@citizensofphoenix.org and wait for a response BEFORE making plans with people and resources within the church.

QUESTIONS

- What is the one-line mission statement of your new ministry initiative?
- What 3 things will your ministry be about?
- What need will your new ministry meet?
- How will your new ministry meet the need?
- What partners will you join hands with? (inside and outside the church)
- What resources will you need to accomplish your mission?
- How do you intend to gather those resources?
- What do you need from church leadership? (announcements, volunteers, etc.)
- What is the timeline? (ongoing or date range)
- Have you identified leaders or volunteers to help?
- Why are you passionate about this new ministry initiative?

Security

Homeless

There are a lot of homeless people and drug addicted people that frequent our premises. Some seem very kind, while others have been aggressive, vandals, and downright dangerous. It is best to exercise caution when dealing with vagrants on the property. We want to show the love of Christ without putting any of our members in danger. If the person/people are occupying space in the parking lot or on our property that is disruptive to our core activities OR if the person/people are spreading their items in an messy or disruptive way, our goal would be to see what can be done to help them and resolve the issue at hand. To that end, and to whatever level you are comfortable you may consider doing the following:

- Speak with the person to see how you/we can assist. If you are alone and uncomfortable doing this, please call Ben Forsberg at 623-606-3639
- Politely asking them to move their belongings and relocate to another location
- Recommend House of Refuge (men) and House of Hope (women) to them as a possible alternative and source of help
- Let them know we operate a preschool and church services. They are welcome to come to the church service and make a relational connection, but they can't be loitering around the property as it's not conducive for a preschool environment.
- If they become truculent or belligerent, or if they have caused damage to the premises and seem hostile. Or if you feel uncomfortable in any way, please call the Phoenix Police department at: 602-495-5002 and ask for a patrol to be sent out.
- If you feel immediately threatened or active damage is occurring on the premises, or in any other emergency situation; call 911 immediately.

Leaving The Building

All the classrooms (and conference room) have automatic lights that do not need to be turned off manually. Just walk out.

The following lights need to be turned off before leaving the building. Keep in mind, some fixtures will remain lit as "night lights":

- **Check-in area:** the two switches are near the glass south door on the west wall
- **Bathrooms:** all nine bathrooms must be opened and lights turned off
- **Storage closets and office:** each room is controlled by a single switch. Walk the building and ensure all closet and storage room lights are off.

- **Main hallway:** switches are located near the double doors in front of Grow, near the west exit to the auditorium (by the bathrooms), and near the far back exit on the very west wall.
- **Connection Area:** switches are located on the same wall as the drinking fountains near the door.
- **Auditorium:** switches are located by the screen in the SW corner of the auditorium.

After confirming the lights are off, ensure the following areas are secure:

- The glass doors in Babes, Grow, and the connection area are in the locked (red) position.
- The far rear exit door is fully latched
- That the exit from auditorium to check-in is closed and latched
- The front two glass doors are latched
- The exit door on the eastside by the stage is latched.
- Secure the sliding barn doors from inside the auditorium.

Once the lights are off and building is secure, walk out either of the front entrances. Push them fully closed and test to make sure the locks are latching. DO NOT Leave the building alone at night by yourself. Have a buddy go out the door with you.

Ushering

During worship services ushers are responsible for site security. If you have an issue or need to report a security threat, please locate an usher and ask for their assistance.

Resolve Conflict

In resolving conflict we start with this premise: It is not our job to “fix” people. It is our job to reveal the truth of a God who can.

With that in mind we want to help people live in the fullness of holiness and righteousness God has for them. In resolving conflict, we follow the Biblical model laid out in Matthew 18:15-17:

- Take your issue to the person who has offended you
- If they don't listen, ask for help from a leader or trusted friend
- Go back to the person with your “witness” and state the same claim
- If the person is unrelenting, unwilling to meet, or just plain unmoved, kick it up to the Church leadership by emailing or calling Ben Forsberg.
- If the person is still unrelenting, then there is not much else you can do but establish good boundaries and keep praying that God would turn their hearts

If you are a participant in any level of conflict resolution, Here are some things to remember:

- Talking to anyone that is not in a position to help amounts to gossip.
- Sometimes it takes time to turn hearts and minds - be patient.
- The same level of grace you have been afforded, you need to offer to others.
- Same thing goes for forgiveness.
- Anger and vengeance belong to the Lord. Find peace in the midst of it.
- Don't sacrifice truth and justice just to make peace. Holding people accountable is ultimately a benefit to them.
- Pray for your enemies, it just might help you, too!

Recruit & Train Volunteers

This will be done in conjunction with Onboarding New Volunteers. These two pages are linked.

Recruiting

- **Volunteers Need Purpose** - you are calling them to help with a problem, you are calling them to fulfill their God-given purpose
- **Sign-up Lists Should Inspire** - Don't just ask for help, offer opportunity
 - Example (House of Refuge): "We are following in Jesus' footsteps by dining with and serving those that society might see as "less than". But we know that the Kingdom belongs to such as these. Jesus prepared and ate food with those in need, and so will we. So, who wants to sign up to be part of preparing a meal and sharing some life at the House of Refuge? "
 - Also, (add some additional benefit here) "We have had several people form some cool relationships and it's great to see our kids getting life experience..."
- **Speak to their Strengths** - Identify people's giftings and talents, speak them out, and connect the dots between their strengths and serving opportunities.

ACTS

- **Assessment** - Starts with the online form (triggers "Onboarding New Volunteers" process)
- **Calling** - Meeting (or phone call) with Team Leader - ongoing - to determine the fit
- **Training** - Basic training is now part of the Culture Class - offered each quarter
 - **Team orientation** - Every team should have an orientation meeting with handout
 - **Role Descriptions** - Every team needs detailed role descriptions for each position
 - **Key Resource** - What drives your ethos? This is an important reference for teams
 - **Weekly teachings** (if applicable) - 5 minute reminders of WHY, WHO, WHAT
 - **All of the above should be contained in a binder/folder for team access*
- **Serve** - Leaders serving teams by shepherding them in an ongoing way
 - Check in often to provide ongoing ACT.
 - Schedule time together to talk through personal stuff
 - Volunteers are not resources to be used, but people who matter to God. Let's not think about what we can get from the, but what we can do for them!

Onboard New Volunteers

Because our system is (mostly) automated online, it is important that every new volunteer fills out the online Serve Signup form to trigger the following process:

- 1. Volunteer fills out the [Serve Signup Form](#) and then:**
 - a. The volunteer received a confirmation email that includes a link to an online assessment to help them determine what team they want to join.
 - b. The volunteer is added to the Serve Follow Up Workflow.
 - c. Erin is prompted to let the leader of the team that the volunteer indicated know that the volunteer filled out the form (when applicable).
 - d. The leader of the team reaches out to the volunteer to welcome them and remind them to take the assessment that they received in their email.
- 2. Volunteer fills out the online [Volunteer & Leader Assessment Form](#) and then:**
 - a. The volunteer receives the Planning Center Services welcome email that contains our culture doc, our organism visual, a notice that a leader will be calling them, an invitation to signup for the Culture Class, and instructions on how to set up their PCO account.
 - b. The volunteer is added to the Volunteer & Leader Assessment follow up workflow.
 - c. Ben reaches out to welcome them to the team and ensure they've signed up for the Culture Class.
 - d. Ben connects the volunteer with the most appropriate leader based on their answers to the assessment.
- 3. Team Leader connects with Volunteer to:**
 - a. Setup an orientation meeting.
 - b. Provide any specific training related to that team.
 - c. Share with them the key training resource for the team.
 - d. Share with them the specific role descriptions.
- 4. The Volunteer attends the Culture Class where they:**
 - a. Learn more about serving at Citizens.
 - b. Receive training for serving, policies, and our culture with information about the morning rally and other general serving need-to-know stuff.
 - c. Get a copy of the Handbook.
- 5. The volunteer has no gone through the on-boarding process and is ready to flourish!**

Honor Time

Whenever possible, meetings, classes, and groups will begin with Honor Time, this is simply taking a few minutes to build one another up with encouragement, prophetic words, and/or prayer.

Role Descriptions

All Ministry Team leaders and Ministry Area leaders need to develop a ONE page role description for every position on their team that follows the template below.

For now, **role descriptions will be defined by the Teams under which those roles are performed, and will not be part of this handbook.** Every team should have detailed bullet lists for each role using the template below. Eventually, we'll have job descriptions for paid staff.

A repository of role descriptions can be found and accessed [here](#). If you are a Ministry Team leader, please create role descriptions and upload them for review.

Template

- Role Title
- Tagline (capture the essence and delight of the role)
- Overview (Why is this role important?)
- Responsibilities & Expectations (What are the specific duties)

Conclusions

There are no conclusions. This document will continue to evolve with a new instance every year. So, be thinking about how you can improve in our processes and help this Body function like a well-trained athlete contending for the faith!

Appendix A - Role Description Example

ACCESS THE EDITABLE TEMPLATE [HERE](#).

CITIZENS CHURCH USHERS

SERVICE & SAFETY WITH A SMILE

USHER

- Understand your surroundings
- Serve like a 5-star resort
- Help people find their way
- Evaluate potential threats
- Remove problematic people

The Usher

Serving as an Usher presents a unique opportunity and responsibility. The role is quite important and multifaceted, in that, an Usher must be both humble and firm. There is a need to serve almost as a combination of concierge and security guard. This requires a genuine smile, a watchful eye, a heart toward helping, and grace beyond the ordinary.

As an Usher, it is your duty to:

- Provide a secondary welcome to guests as they enter the auditorium
- Help guests find comfortable, available seats
- Seat families with young kids or distracting attributes near the rear
- Keep a watchful eye for potential threats such as:
 - Cagey people who seem a bit "off"
 - Backpacks or duffel bags
 - Exposed firearms or combustibles
 - Intoxicated or belligerent behavior
- Monitor activity in the hallways, parking lot and areas outside the building while worship services are in session
 - At least one usher outside the auditorium and one usher in the common areas
- Address parents with unruly children and ask them to: a) put their kids in Little Citizens, where they are sure to have fun, b) move to the back, or c) move to the connection area
- Remove deliberate or ongoing distractions such as: cell phones going off more than once, intoxicated or unruly people, loud and disobedient kids
- Do all of it, with a soft smile and a firm hand.

Thank you for taking on this important role!

EXHIBIT B - HOW TO DEVELOP A DISCIPLE

WHO ARE YOU DEVELOPING, AND HOW?

Every Local Leader should be challenged to develop disciples. It is our mandate. Discipleship is the main task of the believer. At Citizens Church, we want it to be common practice for all leaders to be actively discipling at least one other person at any given time. When someone asks you “Who are you developing” you should be able to immediately rattle off some names. **Here’s how we do it.**

1. **IDENTIFY** your disciple(s) by finding people God has put close to you and has given you influence with. If you are team leader, this is your team. You may want to dive deeper with certain team members. If God is urging you, do it!
2. **PRAY** for your disciples and determine what they need. More so, what God wants to do in their life. It could be spiritual, personal, emotional, physical, or in ministry... or all of it.
3. **MEET** with your disciples in a regular cadence. Follow Jesus’s model. Meet more often and intimately with a select few (1-3). Meet together to equip and work specific things with specific leaders (3-12),. And meet to teach and inspire the whole team/group (12+).
 - a. Recommended - but not required - meeting times are weekly (for the few), monthly (for the specific leaders), and quarterly (for the whole team, if applicable)
4. **HONOR** all your disciples directly by speaking words of encouragement and prophetic words, and calling things to light in their life. Example: “I see God is using you to...”
5. **TRAIN** your disciples by regularly offering resources that you have found helpful. You can utilize RightNow Media, our list of recommended reading, or something custom that you create with the help of our Discipleship Pastor.
 - a. Consider using existing resources, groups, and classes as part of your overall discipleship curriculum. **Keep it simple and consistent.**
6. **REPORT** progress of their development, and any serious issues that need pastoral care to the Discipleship Pastor.
7. **REPEAT.** Impress upon your disciples the need to make disciples that make disciples.

You don’t have to master this list to get started. Simply find someone and start helping them through life. Then develop a simple plan to develop them. Need help? Ask our Discipleship Pastor!

Disciple Pastor / Currently served by: Carson Dusek - discipleship@citizensofphoenix.org

EXHIBIT C - MINISTERIAL PROGRESSION

NOT CLIMBING A LADDER, BUT CLARIFYING OUR LEADERS

The following represents the natural progression of involvement from visitor, to ordained elder. We recognize that only a small percentage of Citizens will become Elders. The goal is not to get to the end, but to end where God gets you. Our goal, as a church, is to empower and equip people to serve the Church with their whole capacity.

- **Visitor** - someone who was compelled to visit a service, group, class, or event.
- **Attendee** - a regular participant at services, and maybe some groups and classes.
- **Member** - an invested co-laborer in the work of ministry at Citizens Church
 - **Requirements:** Has taken the membership class. Serves. Gives.
- **Local Leader** - a person identified with gifts to lead; most often a Ministry Team Leader or Ministry Area Coordinator, but not always pigeon-holed to that.
 - **Requirements:** A member in good standing. Has taken FM History & Polity and Wesleyan Theology. Is involved in ongoing discipleship.
 - These leaders are identified by the conference as lay resources to populate boards and committees, and serve as delegates to conferences.
- **Local Licensed Minister** - a well-formed disciple on mission to expand ministry.
 - **Requirements:** An identified leader who is committed to ministry as a calling. Starts as an LMC (Local Ministerial Candidate), completes the Local Leader track, and undergoes an additional layer of discipleship to develop the whole person (head, heart, and hands).
 - This is usually a year-long process ending in a recognized certification for ministry. This is a full minister of the gospel at a local level.
- **Conference Minister** - a Local Licensed Minister who has been identified as a candidate for broader ministry within the Conference.
 - **Requirements:** Meets with the Conference MEG (Ministerial Education & Guidance) board to determine calling and placement. Undergoes additional, conference-required training. Becomes a CMC (Conference Ministerial Candidate) that can be appointed by the conference as church planter, lead pastor, missionary, or some other minister.
- **Ordained Elder** - a CMC who has gone through more rigorous academic training and has demonstrated fruitfulness in ministry that multiplies ministry and expands the Kingdom.