



CP Kids
Christ Place Church
Guest Services
Team Member

Updated 7/5/22



CP Kids Team Manual

PART 1: VISION & CULTURE

MISSION

What We Do

CP Kids Team Members serve to equip and empower families with a “You Can Do It, We Can Help” approach to discipling kids. We pursue heart change in kids through fun, relational environments, and intentional, gospel-centered lessons.

VALUES

What Is Important to Us

Christ Place Values

1. All For Christ - All that we do is to honor Jesus!

We will welcome all families from every walk of life into our CP Kids areas. Whether we are leading a small group or changing diapers, we will do everything with a changed heart that honors Jesus!

2. Better Together - We love doing life together!

We partner with families to communicate a “You Can Do It, We Can Help” mentality when it comes to discipling kids. We strive for unity in diversity, so there are no “insignificant roles” on our CP Kids Teams. We want to create relational teams who serve, grow and connect with each other.

3. Reach the Lost - We exist for those who aren’t here yet!

Our CP Kids environments create a welcoming atmosphere for kids, especially those who are not followers of Jesus yet. We will consistently present the gospel message and faithfully model how it looks to follow Jesus well. As a team, we will remove distractions or barriers preventing kids from

hearing the gospel message.

4. Chase the Ideal - Growing is not a luxury; it is a necessity!

We can't give what we don't have. In order to make disciples we need to be discipled. We will demonstrate sincere, Christ-centered heart change and model expected behavior for our kids and families. Personal spiritual growth and improvement in our CP Kids roles are a must.

5. Make Bold Moves - We serve a big God and will not dishonor Him with small faith!

We believe in getting better so forward-thinking and dreaming are encouraged. Our faith in God should be demonstrated in our willingness to serve beyond what is comfortable and by choosing to believe the best in others. If we notice a need anywhere in CP Kids, we step up and offer to be a part of the solution.

6. Live to Give - We sacrifice the things we love for the things we love more!

We hold everything with an open hand. We go out of our way to give our time, energy, creativity, and relational capacity to kids and families. We choose to give up our personal wants to promote discipling.

CP Kids Team Initiatives

Equipping and Empowering Families

We will work to partner with every parent in the discipling process of their kids - "You Can Do It, We Can Help!" We will look for ways to encourage and champion parents any chance we get.

Creating Relational Environments

We encourage kids to connect with each other and with intentional adults. We look for opportunities to engage every child and every parent. Fun, captivating, and differentiated lessons are essential.

Pursuing Heart Change in Kids

We will teach to the heart and motivation of each child, allowing time for reflection and prayer. The gospel is consistently presented. We point children toward spiritual practices that will help them personally connect with Jesus.

Celebrating What God is Doing

We love to take advantage of every opportunity to share stories of kids and families moving forward in their relationship with Jesus in every CP Kids environment!

THE WIN

When We've Done Our Job

- A parent feels like Christ Place Church is helping to equip them to disciple their children.
- A parent receives a sincere compliment about their child or family.
- Every child and parent is greeted at the door.
- A child is engaged throughout the service or lesson.
- A child smiles, laughs, and looks forward to attending any CP Kids environment.
- A child has friends in the room with them.

- A child chooses to become a follower of Jesus.
- A child brings a friend to church with them.
- A child chooses to serve when an opportunity arises.
- Anyone shares a story of what God is doing in the lives of our kids and families.

STRATEGY

How We Do It

We serve to equip and empower families with a “You Can Do It, We Can Help” approach to discipling kids. We pursue heart change in kids through fun, relational environments and intentional, gospel-centered lessons through these CP Kids Teams: Nursery, Pre-K, K-5, Guest Services, and Tech Team on each campus.

Roles in CP Kids

Nursery Team: Disciple children ages 0-2 years old and connect with families during weekend and midweek services. Nursery Team Members will meet children’s individual needs in age-appropriate classrooms while providing intentional interactions with Jesus. The 2’s room will support toilet training for those children who are ready.

Pre-K Team: Disciple children ages 3-5 and connect with families during weekend and midweek services. PreK Team Members will relationally connect with kids during classroom time, help with different parts of the larger group time including prayer times and worship. They will facilitate intentional gospel-centered lessons in small group and large group settings.

K-5 Team: Disciple children grades K-5 and connect with families during the weekend and midweek services. K-5 Team Members will relationally connect with kids, run small groups, help with different parts of the whole group lesson including prayer times, offering, games, and worship. They will facilitate intentional gospel-centered lessons in small group and large group settings.

Guest Services Team: The first face of CP Kids. Guest Services Team Members are always ‘on’ and ready to greet every child, parent, and family member walking into the area - they are the first experience a family has with our Fun, Relational CP Kids atmosphere. They are in charge of all check-in stations (manned and unmanned) and making sure they are operating correctly. Guest Services Team Members register new families, making sure children are checked into age-appropriate classrooms/areas and personally escorting children to their areas.

Tech Team: Tech Team Members work in all ministry areas of CP Kids needing audio, visual, and lighting support before and during service. They are responsible for making sure that technology is supporting the mission and vision of CP Kids.

Disciplemaker’s Prayer

Deut. 6:1-9, Mark3:13-14; 12:30-31 Matt. 28:18-20, John 17:20,. Acts 1:8, 1 Cor. 4:16-17

Heavenly Father,
Thank you for giving me a discipling way of life in Christ Jesus. As I go through every part of this day, help me to love you and love the people who cross my path- starting with my family. Don't let me miss the adventures you are sending my way to live and speak the Good News about Jesus today. Draw my heart to you and to specific people you want me to pull close for Jesus-like discipling friendships. By your Word and Spirit, transform me into a follower of Jesus who loves you, loves people, and makes disciples-who make more disciples, ad infinitum.
-In Jesus' name, amen.
(Courtesy <http://www.cadremissionaries.com/>)

PART 2: CP Kids Guest Services

TEAM STRUCTURE

The Leadership Pipeline

1. **Pastor** – Responsible for direction, vision, and strategy
2. **Director** – Responsible for systems that maintain Christ Place Vision and Mission
3. **Coach** – Responsible for service coverage, team building, overall service times, including special events
4. **Team Leader** – Responsible for service coverage, team building, and operation of the team during specific service times

5. **Team Member** – Engages relationally with kids and families. Other responsibilities include: Creating a welcoming environment in all CP Kids areas, ensure computers, iPads, and printers are turned on and logged in, ensure families are getting checked in efficiently, assist as a family host to new families, assist ministry areas with checkout procedure, clean/organize the check-in areas.

The **Leadership Pipeline** is a path of development and communication. It is not a “ladder” to climb. These roles represent the level of burden a team member carries, not necessarily a “title” to hold. We believe leadership replication is essential at every level. We challenge our Team Leaders, Coaches, Directors, and Pastors to find an apprentice, someone you see leadership in and allow them to shadow you. In what we do, we should be thinking, “Who am I bringing with me?”

Guest Services TEAM

Structure & Responsibilities

Guest Services Team Member

Guest Services Team Members are responsible for creating a welcoming environment in all CP Kids check-in areas as assigned. A welcoming environment includes checking families in at the computer, showing them to their correct ministry areas, and assisting in assuring a safe and secure experience for all children.

Guest Services Team Leader

Guest Services Team Leaders are in charge of creating a welcoming environment in all CP Kids check-in areas during their assigned service. A welcoming environment includes checking families in at the computer, showing them to their correct ministry areas, and assisting in assuring a safe and secure experience for all children.

Guest Services Coach

The Coach is in charge of the Guest Services areas for all services, ensuring all check-in areas are adequately staffed. The Coach also ensures all Team Members are equipped to carry out the CP Kids mission (including, but not limited to: scheduling, relationship building, supplies, and ministry-specific area procedures). Coaches will also serve as Team Members as needed.

Team Standards

QUALIFICATIONS of a Guest Services Team Member:

- You have a willingness and ability to connect with children and their families.
- You have a desire to disciple children and their families in a life-changing relationship with Jesus Christ.
- You are over the age of 18 (Middle/High School students may be Junior Team Members)
- You complete an application.
- You pass a background check.
- You provide two non-related personal references.
- You adhere to the code of conduct.

- You are committed to the vision of Christ Place Church.
- You are supportive of the leadership of Christ Place Church.

EXPECTATIONS of a Guest Services Team Member:

Team Member Frequency

WHO YOU ARE is more important to us than what you do. Because discipleship and culture are a big deal to us, a team member can serve a minimum of **two times per month**. Frequency builds a sense of community and belonging on our teams and helps us make discipleship a priority.

Consistent attendance is essential to build positive relationships with kids and families. Our constant commitment to our CP Kids responsibilities demonstrates just how valuable these kids and families are to each of us.

- We expect all Team Members to fulfill the responsibility they agreed to (including All Church Huddles, Ministry Area Huddles, Trainings, and other ministry meetings). If a Team Member cannot fulfill a commitment, we expect them to find a replacement from the already screened Team Members from that team. Finding a replacement should be done as early as possible. Everyone needs to notify their Coach when they find a replacement or if they will not be able to fulfill their responsibilities.

Weekend Service Attendance

Our Dream Team values celebrating together on the weekends in worship and God's Word. It is essential you attend at least one service during the week in which you can fully engage.

Huddle Attendance

Team Huddle

We are all on a mission together. Developing a sense of team and community is vitally important to our culture. We want all Dream Teams to be a part by engaging in the Team Huddle. Guest Services members are expected to attend the All-Church Team Member Huddle for their service and then their Guest Services Team Huddle immediately following.

Growth Track

We ask all team members to prioritize going through Growth Track, a two-week class with members of our leadership team.

Dress

Our Guest Services Team Members wear gray CP Kids branded t-shirts to help us be visible to parents and guests. We ask that our team dress with modesty and cleanliness in mind, maintaining proper personal hygiene standards.

Spiritual Health

Accountability and encouragement happen within our teams. The Christ Place vision is to lead people in a life-changing relationship with Jesus Christ. Every member of our Dream Team is on a journey that brings real-life change as we grow to be more like Christ. We follow Christ's example to love people. To be truly effective in serving our CP kids and families, we each need regular prayer, spiritual renewal, and a growing relationship with Jesus. It is difficult to make disciples when we are not being discipled.

- Christplace.church is our hub for what's going on at Christ Place. You can view upcoming events,

previous messages, and Connect Group information. You can find all this information on our Christ Place App.

- All Team Members are encouraged to get involved in a Connect Group. Connect Groups are a great way to connect with people in God's family at Christ Place. You'll find Connect Groups to be fun, life-giving, and spiritually rejuvenating.
- Christ Place offers Growth Track and Connect Classes covering specific growth areas (Financial Peace University, Parenting, Marriage, etc.). All Team Members are encouraged to take advantage of these classes for their spiritual growth.
- Christ Place has a subscription to RightNow Media, a Netflix-style of Bible studies online. Contact the CP Kids Pastor or staff to gain access to this excellent resource.
- Prayer is vital to the success of our ministries. As the church staff prays for our CP Kids Team Members, we ask that you also lift our pastors and staff up in prayer. If you have a specific prayer request, fill out the Connection Card in the Main Auditorium and drop it in the offering.
- CP Kids trainings, seminars, or conferences will be available for our Team Members to attend. Please make every effort to participate in each one that applies to your ministry.

Team Communication

Every team member must be able to operate in a team environment. We strive to lead with clarity, and that means communication is vital. We honor the leaders on our teams by consistent communication practices. We communicate through the leadership pipeline, so the right people know the right things. "Who is responsible for whom?" and "Who is responsible for what?" are two questions to which all team members should know the answer. Please note who is in your pipeline and communicate with them any needs, scheduling issues, and ministry wins!

- Email is our primary form of communication in CP Kids. You will receive information about serving, schedules, curriculum, and other important announcements. If you do not have an email address, any of our CP Kids Staff members or Coaches would be willing to sit down and help you create a free account online.
- Planning Center Online (PCO) is our primary way of communicating with Team Members regarding their schedules. Please take time to block out dates that you are not available and respond to scheduling requests when sent. There are video tutorials available if you need help understanding out how to do this. There is the Services App available from PCO that we encourage all our Team Members to download.
- The CP Kids Team Members Facebook Group is another way we communicate. In our Team Member group we put shout outs, content, trainings, wins, and other information in this group.
- When information needs to be communicated quickly, we often use text messaging. Please make sure that your PCO profile is up to date with your current telephone number, so we can reach you when needed.
- CP Kids will occasionally use Right Now Media to post different training offerings to CP Kids Team Members. You will need an email address to set up an account.



PART 3: THE PART YOU PLAY

Guest Services Team Member

The Team Member serves in their assigned check-in area during their assigned service carrying out the CP Kids mission (including, but not limited to scheduling, relationship building, supplies, and other ministry specific area procedures).

Team Preparation & Duties: Guest Services Team Leaders can expect to arrive to their assigned check-in area and service 30 minutes prior to service start time.

- Be prepared to use the CP Central Check-In system including: adding new families, editing profiles, checking in families, sending parent pages, and printing classroom rosters.
- Assure that all computers are functioning and that labels are sufficiently stocked. If you are running low on supplies, please let the Guest Services Coach or your Team Leader know.

Immediately Prior to Services/Events:

- Arrive 30 minutes prior to your service time.
- Ensure the computers, iPads, and printers in your area are turned on and logged into the appropriate check-in screen and all printers are stocked with labels/paper.
- Make sure your service desk has a key to unlock the doors. If there is no key, please contact either the guest services coach or CP Kids Staff for assistance.

During Services/Events:

- Doors for CP Kids open 15 min prior to service time (please make sure team members aren't letting kids in too early as leaders are in their own huddles)
- Ensure families are getting checked in quickly and efficiently.
- Assist your team as a family host. Walk new families to their respective areas, feel free to give tours if time allows.
- Room Roster Reports should be printed by the Nursery check in desk 10 minutes after the start of service. Children that arrive after this will be added to the report by the area coach or classroom leader.

Post Services/Events:

- Assist ministry areas (K-5, Pre-K, Nursery) with the checkout procedure (checking for parent tags and matching tags with kids, printing new tags if needed).
- Ensure all computers, iPads, and printers are turned off (late service or special events only).
- Clean up and organize the check-in areas.
- Please stay until you are relieved by a team member for a later service, or by your Team Leader.