



Ministry Support Services Guide (Standard Operating Procedures)

2016

We seek to glorify God by making disciples of Jesus Christ through our commitment to worship, word and witness.

Called to *Serve*

1 Peter 4:10-11 “As each one has received a gift, employ it in serving one another, as good stewards of the manifold grace of God. Whoever speaks, let him speak, as it were, the utterances of God; whoever serves, let him do so as by the strength which God supplies; so that in all things God may be glorified through Jesus Christ.”

In order to support you as you serve others, those who are here to assist you have prepared standard operating procedures (SOPs). This Calvary Baptist Church (CBC) *Ministry Support Services Guide* contains step-by-step instructions to help you access the services that are available to help you perform the necessary actions associated with exercising your gifts for ministry.

Support services are listed in alphabetical order with the support role in parentheses next to them. The supporting cast is listed in the order the services appear throughout the guide on the last page.

For your convenience, unless otherwise stated, the required forms referenced throughout this guide can be found in the Church Office as well as the copier room in the Mahalia Jackson Fellowship Hall (MJFH). They can also be downloaded from our website. Access the Membership tab and then select other forms.

Thank you for bringing glory to God by being *good stewards* of the gifts you have received from God for service to the people of God!



Ministry Support Services Guide (Standard Operating Procedures)

2016

Administrative Assistance (Church Administrator)

Clerical Assistance

- If your ministry needs copying or a mass mailing, please submit a **Clerical Request Form** five business days *in advance* of the desired date of completion.
- Mailings of more than 25 pieces require assistance from *at least one* (1) member of the ministry.

Room Request/Space Reservation (No Set-up)

- To reserve a classroom, the Chapel, Mahalia Jackson Fellowship Hall, or Sanctuary, submit an **All-in-One Program Planning Form** *at least two weeks in advance* of the date requested to ensure proper calendaring and processing.

Worship Guide (formerly bulletin) Announcements –

- Communication in the Worship Guide is for and to the full church body. Therefore, communications involving internal ministry meetings and plans should be sent within the ministry.
- Ideally, announcements concerning church-wide activities will begin appearing *one month in advance* of the program/event.
- Ministry Leader approval is required before submitting church-wide announcements to make sure that all necessary components are in place.
- Submit to generalinfo@calvarybc.org no later than 12 noon on Wednesdays.
- All announcements are subject to approval and revision as necessary.

Conflict Resolution (Congregational Care)

- In the spirit of Matt 18:15-17, when conflicts occur within ministries that cannot be solved one-on-one, we will approach the following individuals (in the order outlined below) to resolve the conflict and reconcile the relationship.
 - Ministry Leader
 - Minister of Ministry Development or Diaconate
 - Pastor



Ministry Support Services Guide (Standard Operating Procedures)

2016

Facilities (Facilities Team)

Reserving a Registration Table

- When using a table for registration on Sunday, complete the **Facilities Room Request/Set-Up Form** *one week in advance* and leave it in the Facilities mailbox on the second floor between the elevator and the Sanctuary. Due to space limitations, one table will be placed near the MLK entrance to the Mahalia Jackson Fellowship Hall (MJFH) following the 7:45 Worship Experience. It can be shared by a maximum of two ministries. (Those staffing the table should head downstairs during the offertory period.) Following the 10:45 Worship Experience, additional tables may be added for those ministries that have been approved. *Be sure to encourage online registration.* (See the MTM section for further details.)

Room Request (With Set-up Required)

- To reserve meeting space at Calvary *without food or media* (classroom, Chapel, Mahalia Jackson Fellowship Hall, Sanctuary, Parsonage or The SPOT) submit a **Facilities Room Request Set-Up Form** *at least two weeks* prior to the program/event. Forms may either be emailed to facilities@calvarybc.org or placed in the Facilities mailbox on the second floor. Timely submission of the form ensures proper calendaring and processing.

Finances

(Trustee Ministry Generally; Your Ministry's Stewardship Advisor Specifically)

Budgeting

- Our Trustee Ministry has assigned a *Stewardship Advisor* to each ministry to help you keep track of expenses, monitor shared event expenditures and answer monetary ministry-related questions. (Please see pages 10 - 12 for a complete list of *Stewardship Advisors*.)

Calvary Credit Card Purchases

- The church has a credit card for ministries to make large purchases. To make a budgeted ministry-related purchase with this card, complete a **Credit Card Authorization Form** and have it signed by the Minister of Ministry Development as well as your ministry's *Stewardship Advisor* in advance. Submit the completed form to the Director of Church Operations.



Ministry Support Services Guide (Standard Operating Procedures)

2016

Collecting Funds

- Should your ministry need to collect funds for any reason, your Ministry Leader must be notified in advance. Receipts should be provided to parishioners who pay with cash. The Church Office can provide a receipt book with *one week's notice*. Two ministry members should be present during all financial transactions. In order to have funds credited to your ministry, it is necessary to turn the funds in utilizing a voucher, check the credit box and attach cash, checks or money orders. (Do not leave cash in the finance mailbox. Please give it to a member of the Trustee Ministry OR the Director of Operations.)

Contracts

- When planning offsite events and/or booking transportation or performers, do not sign any contracts. All legally binding agreements must be reviewed and approved by the Purchasing Chair (currently Tom Murphy) or Trustee Chair AND the Director of Church Operations.

Credits to Your Ministry Account

- As mentioned above, in order to have funds credited to your ministry, it is necessary to turn the funds in utilizing a voucher, check the credit box and attach cash, checks or money orders.

Expenses/Reimbursements

- When seeking reimbursement for an approved/budgeted expenditure, you must complete a **Voucher**, check the debit box and attach receipts. Blank vouchers can be found near the ministry mailboxes. Your ministry leader's signature is required to help ensure that your ministry budget remains intact.
- Unplanned and/or unbudgeted expenses that have not been pre-approved by your *Stewardship Advisor* may not be reimbursed. To avoid any misunderstandings, when in doubt about expenditure, check with your ministry leader and/or *Stewardship Advisor in advance*.

Media & Technology Ministry (MTM Team)



Ministry Support Services Guide (Standard Operating Procedures)

2016

Audio-Visual Support

- To use the portable LCD projector and/or handheld microphones for your ministry's event, please submit the **All-In-One Program Planning Form** at least two weeks in advance. Forms may either be emailed to cbcmediainfo@gmail.com or placed in the Media mailbox on the second floor.
- If you require specialty equipment (i.e., clip on microphones or outside speakers), rental fees must be in your ministry budget. To allow extra time for the equipment to be ordered, specialty requests should be submitted in writing *30 days in advance*.
- Performances that require audio-visual support and equipment (i.e., plays and concerts) should involve the MTM Team in the early planning stages. Ideally, a production meeting should be held *90 days in advance*.

Calvary Connection

- Published every other month; spotlights ministry & community activities & issues.
- Submit ministry flyers and story ideas to: dave8651@aol.com and ambush65@mac.com

Website

- **Ministry Pages** – each ministry has a page on our website (www.calvarybc.org). Please visit your ministry's page periodically. When leadership contact information changes, please use the **Leadership Contact Information Update** form. For content updates, email the information to revclp@calvarybc.org
- **Ministry Contact Information** - It is important that each ministry page has a point of contact listed. An email address for your ministry can be set-up by contacting the Webmaster at web@calvarybc.org.
- **Online Registration** - When feasible, encourage and request online registration for your event(s). To have online registration set up, contact the Webmaster at web@calvarybc.org at least 2 weeks prior to the registration start date.

Program Planning & Publicity (Ministry Development)

Church-wide Program(s)

- All church-wide and community-oriented ministry events should be:
 - Thematic (in-keeping with the church's and host ministry's mission)
 - Evangelistic (aimed at drawing people to Christ)
 - Pragmatic (enrich people's lives and/or deepen their discipleship)
 - Targeted (for a specific target audience)
 - Marketed (publicized *at least one month in advance*)



Ministry Support Services Guide (Standard Operating Procedures)

2016

Graphic Design & Vendors

- When working with graphic designers and outside printers, please have your copy /plans reviewed and approved by the Minister of Ministry Development *prior to engaging the vendor*. Revisions can be costly and time consuming.
- Please be sure to include the following on all marketing materials:
 - Calvary Baptist Church, 10 Martin Luther King Ave., Morristown, NJ 07960
 - Dr. Jerry M. Carter, Jr. – Senior Pastor
 - Calvarybc.org
 - Names, date, time of your event along with the name of your ministry as host
 - *Event theme & supporting scripture*

Outreach = Witnessing/Evangelism

- In keeping with our church's Mission Statement, ministry programs should include a witnessing/evangelistic component. This can be accomplished by partnering with other CBC ministries and/or approved sister churches to reach/serve the unchurched.

Publicity

- Church-wide events (and most ministry activities) should be publicized *one month in advance*. Ministry activities should have an outreach component and be publicized inside and outside of Calvary. (See Outreach above.)
 - Approved ministry materials may be placed on top of the display cases in the Willow Street and MLK lobby areas. Unauthorized materials will be discarded.
- Ministry Leaders should submit content for Audio-Visual Announcements and E-blasts to the Minister of Ministry Development by utilizing the **Ministry Media Communication Distribution Form**. When a ministry member has been designated to do so, the ministry leader should be in the communication loop.
- Printed posters and banners must be approved by the Minister of Ministry Development prior to design and printing because space is limited. With multiple ministries, our display schedule must be coordinated.
- While electronic banners – on the web – are encouraged; *printed flyers are not necessary* for internal events. Proper planning affords the use of the weekly worship guide and quarterly *Calvary Connection*. Ministries responsible for unauthorized flyers will lose copying privileges.



Ministry Support Services Guide (Standard Operating Procedures)

2016

Pulpit & Audio-Visual Announcements

- Announcements for the church body must be submitted to the Minister of Ministry Development (revclp@calvarybc.org) by the close of business, 5 PM, on the Wednesday prior to the Sunday requested. Please be mindful that internal ministry matters will not be announced on Sundays.

Speakers/Preachers

- When inviting a guest speaker/preacher, names must be submitted to the Minister of Ministry Development for Pastoral approval *before* the invitation is extended. Fees/honoraria should not be discussed when checking availability.

Service Ministries

Our Daily Bread (Food Services)

- *At least two weeks lead time* is a MUST when you are requesting food. Submit your completed **All-In-One Program Planning Form** via email to kitchen@calvarybc.org or place it in the Our Daily Bread mailbox on the second floor.
- For major events – 100 or more – *a minimum of four weeks advance notice* is required.
- When decorations are required, provide your event theme and desired color scheme with the food request. Volunteers from the ministry hosting the event will be needed to help Our Daily Bread with set-up. The host ministry is responsible for breakdown.
- Should you wish to *bring in food* that has been prepared outside of the Calvary Kitchen, advance permission must be acquired from our Food Services Manager.

Note: It is *never* too early to submit your food request!

Reserved Parking for Special Guests

- When your event has a special guest(s) – approved guest preacher/presenter – who requires reserved parking, advise the Administrative Assistant to the Pastor one week in advance so the space(s) can be reserved. (Should an armor bearer be required, please share that information along with the parking request.)



Ministry Support Services Guide (Standard Operating Procedures)

2016

Transportation

- When you would like the church bus/van to bring members to a ministry program OR you need to reserve a bus to transport ministry members to an offsite location/event, please complete a **Transportation Request Form** and submit it to the Director of Church Operations *two weeks in advance*.

Please help us be good stewards of your time, talent and tithes by ensuring that your ministry adheres to these guidelines.

Notification of Changes/Updates to SOPs

Should any of these policies or procedures change, you will be notified in writing.





**Ministry Support Services Guide
(Standard Operating Procedures)**

2016

Supporting Cast Contact Information in Order of Appearance

Administrative Assistance

Church Administrator Roselyn Bethune rbethune@calvarybc.org

Conflict Resolution

Congregational Care Diaconate Ministry Email Addresses Below

Sheepfold	Diaconate Member	Email Address
Burroughs-McKoy	Norman Burroughs	jazzymusic63@yahoo.com
	Sheila McKoy	shewinsnona@verizon.net
Dowdy	Doris & Walter Dowdy	waadowdy@aol.com
Edwards	Gwen & Ken Edwards	goshen12@yahoo.com
Henry	George & Vivian Henry	grhenry8@optonline.com
Herbert	Ivory & Marjorie Herbert	ihrb@aol.com
Hopkins	Carolyn & J. Michael Hopkins	chopkins@calvarybc.org
Jones	Clyde & Sherra Jones	cj53jones@aol.com
Lee-Hollowell	Dorothy Hollowell	djmhollow@aol.com
	Henry Lee	henrylee@optonline.net
Nobles	Al & Alice Nobles	jnobles2@verizon.net
Osborne	Pamela & Ricky Osborne	rickyoz@aol.com
Parchment	Courtney & Jackie Parchment	copjtwins@aol.com
Prater	Barbara & Stan Prater	rprater@firstenergycorp.com
Solomon	William & Elnora Solomon	calvarygodfather@gmail.com
Tatum	Ila & Monty Tatum	Tatum_vl@yahoo.com

Facilities Team Members

Ed Murphy facilities@calvarybc.org

Anthony Rodgers facilities@calvarybc.org

Jerry Carter, III facilities@calvarybc.org



Ministry Support Services Guide (Standard Operating Procedures)

2016

Finances

Church Operations

Min. Samaria Tillman stillman@calvarybc.org

Stewardship Advisors

Trustee Ministry

Email Addresses Below

Ministry Branch	Ministry	Stewardship Advisor(s)
Congregational Care	Diaconate	Veronica Young vcy65@aol.com
Stewardship	Trustees	Veronica Young vcy65@aol.com
Faith Formation	Church School	James Hines ichinesdep24@verizon.net
	Faith Sharers	
	Genesis (New Members)	
	Intercessory Prayer	
Health & Healing	Cancer Awareness & Support	Van Thompson rvan2804@msn.com
	Health & Wellness (Nurses)	
	Touch	
	Wellspring	
Life Cycle – Adult	Couples 4 Christ (C4C)	Jackie Chapman Jacquelyn.F.Chapman@verizon.net Cynthia Stallings cstallin@verizon.net
	Golden Years (GYM)	
	Koinonia (Singles)	
	HPJ (Single Parents Support Group)	
	Men of Standard (MOS)	
Women of Purpose (W.O.P.)		
Life Cycle – Youth Children & Youth Ministry (CYM)	Children’s Church	Josh Cochran jxc1331@yahoo.com Denise Hutchinson inhisgrip728@yahoo.com
	Educational Development	
	Motions of Praise (Grades 6 -12)	
	Spirits of Joy (Grades K – 5)	
	New Members – Teens	
	New Members - Youth	
	Teen Lounge	
	Youth CSI	
	Youth Missions/Outreach	
Youth Night		



Ministry Support Services Guide (Standard Operating Procedures)

2016

Ministry Branch	Ministry	Stewardship Advisor(s)
Service	Armor Bearers	Denise Hutchinson inhisgrip728@yahoo.com
	Media & Technology Ministry (MTM)	Bill Whitfield bigbillwhit@yahoo.com Tom Murphy teeteemurp@aol.com
	----- Calvary Connection -----	----- Jackie Chapman Jacquelyn.F.Chapman@verizon.net -----
	Website	Josh Cochran jxc1331@yahoo.com
	Our Daily Bread (Kitchen)	Tom Murphy teeteemurp@aol.com
	Parking	Bill Whitfield bigbillwhit@yahoo.com
	Security	
	Transportation	
Witness & Mission	Economic Development	Lois Hubert SALTUS99@yahoo.com
	Emerge (Collegiate Outreach)	Linda Murphy ldmurph1@optonline.net
	Family Promise (formerly Interfaith)	
	Missions (Domestic & Foreign)	Van Thompson rvan2804@msn.com
	Prison	
	Worship Outreach (Nursing Homes for Sick & Shut-in)	



Ministry Support Services Guide (Standard Operating Procedures)

2016

Ministry Branch	Ministry	Stewardship Advisor(s)
Worship & Fine Arts	Drama	Denise Hutchinson inhisgrip728@yahoo.com
	Hospitality (Ushers/Greeters)	Al Lee al_lee@colpal.com
	Vessels of Praise	Denise Hutchinson inhisgrip728@yahoo.com
	Music	Cynthia Stallings estallin@verizon.net

Media & Technology Ministry

MTM Leader	Alphonso Croom	acroom@optonline.net
MTM Administrator	Cheryl Masud	cbcmediainfo@gmail.com
Calvary Connection, Editor	Rev. David Hollowell	dave8651@aol.com
Calvary Connection, Graphics	Peter Ambush	ambush65@mac.com
Webmaster	Melody Beckles	mlbeckles@yahoo.com

Program Planning & Publicity

Ministry Development	Rev. Carol Lynn Patterson, D.Min.	revclp@calvarybc.org
-----------------------------	-----------------------------------	--



**Ministry Support Services Guide
(Standard Operating Procedures)**

2016

Service Ministries

Food Services

Pamela Whitehurst

kitchen@calvarybc.org

Reserved Parking

Kimberley Holt

kholt@calvarybc.org

Transportation Requests

Min. Samaria Tillman

stillman@calvarybc.org