



THE LUKE

ST. LUKE MISSIONARY BAPTIST CHURCH

"BUILDING BRIDGES FOR FUTURE GENERATIONS"

DR. TIMOTHY W. SLOAN - SENIOR PASTOR

Ministry Operations Manual

Dear Luke Leader:

Grace and peace be unto you in the name of our resurrected LORD and Savior Jesus Christ. It is with unspeakable joy that I pen this letter greeting you as a leader at The Luke.

We are a community of Bridge Builders, partnering with God to celebrate God's active presence and transform lives spiritually, socially, economically, and physically. Salvation is about wholeness. Through worship, the Word and ministry God impacts the total person: "Lives are on the Line".

For that reason, the mandates placed upon leadership to be excellent, efficient and effective are greater than that of any other ministry participant. Excellence is the standard and not an option! More is expected of us and rightly so because more has been entrusted unto us. We have been given the authority and power of our LORD Jesus. We have the promise of His presence for Jesus said that as you go, "Lo, I am with you always, even unto the end of the world."

As leaders, we have the responsibility to move beyond maintenance ministry to carry out the mission of the Master by making disciples of all people, by every means necessary. Our ministry is and will continue to be creative, engaging, attractive and fresh. We value the evolving model of ministry that blends the best of traditional church with the best practices of the emerging church. We are not doing what has been done before, we are doing that which builds bridges for future generations.

Welcome to The Luke Way!

With every best wish,

I am

Rev. Dr. Timothy W. Sloan

Senior Pastor

INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with the operations of The Luke and to provide you with information about the policies affecting your ministry. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as a leader.

No operations handbook can anticipate every circumstance or question about policy. As The Luke continues to grow, the need may arise and The Luke reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Leaders will, of course, be notified of such changes to the handbook as they occur.

WHO WE ARE AND WHAT WE DO

Vision Statement

We are a community of Bridge Builders who seek to worship and celebrate God's active presence in our lives and engage in transformative ministry to the whole person through spiritual development, social witness, economic empowerment and health awareness.

Spiritual Development

- Disciple of Christ/follower of Christ, developing a life of obedience and attentiveness to the word of God, becoming evangelistic, developing spiritually, availability to transformative power of Christ (Luke 5), study of God's word, lifestyle of prayer and worship. Responsible; serving, sharing, to evangelize/share the word of God and impact others thru your own personal experience.

Social Witness

- Engaged and aware socially, involved in community outreach and understands the importance of it.

Economic Empowerment

- Involved in economic empowerment; understands financial responsibility (stewardship, generosity, committed to tithes and offerings) and reinvestment.

Health Awareness

- Concerned about physical health and appearance; proactive in health awareness.

Slogan

Building Bridges for Future Generations

HOW WE DO WHAT WE DO: OUR PROCESS

Experience

- Worship Experiences

- Bible Study
- Events

Connect

- Responding to the Invitation (Baptism, Christian Experience)
- Confession/Baptism/Church
- Commit, Submit, Surrender

Grow

- Bible Study
- Level I - New Members Orientation
- Level II - Discipleship Classes (Come out of the Crowd)
- Level III – Small Groups
- Level IV - Leadership Development (Leaders, Teachers)

Serve

- Ministries
- Outreach
- Congregational Care (Clergy, Diaconate)

Go

- Sharing the Word of God
- Impacting other lives with one’s testimony
- Engaged and aware socially and involved in Community Outreach

THE WAY WE DO IT

KB = E3
KINGDOM BUILDING = EXCELLENCE, EFFICIENCY & EFFECTIVENESS

Excellent, Efficient, and Effective

A people who do the right things at the right times in the right way to achieve the right results!

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1.0 REQUIREMENTS OF A LEADER

(appointed by the Pastor)

PURPOSE: To oversee a ministry that seeks to help every disciple on “The Luke” directory make steps toward deeper maturity in Christ; prayerfully plans and implements strategic initiatives; handles the day-to-day operations of a ministry in a way that is exceptionally effective.

COMMITMENT: 5 hours per week (approx.)

DURATION: January-December

REPORTS TO: Minister of Congregational Care

Responsibilities

New Member’s Participation

- Cultivate a program that engages people weekly.
- Plan and promote all major events and weekly programming in such a way that new members enthusiastically participate.

Contact Work

- Know the names and families of every active new members on the ministry roster.
- Personally e-mail or call at least 5 inactive people a week.
- Contact each new members on the roster at least quarterly.
- Spend face-to-face time with every participant on the roster at least once a year.
- Be visible at participants life events, when possible.

Servant Development

- Recruit all ministry participants no later than 1 month before they are needed to serve (prerequisite: New Members Orientation and Classes).
- Insure that all ministry participants attend training before they become involved.

Event Planning

- Event notebooks (logistics, timeline, process flow, etc.) are completed for each major event and each notebook is updated (evaluation, debrief, etc.) after that event is completed.

Leadership Team

- Oversee the pursuit of strategic initiatives in partnership with new members.
- Develop and distribute control documents (i.e. the Ministry Calendar, Leaders’ Directory, etc.) in a timely fashion.
- Keep compliance documents (i.e. quarterly ministry reports, calendar requests, etc.) up-to-date and distributed to all involved parties.

Worship Involvement

- Encourage decorum and remind new members of our expectations.

Church Staff Coordination

- Communicate with the Minister of Congregational Care and Pastor in such a way that they are informed and enthusiastically supportive of the priorities and programs of the ministry.

Visitor Follow Up

- Provide exceptional and personal follow up to all first-time visitors within 24 hours of their visit.

Troubleshooting

- Troubleshoot problems in the ministry in a way that honors the concerns of those who bring them, and offer timely, creative solutions to problems.

Ministry Needs

- Ensure that the “in-between the cracks” needs of the ministry are handled in a professional and timely manner, including
 - Supplies
 - Attendance Records
 - Photography (if applicable)
 - Announcements
 - Forms and Requests

Personal Development

Personal

- Being supportive and enthusiastic about pursuing the vision, mission and goals of The Luke
- Taking scheduled time-off, as needed

Attending

- Sunday morning worship, regularly visible throughout the year
- Bible Study
- Regular ministry meetings
- Development Sessions
- *(6 months membership)*

Initiative-Taking

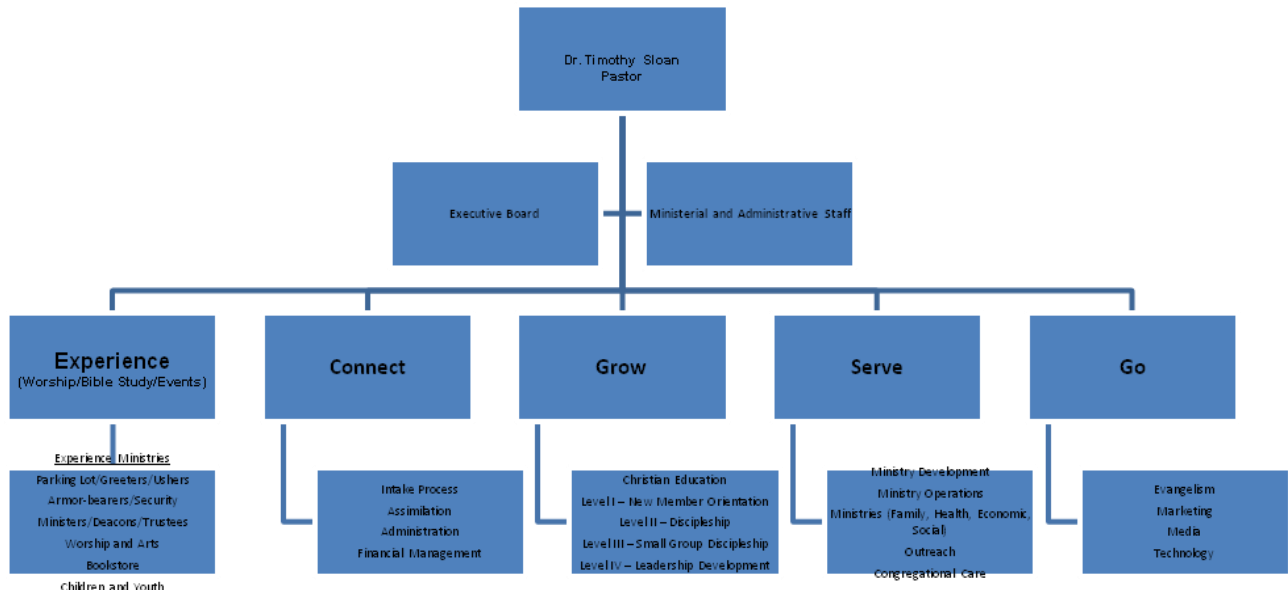
- Leading or teaching in such a way that each active ministry participant is always sharing the responsibility for part of the ministry
- Seeking to be informed about any special victories, concerns or challenges, hospitalizations being faced by the members and his or her family and pass that information on to the Servant Leader(s) over the Care Ministry for personal follow up
- Attending ministry major events enthusiastically, thanking ministry participants, helping out with clean up, and enjoying afterglow with key (i.e. new, potential ministry participants or leaders, etc.)
- Being available for new members and their families as needs arise for pastoral care and support
- Preparing an annual reports for the ministry

Preparation

- Reading at least one Christian book a year
- Reading at least one additional ministry book / training tape a year
- Attending at least one ministry conference or workshop a year

2.0 ORGANIZATIONAL STRUCTURE

The Luke is run and operated by our Pastor, Dr. Timothy Sloan who provides daily spiritual leadership to the congregation. The Trustees, Ministers and Deacons, Church staff, and laity leaders undergird him in leadership. See attached organizational charts for current structure.



The Luke Organizational Chart

3.0 CHURCH PROGRAMMING

Statement of Quality

The Luke is committed to rendering ministry that is of the highest quality and in the best interest of the overall congregation. Our goal is to continually assess the needs of our congregation and develop programming that corresponds with those needs in ways that are well planned, well executed, and spiritually uplifting.

Definition of Ministry

We define ministry as meeting the physical, spiritual, and social needs of people, in such a way that it causes the benefactor to assess the state of his/her relationship with Jesus Christ or the lack thereof. It is our mission to assist individuals in coming to know Jesus Christ as their personal savior and grow in their relationship with Him.

Program Development/Ministry Start-up

Ministries are developed to meet the present needs of the congregation. In order to keep our program format current, new ministries are developed when the need arises.

To start a new ministry, one must submit in writing a proposal outlining the plans for the ministry. This proposal must be submitted to the Minister of Congregational Care. The proposal must explain the following:

The overall need this ministry will satisfy, the target market, strategies in reaching the target market, opportunities for growth, it's Biblical basis, long-range goals, and the financial resources needed for start-up.

The recommendation will then be submitted to the Pastor for discussion with the ministerial staff. A subsequent meeting between the Pastor and ministerial staff with the requestor present may be arranged if needed. The Minister of Congregational Care will contact the requestor regarding the status of the proposal (approved, disapproved, pending) within thirty (30) days of submission.

Ministry Dissolution

The Church reserves the right to dissolve existing ministries. This option is utilized in cases the ministry ceases to serve its purpose and is rendered ineffective and/or inefficient. This may be caused by lack of interest, insufficient personnel, or any other reasons given by the Pastor. (Ministries must perform; an effort may be given to revive the ministry through use of resources, marketing, and focus change).

ACTIVITY PLANNING

Each Organization of the church is encouraged to plan activities throughout the course of the year that will enhance their particular ministry. Because of limited space and funds, organizations are required to plan in advance to insure the most effective use of church resources.

The following guidelines should be followed when planning ministry-related activities.

- Church activities are reviewed on an annual and quarterly basis. The details of these activities are outlined in Ministry Proposals. A Proposal consists of:
- Ministry Proposal Form TLW-1 (Activity Overview)
- Budget Line Item Form TLW -2
- All other church forms that related to the event will be required to be submitted later after the activity has been approved. Follow Event Planning Guide Form TLW-7 for instructions and due dates. (i.e. facility request, announcement request, work request, member services request, etc.)

Note: The above referenced forms can be obtained from the Church Office or via email from the Administrative Staff.

The completed Proposal must be submitted annually or three months prior to the quarter event planned to the Minister of Congregational Care via the church office by the deadline.

Note: Proposals are to be submitted by the deadline for consideration. Quarterly deadlines are as follows:

October	Church Wide-Events and 1 st Quarter Activities (January-February-March)
January	2 nd Quarter Activities (April-May-June)
April	3 rd Quarter Activities (July-August-September)
July	4 th Quarter Activities (October-November-December)

- After review of the proposal, the Facilitator, which in most cases will be the Minister of Congregational Care or Staff liaison for that department, will present the proposal to the Executive team for approval.
- The Executive team will convene to review and approve all proposals.
- The Minister of Congregational Care will inform the ministry leader of the status of the proposal (approved, disapproved, pending) within thirty (30) days of submittal.
- If a proposal receives a pending status, the Minister of Congregational Care will contact the ministry to obtain additional information and/or make the necessary amendments to the proposal. Then a meeting will be arranged with the Church Business Administrator to discuss final approvals for proposals.

Note: All pending proposals must be approved before the quarter begins.

THE ROLE OF THE FACILITATOR

Definition

A Facilitator is a member of the church's staff assigned to a particular organization to act as the liaison between the organization and the Pastor/Administrative staff. This ensures that all organizations of the church are blanketed administratively and ministerially. In most cases this will be either the Minister of Congregational Care or Director of that specific department (i.e. Director of Worship or Director of Youth).

To The Organization

Assists in the proper planning of ministry activities to ensure that each activity is:

- In accordance with the vision of the church
- Adheres to the quality standards set by the church (KB=E3)
- Approves all necessary administrative forms related to the planned events. (i.e. check requests, facility requests, announcements, etc.)

In The Executive Team Process

- Gives preliminary approval to all proposals.
- Presents preliminary approved proposals to the Executive team for final approval
- Informs the organization of the status of the proposals (i.e., approved, disapproved, pending).

4.0 CHURCH POLICIES AND FORMS

General Church Guidelines

NO LOAN POLICY

It is the policy of the church not to loan money to anyone, if there is a crisis aid situation then refer to the benevolence section. It is the policy of the church not to loan or rent tables and chairs or any other equipment for non-church related activities.

BABY DEDICATION

Babies are dedicated on the 3rd Sundays, unless stated otherwise. Baby dedications are scheduled by contacting the church office. All participants must report no later than 30 minutes prior to the start of service. A Special section of seats will be reserved for all participants. An usher will be on hand to seat you.

BAPTISM

Baptisms are held on the 4th Wednesdays, unless stated otherwise. Each candidate is to bring a towel and a change of undergarments. Make-up dates are made by contacting the church office. All participants must report no later than 45 minutes prior to the start of service. A Special section of seats will be reserved for all participants. An usher will be on hand to seat you.

BENEVOLENCE (CRISIS AID)

Crisis assistance is available to persons in need of emergency financial aid for mortgage, rent, utilities, and/or food ONLY. This ministry is sponsored through Humble Area Assistance Ministries. Should you or another member of the church you know need such aid, contact the church office, ask for the Church Administrative Assistant and we will connect you.

SICK, SHUT-IN AND DEATH REPORTS

To report illness or the death of a member or relative, please contact the Church Office or email us.

PRAYER REQUEST

Prayer request should be submitted via telephone, prayer request card, or e-mail. Once submitted, the request will be forwarded to God Answers Prayer Ministry.

BEREAVEMENT/FUNERALS

Bereavements should be submitted via telephone, prayer request card, or e-mail. Once submitted, the request will be forwarded to the Congregational Care Team who will communicate with persons submitting request and the recipient in order to update bereavement lists. In the event that The Luke is responsible for facilitating the funeral, a meeting will be scheduled with a member of our ministerial staff, administrative assistant, and the bereaved family coordinator in order to make arrangements. Floral arrangements for bereaved will be handled through the Church Office.

MEDIA MINISTRY

CDs of all Sunday, Wednesday, and Special Worship Experiences may be purchased for a nominal fee. Audiotapes are sold at the Bookstore, immediately after each Worship Service. You may also purchase CDs anytime thereafter during church office hours or via our website.

WEDDINGS

The Pastor and Staff Ministers are available for conducting wedding ceremonies. Ceremonies at The Luke are for church members only. It is the policy of the church that all engaged couples participate in our Pre-Marital Counseling before any of our ministerial staff can schedule or conduct the wedding. To schedule Pre-marital Counseling, please contact the church office and ask for the Executive Assistant to the Senior Pastor.

CLERICAL ASSISTANCE

PROPOSALS (TLW-1 and 2)

Proposals which are comprised of both Ministry Proposal Form and Budget Line Item Forms are used as a means of submitting new ideas or concepts to any area of church operations. Ministry Proposal forms and Budget Line Item Forms are located at the church office and should be used as the official way to submit your ideas to the church staff.

PURCHASE REQUESTS (TLW-3)

Complete Check/Purchase Request

All requests must be submitted at least 10 working days prior to date needed by the ministry leader/administrator. Fax or email may be directed to Minister of Congregational Care or submitted via e-mail to ARiley@theluke.org or faxed to (281) 548-3906.

Verification

Once requests are logged, verified and approved, the check requests are forwarded to the Church Business Administrator for approval. Finance department will order items requested.

Note: Any incomplete or unclear purchase request will be returned and must be resubmitted.

Disbursement

Finance Department will order items within 3 working days of verification and authorization process. The requestor will be notified upon delivery.

Church Business Administrator will disperse checks according to handling instructions indicated on the PR.

Documentation

Copy of PR will be placed in ministry box, which should be maintained, by ministry leader or administrator.

Original receipts for all purchases are to be submitted to finance department within 7 working days.

Original receipts must accompany reimbursement requests. No reimbursements will be made unless there is an approved PR on file.

FACILITY REQUEST FORM (TLW-4)

Requests for facility usage for general meetings and events must be submitted to the Church office a minimum of 14 days in advance of the date requested. The form must have the Ministry Leader's approval before it can be processed.

Complete meeting/setup request form

- Forms may be submitted to Minister of Congregational Care via e-mail or fax.
- Response will be received no later than the following Wednesday in the same manner the request was received (e-mail or fax).
- Approvals will contain details, i.e. location and time limits.
- Denials will be submitted with alternate date or location suggestions.

Note: Ministry leaders will be responsible for being in attendance at all meetings.

EVALUATION FORM (TLW-5)

The purpose of this form is to evaluate your recent project or event. Use this form as a tool to review your accomplishments, challenges, opportunities, strategies, and stewardship responsibilities. Please submit a copy of this form upon completion of your project/event (within 3-5 days).

ANNOUNCEMENT REQUESTS (TLW-6)

The Luke announcements are meant to stimulate and promote action that involves our church events. All events and announcements of activities need to be submitted on an Announcement Request Form and forwarded to the church office.

Procedures

- All submissions must be either submitted with the ministry quarterly budget proposal package or at least 14 days in advance of the approved scheduled event.
- Announcements may be forwarded via email or faxed to the office.
- The name and phone number of a contact person must be included.

- Try to submit all information on one page, if possible.
- The Minister of Congregational Care and Church Business Administrator must approve the announcement.

EVENT PLANNING GUIDE (TLW-7)

Requests for facility usage for general meetings and events must be submitted to the Church office a minimum of 14 days in advance of the date requested. The form must have the Ministry Leader's approval before it can be processed.

Complete meeting/setup request form

- Forms may be submitted to Minister of Congregational Care via e-mail or fax.
- Response will be received no later than the following Wednesday in the same manner the request was received (e-mail or fax).
- Approvals will contain details, i.e. location and time limits.
- Denials will be submitted with alternate date or location suggestions.

Note: Ministry leaders will be responsible for being in attendance at all meetings.

WORK REQUEST FORM (TLW-8)

Ministries that wish to have the administrative staff assist with typing, copying, mailing, etc. must complete a Work Request Form and submit it at least seven to ten working days prior to the date needed. For mail-outs, at least two weeks advance notice is required. No Exceptions.

Definition of Work Requests

Work order request forms are for the issuance of routine work orders for processing of ministry activities. They also work with ministries to create and implement programs. Routine work requests or any other requests to obtain assistance should be submitted to church office or faxed to (281) 548-3906.

. Please provide all necessary information when using the form to ensure you receive updates on the status of a work order. Work that involves planning, coordination, and finances should be handled as a project and submitted in the proper format.

Instructions for Work Requests

These forms are located in the work room of the administrative office at The Luke.

- Follow the Work Order Request format. We will not accept a request without a designated ministry name.
- Only assign one item per work request.
- Ministry leaders or sub-ministry leaders must approve the work order before it is sent out.
- Normally jobs are handled in the order that they are received; however some jobs will may receive a 'priority' rating at the discretion of the Church Business Administrator.

GRAPHIC WORK REQUEST FORM (TLW-8B)

Ministries that wish to have the administrative staff assist with graphic design of fliers, posters, buttons, t-shirts, brochures, etc that will be distributed to the public (those outside of our ministries) must complete a Graphic Work Request Form and submit it at least 21 working days prior to the date needed. No Exceptions.

Instructions for Work Requests

These forms are located in the work room of the administrative office at The Luke.

- Follow the Graphic Work Order Request format. We will not accept a request without a designated ministry name.
- Only assign one item per work request.
- Ministry leaders or sub-ministry leaders must approve the work order before it is sent out.
- Normally jobs are handled in the order that they are received; however some jobs will may receive a 'priority' rating at the discretion of the Church Business Administrator.

MINISTRY INTEREST FORM (TLW-12)

When members of the church would like to join a ministry at The Luke, they must complete a Ministry Interest Form and submit it to the Minister of Congregational Care. The Minister of Congregational Care will make sure that the member is in good condition with the church and have completed New Member Orientation. Upon verification, the Minister of

Congregational Care will inform the new member that they are welcome to that ministry and inform them of the next ministry meeting for that ministry. He will also notify the leader of that ministry that a new member has been invited to their next meeting so they can be prepared to welcome them. Ministry leaders are required to share the requirements of that ministry, train the new worker, and activate them to serve on a regular basis.

INCIDENT FORM (TLW-15)

Whenever a ministry leader or worker notices an incident where someone is injured on the church grounds, they are responsible for completing an incident report form. Preferably a leader should try to get the assistance of a Health Awareness Member or Ministerial Staff to assist when possible. No member of the congregation should attempt to handle an incident alone and should not contact 911 unless a severe emergency and no ministerial or administrative staff is available. In the case of a slip and fall or medical accident that requires 911 and the person does not want them to be contacted, then they must sign off on the incident form that they rejected medical attention that was offered to them. Upon completion of the incident form, submit it to Minister of Congregational Care immediately.

TRANSPORTATION INCIDENT FORM (TLW-16)

Whenever a ministry leader or worker is involved in an accident while driving church vehicles, they are responsible for completing a vehicle accident report form. Preferably a leader should try to get the assistance of a Ministerial Staff to assist when possible. Upon completion of the incident form, submit it to Minister of Congregational Care immediately.

PARENTAL RELEASE FORM (TLW-18)

Ministries that are planning a field trip for any person under the age of 18 that requires The Luke to transport the minor must have the parent complete a Parental Release Form before traveling. This form covers The Luke by obtaining permission to transport and releases The Luke from any liability and also acquires medical information required on each minor. A parent must complete a form for each minor. No Exceptions.

EQUIPMENT/VEHICLE CHECK OUT FORM (TLW-21)

Ministries that wish to check out a church vehicle or church equipment (such as laptops, computers, and equipment) must complete an Equipment/Vehicle Check Out Form and submit it to the Church Business Administrator at least seven to ten working days prior to the date needed.

Please Note: The contents of this handbook are for the benefit of The Luke only. No part of this handbook can be duplicated without the written consent of The Luke.

5.0 COMMITMENT

Ten Questions To Ask Yourself Before Agreeing To Serve In Leadership

1. What will be expected of me as a responsible Leader?
2. Can I make time to effectively serve as a leader?
3. What qualifies me to serve in Leadership at this church? What would I bring to the church in terms in experience, abilities, interests, resources, and relationships?
4. How long of a commitment am I willing to make to this organization?
5. Do I really believe in the organization?
6. Do I feel truly supportive of the organization's Leader and the executive staff?
7. Is my spouse supportive of my serving on in Leadership?
8. Are there any hidden things in my life that would disqualify me from serving if they were known?
9. Why should I not serve?
10. Do I sense God leading me in this decision?

LEADERSHIP COMMITMENT LETTER

Knowing that God has spoken clearly in His Word concerning the character and responsibility of a leader, I do solemnly commit myself to God and to the leadership board of this church to do the following:

- I will seek to maintain a close, intimate walk with the Lord by regularly spending time alone with Him in His Word and in prayer
- I will be a diligent student of God's Word
- I will endeavor to walk continually in the Spirit
- I will pray regularly for those who serve with me in leadership, for the pastor of the church we serve, and for the pastor's staff
- I will pray regularly for the ministry of the church
- I will BRING 10 percent of my income to the work of the Lord through this church, and GIVE OFFERINGS TO THE CHURCH to support the pastor through love offerings, and also support the building campaign of the church
- I will faithfully attend all necessary meetings unless I am hindered from doing so by a compelling reason, such as illness or necessary travel. When unable to attend, I will notify the Minister of Congregational Care or my ministry leader in advance, if possible, of the reason for my absence.
- By the power of the Holy Spirit, I will refrain from expressing negative attitudes through criticism and complaint. Instead, I will be positive and encouraging, endeavoring to maintain the unity of the Spirit in the bond of peace.
- I will maintain an open and teachable attitude.

I have studied these statements of commitment and have prayed over them, and I believe God would have me serve in a leadership capacity according to these standards.

Signature _____

Date _____