

Section Host Training Pack

Dear Section Host

Thank you for agreeing to serve on the section host team. We are so pleased you have chosen to help enhance our guests experience at Renewal.

If we are to achieve our vision of taking the gospel to the heart of the nation *from one to many* - then we must create an environment that everyone can access.

Andy Stanley puts it like this - "Our service programming teams view themselves as partners in evangelism with our members and regular attendees. Does that mean we tailor the content to non-Christians? Nope. We tailor the **experience** to non-Christians. There is a big difference". We see every service as an evangelistic opportunity and want all our visitors to feel welcomed and loved when they visit. We fully believe that when we do our part in looking after our guests, Jesus will minister to their hearts and draw them to Himself.

Once you have completed this training, you will be able to host a section at Solihull and if you are attending one of our other locations, you can now join the section hosting team at that location.

Alongside this training, please familiarise yourself with the Job Description, the Risk Awareness Document and the Pastoral Support Directory

Following on from this training, you may have further questions. Please speak to your Duty Pastor in the first instance or send me an email on jtowler@renewalcc.com

May God bless you

Justyn Towler

Purpose

The purpose of the section host role is

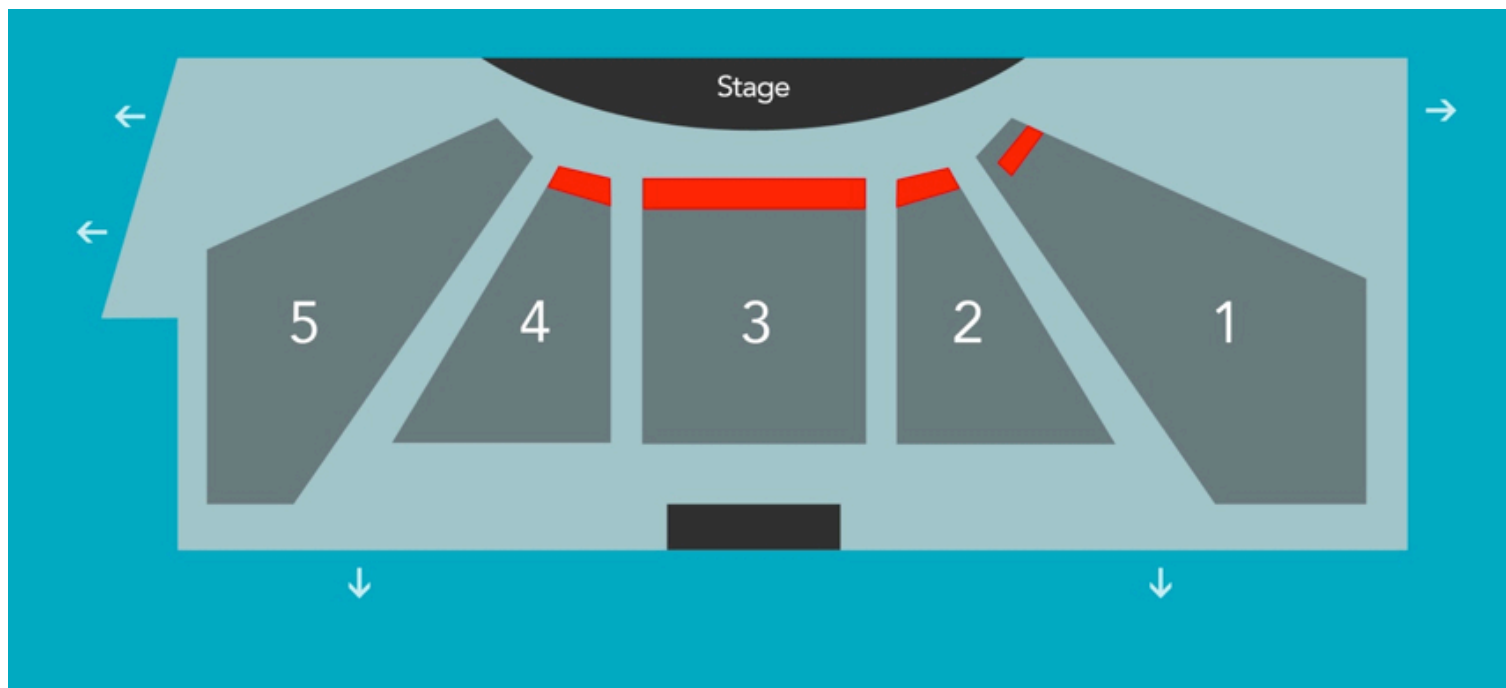
- To ensure everyone feels welcome and comfortable during the service, particularly first time guests. Whilst the MC for the service may welcome our visitors, we want them to experience a welcome that is personal to them. Section Hosts can achieve this much more effectively than the MC.
- To help people move from attending the large gathering to fully connecting into the life of Renewal. We want to see visitors making the decision to serve Jesus and then moving on to baptism, partnership and then becoming fully engaged in a connect group and / or team.



Your notes:

Solihull Layout

This is the layout at our Solihull location.



You will be asked to indicate which of the sections you prefer to serve. Please be prepared to serve where the need is even if it takes you out of your usual seat!

NB: Please speak to the duty pastor at your location if it is not Solihull.

Section Host Role Outline

Philosophy:

Serving guests in our house

Serve people not position

Connect People with others, not ourselves

Always provide the next steps

The purpose of this role is to make guests feel welcome to our church family and support them in their journey of discovering or becoming closer to Jesus. There are 6 key aspects to your role:

1) Confirm Availability

You will receive the rota from Planning Centre at least one month in advance of being asked to serve. If you are unable to undertake the service and / or section on the rota, please decline on planning centre, if you are able please accept! If anything happens on the day and you are unable to attend please contact the Duty Pastor allocated for duty on that day.

2) Attend Briefing

The Duty Pastor for the day will want to brief all section hosts 20 mins prior to the start of service. When you are on the rota, it is best to aim to arrive at church before the start of service so you are in the Alpha room promptly at 8:40 and 11:00 respectively. This is important as the Duty Pastor will brief you on the theme for the service, when communion is taking place and if there are any special requests from the preacher. Usually, you will find the Duty Pastor at the front near the stage.

You will also be given a red welcome team t-shirt to wear when you are on duty. Sweat shirts are also available, speak to your duty pastor if you would like to order one.

Once the briefing and prayer is concluded then you should move promptly to your allocated section and mingle with the guests.

Ensure your section is tidy and welcoming prior to the arrival of guests.

3) Welcoming Guests

The welcome team in the foyer will direct guests in to the auditorium and will be looking out for section hosts. Please be mindful of this and look out for them bringing new guests through.

Be sure to greet and welcome new guests. Ask their names and be very aware of their body language. Some people will be happy to have a warm welcome, others will want to come in quietly and not really engage. Build relationship with regular visitors. Try and remember something about them from previous conversations. Always have a smile for them. You may even decide to sit with someone that is on their own if they are open to that. Spot new people, make a personal connection and introduce them to others.

Hand first time guests a welcome pack and orient them to today's service and the building so they feel comfortable. Help them access FaithBuilders and Baby facilities if needed.

During the service, keep a watchful eye on guests. They may not always come forward for prayer but may welcome a prayer in their seat after the service. Be prepared to offer to pray for people in their seats.

4) Prayer Ministry

As a Section Host you will be asked to pray for people at the front. There are usually two specific times in the service depending on the format on the day - during communion and the call to accept Jesus at the end. As soon as you hear either mentioned, you should move from your seat and go to the connection point nearest to you, ready to pray for people.

Listen and talk to people at the connection points who are responding to the message.

There are Next Steps booklets that explain what it means to be in relationship with Jesus. This is outlined in more detail later in this pack. You will find the them on the high table next to the connection point where you will pray for people. There is also a white box under the front row on either side if you need more booklets or a Bible to give to a new Christian.

5) Provide Pastoral Signposting

Inform people of the appropriate support services they can access. Please refer to the Pastoral Support Directory regularly so you know how best to support people. Notify your Duty Pastor if you notice that regular people are missing. If you are in doubt about anything - ask and get support.

6) Capture Contact Information & Debrief

There are contact cards on the high tables and in the boxes. We want to be able to send our guests further information that will help them to understand more about Jesus so having an email address at the very least would be helpful. If people require a pastoral follow up, please put as much information on the card as possible. This helps us follow up each person efficiently and sensitively. There are plenty of pens in the box and also on the table. The card looks like this -

Your details
Please fill in your details below using block capitals.

Title Address

First Name
Last Name

Date of Birth

Phone Postcode

Email

How can we stay in touch?
We'd love to stay in touch with you. Renewal holds your personal information on a secure database for the purpose of keeping you informed about church life.

I consent to Renewal contacting me by:

Email
 Post
 Phone
 Text

You have the right to withdraw your consent to Renewal holding your data at any time by emailing privacy@renewal.co.uk. For full details of how Renewal uses your personal data please refer to our Privacy Policy, which is available at renewal.co.uk/privacy.

Find out more
Let us know what you would like to find out more about and we'll be in touch.

I'm new
If you're new to Renewal let us know so we can connect with you.

Alpha
Alpha is a great way to explore the Christian faith. Tick to find out more.

Connect Groups
Connect is our network of small groups. Tick to find out more and to join a group.

Join a team
If you would like to join a team, start by ticking the box and we'll be in touch.

Following Jesus
If you have made a decision about following Jesus or aren't quite sure, we would love to help you on your journey. Tick one of the boxes below and we'll help you on your next steps.

I said yes
I have made a decision to follow Jesus. Tell me more!

I'm not sure
I'm unsure but I'd like to find out more about Jesus in detail.

Not right now
Following Jesus isn't for me right now but I would still like to be involved.

I'd like some pastoral support
Please let us know what support you would like to receive in the box below.

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When you have finished praying for and speaking with guests, please place the completed cards in the box under the main information point in the foyer. A member of the pastoral team will follow up on them by Tuesday.

Please feed back any key issues or concerns to your Duty Pastor, no matter how small it may seem. Your Duty Pastor may want to debrief with you at the end of the service so please be prepared to stay around a little longer.

Items on High Table and in the Box

Next Steps Booklets

- For those wanting to know more about following Jesus, please complete a section ministry card with their email address so they receive the emails too.
- Please hand a **New Testament** as well with these books

Contact Card

- For those wanting further info or pastoral follow up

Alpha Flyers

- For those interested in Alpha! Please also take a contact card too so we can send them details of the next course.

Family Leaflet

A map of the campus explaining where all the family facilities are- but don't just hand it to them, take them to it if you can.

Confidentiality

** Please note this policy does not apply to Renewal Therapy or Listening service - please speak to a member of Renewal Therapy/Listening Service for more information regarding confidentiality within these services/teams.*

As members of Renewals Pastoral team you cannot promise confidentiality in any circumstances. In many cases it is in the best interests of the person you are supporting to seek further advice or guidance to ensure they can access the most appropriate support.

If someone asks you to keep something confidential simply explain that you will not share what you are told with other partners or attenders of the church but you may need to share some information with your leaders to ensure the person gets the best support. Explain that where possible you will always let the person know before you share any information.

Before sharing information within the pastoral team you must explain clearly who you will talk to, why you want to talk to them and what you will tell them.

For example:

“Would you be ok with me talking to the Forget Thee Not team leader so that they can contact you to support you. Can I let them know that your friend has passed away?”

“Would you mind if I shared the details of your prayer request with the church office so we can add you to the prayer list? What would you like us pray for specifically?”

“I am unsure of how best to advise you in this situation - I am going to speak to my team leader and share what you have told me about this situation so that they can advise us both on the best next steps”

The only time when you would not seek permission to share information is when:

- You believe a person is at risk of harming themselves or others, please sure you are familiar with our Risk Awareness document, if you identify any of those risks in a person situation, you must contact Justyn Towler immediately.
- You believe a criminal act has been committed
- You believe a child has been harmed or is at risk of harm
- You believe an adult who may be vulnerable has been harmed or at risk of harm.

In these situations you should contact one of the Team Pastors immediately.

Praying for People - Code of Conduct

Praying for people is a huge privilege. When people step forward to receive prayer they are placing huge trust in us – we have a duty of care to minister in an appropriate and sensitive way.

Confidentiality

Familiarise yourself with Renewal’s Confidentiality Policy on the previous page. You cannot promise confidentiality, but you must not share information given to you during ministry time outside of the guidance in the policy.

Boundaries

Prayer Ministry is neither counselling nor coaching. It is an opportunity to bear one another's burdens and stand in prayerful agreement on scripture. Know your limitations and to signpost people to further support when needed.

Respect

Prayer ministry does not judge or withhold care from those with different views, values or beliefs - equal opportunities exist for all. Avoid making value judgments about the person or their prayer request.

Personal Hygiene

Take care that nothing about you is offensive or off-putting. Have clean hands & nails, avoid breathy smells and be careful with personal space. Dress should be clean and smart.

Safeguarding

Children and Young People:

You must be aware of Renewal's Safeguarding policy before you can pray for those under 18. Ideally involve someone from the Faithbuilders or YOUTH teams if children request prayer.

General:

Take care how and where you touch those you are praying with, it is good practice to ask for permission before placing your hand on another person. It is better to pray for people of the same gender as you but not a requirement as long as the ministry is in the main auditorium with others around. If you need to take the person to a quiet room ensure there is two of you regardless of gender – unless you have cleared it with Pastor on Duty first.

Listen to and discern the guidance of the Holy Spirit at all times. Seek advice from the Pastor on Duty if you feel unsure of how to best minister at any time.

Prayer Ministry at Connection Points

We want to portray prayer as a natural part of life not a 'religious experience'.

Develop your own bank of scriptures and style of prayer. Remember, God see's and knows everything so we don't need to be loud but be respectful of the person's privacy.

How to pray for people:

1. Opening start: Introduction. Hi, my name is... what's your name? It is important to remember that it isn't easy for people to step forward and receive prayer so the important element is putting someone at ease and diffusing any anxiety.
2. Next question: How can I help pray for you today?
3. Large amounts of information are not needed, gather only enough to pray intelligently and effectively.
4. Use listening skills and spiritual discernment to clarify what is the most important prayer concern right now for the individual. Different types of prayers include:
 - a. Prayer for healing, both physically and mind
 - b. prayer for being filled with the holy spirit
 - c. Salvation
 - d. Prayer for specific needs
 - e. Prayer for confession
 - f. Prayer for hurts
 - g. Prayer for surrender
5. You can pray different types of prayer - Blessing, petition, command and intercession.
6. Select the appropriate prayer response. Asking ourselves what is the most helpful to his person? What can God share in spiritual insight? What is it that God wants to do in this moment?

7. Signpost - next steps, what is ongoing? Do they need to attend a course, join a group, get more prayer, meet someone etc? Help the person progress to the next support level. Encourage them!
 8. Ministry team: ask for help where needed. Don't wait to be asked, offer help e.g. of there are lots of people to pray for.
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Other Spiritual Approaches

1. Blessing what the Holy Spirit is already doing in someone's life. Watch for His presence.
 2. Knowledge of a situation, i.e. grief, redundancy, family issue...
 3. Laying on of hands... always ask if it is alright to do so.
 4. Keep your eyes open - so you can view awareness of what is happening and be aware any spiritual or physical signs. Look for ways is visible - sharing, stiffening, change of breathing, rocking, laughing, crying, heat, fluttering of eyelids, falling back.
 5. Don't pray with too many words. Pray with quiet faith and authority. Believe God will speak to you and don't be afraid to step out, just use sensitivity.
 6. Pray single gender where possible. Observe safe guidelines.
 7. It is appropriate to stop and check on progress, i.e. does that make sense to you? Are you OK? Shall I continue? What are you experiencing?
 8. Know when to end. You will know when there is no more leading in prayers, when you sense that the recipient has received enough.
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Healing Prayers

Study the doctrine and scriptures in relation to healing. Do we believe that our God heals? Absolutely! We have seen God's healing power work time and time again. It is true that some people do not experience healing in this life - that does not mean they lack faith. God did not promise that everyone would be healed whilst here on earth but assured us that He is with us whilst we go through our suffering. Pray for healing with fervour and passion, believing that God can and will heal. We then leave it to His perfect will for that persons life.

See Isaiah 53:5, Romans 5:3-5, 1 Peter 4: 12-19.

These verses will show you how active God was and is in the area of divine healing when we his people are obedient to His Word. Remember **Feed your Faith and Starve your Fear.**

1. "If you diligently heed the voice of the Lord your God and do what is right in His sight, give ear to His commandments and keep all His statutes, **I will put none of the diseases on you which I have brought on the Egyptians. For I am the Lord who heals you.**" (Exodus 15:26)
– According to your word *Jesus you are the Lord that heals me*
2. "**He sent His word and healed them, and delivered them from their destructions.**" (Psalm 107:20) *Father you have sent your words to heal me from any ailment or disease*
3. "Bless the Lord, O my soul, and forget not all His benefits: who forgives all your iniquities; **who heals all your diseases ...**" (Psalm 103:2)

4. **"For I will restore health to you and heal you of your wounds," says the Lord.** (Jeremiah 30:17) *Father restore my health in order to bring glory to your name*

 5. **"O Lord my God, I cried out to You, and You have healed me."** (Psalm 30:2)

 6. **"The thief does not come except to steal, and to kill, and to destroy. I have come that they may have life, and that they may have it more abundantly."** (John 10:10)
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Leading People to Jesus - what to do at Connection points.

At Renewal we have a strong vision to see people come to faith in Christ. Our services are intentionally double barrelled so that at the end of each message there should be a response opportunity for the christian and the non-christian. These pages seek to cover how we respond to people who come to our connection points at the end of a service.

Our section hosting team cover our connection points. The section hosts role is to help people to move from attending the large gathering to fully engaging in the life of the church. It is important that the section host team is visible and active in their section before the service starts, people are more likely to approach someone at the end of the service if they have already had a positive interaction with them before the service starts.

We direct people to Connection points for one of three things:

- some more information to take away and read

- to ask any questions and maybe sign up for alpha
- to let the team know they have made a decision to follow Jesus and wish to receive the Next Steps videos

As outlined on page 13, when people approach the connection point gently introduce yourself and ask - how can I help?

If people want to take away some information, hand them the Next Steps Jesus booklet, explain briefly that it outlines the basics of becoming a Christian, and that they can sign up www.renewalcc.com/nextsteps if they wish to receive more information. Also hand them an Alpha leaflet and explain that Alpha is a great place to explore christianity without any pressure.

If people want to ask questions, enquire if they wish to get a hot drink and sit down with you or if they are happy to chat quickly at the connection point. Answer their questions honestly, and be transparent if you are not sure of any answers. The most important thing to convey to those seeking is not that you know it all, but that you care, because God cares for them deeply. Recommend they attend an Alpha course if they wish to explore further and offer them the opportunity to come back and chat to you at any point, or take away a Next Steps booklet to read. If they take a booklet explain that it outlines the basics of becoming a Christian, and that they can sign up www.renewalcc.com/nextsteps if they wish to receive more information.

If people have made a decision and wish to follow Jesus, then congratulate them! Tell them that Jesus loves them, that he died to forgive them and that deciding to follow him is the best decision they will ever make. Explain that a christian is not someone who is perfect - but someone who trusts in Jesus to make them right with God. Show them page 7 in the Next Steps booklet and talk them thru the Romans scriptures and John 3:16 and the prayer at the bottom that they may like to use when they get home to start praying. Ask for their email address so that we can send them some videos to watch and give them the opportunity to come back and ask more questions as they start to follow Jesus. Ask if you can pray for them before letting them go. Show them page 4 and explain what will happen next.

Taking email addresses

If someone wishes to leave their email address to receive the Next Steps videos:

- Complete a white card and indicate if they wish more information or have made a definite decision to start following Jesus
- Ask them to check you have written their email correctly
- Place the white card in the plastic box behind info point

OR

- Ask them to put their name and email address into www.renewalcc.com/nextsteps under the Jesus heading

THEN

- Hand them a next steps booklet and turn them to page 4 and explain how Next steps works and that we would love to see them at an event
- Usually they will receive the first email within 24 hours

Activities

We want you to have an opportunity to consolidate what you have learned so far. Please work through the following activities in your own time. Doing so will enable you to be better prepared when you serve as Section Host.

Activity 1

Read each scenario and ask yourself:

1. How would you feel?
2. What would you want to know?
3. How would you want to be treated?

Scenario 1

You are a single parent of three, you arrive at Renewal for the 11am service, it has not been an easy journey to get here and now your baby has woken up when were banking on her being asleep for most of the service. Your older two children are hanging onto your legs as they have been to FB a couple of times before but didn't like it.

Scenario 2

You are single mature man, having recently gone through a divorce. You have been attending Renewal for a while but you don't really know anyone, you enjoyed the Alpha course but since that finished two months ago you are feeling a bit lost at Renewal.

Scenario 3

You have been attending Renewal for many years and have served on nearly every team going at some point in your life. You know lots of people in the Church but aren't currently involved in anything other than attending Sundays. You have recently had some bad news about your health.

Scenario 4

You have just moved into the area - you attended a church in your previous town and took an active role in leadership, you have heard about Renewal on the internet and have decided to check it out - but you are slightly dubious about large church's as you have heard bad things in the past.

Scenario 5

You can't quite explain what you are doing here - you would never have imagined yourself being in a church, you have no background or understanding of Christianity but you have always tried to live a good life. Your friend from work comes to Renewal and for some reason you decided this was weekend you would check it out.

Activity 2

There are many types of prayer mentioned in the Bible such as adoration, intercession, thanksgiving etc. Let us focus on these 5 types of prayer for this exercise.

4. Prayers of **blessings** - *Deuteronomy 7:13, Ephesians 1:3, Numbers 6:24-26*
5. Prayers for **healing** - *Jeremiah 30:17, James 4:15*
6. Prayers of **repentance/confession** - *Acts 3:19, 1 John 1:19*
7. Prayers of **supplication** or petition - *Philippians 4:6, Psalm 142:1*
8. **Liturgical** prayers - It can be useful to encourage people to repeat what you are saying in your prayer, especially if they are a new christian.

Considering the 5 types of prayer above. How would you approach praying for the individuals in each of the following scenarios?

Scenario 1

A young man in his late twenties approaches you at the start of communion and says he needs prayer for a job interview he has tomorrow. He wants God's blessing and favour and expresses frustration that he always seems to get negative feedback after interviews. He says he is very confident and doesn't know why this keeps happening.

Scenario 2

A woman asks for prayer as she has 'crossed the line' with a guy she is dating and feels guilty about this and also because he is not a christian. She is trying her best to live for Christ but hates that she keeps letting God and herself down.

Scenario 3

A faithful partner of our church comes forward for prayer as he has been battling with rheumatoid arthritis. His health is deteriorating and his ability to take care of himself has been greatly affected. He loves the Lord and never complains but today he is asking 'why me'? He is fearful of the future even though he knows fear does not come from God.

Scenario 4

Following the message in S2, a woman runs to the front in floods of tears. She shares that even though she has confessed her past to God, repented and believed that she was forgiven, she still struggles with guilt and self-condemnation so much so, that she finds it difficult to build relationships either in church or at work.

Activity 3

Two key aspects of prayer ministry in church are

- 1) Leading people to Jesus
- 2) Praying with people to receive the Holy Spirit

What are your experiences of praying with people in regard to both of these.

- How have you found this experience?

- What works well for you?
- Do you have experiences where things may have been a little shaky?
- What did you learn from this experience?

Make a note of some key words and /or scriptures that you would use when leading someone to Jesus:

Make a note of some key words and /or scriptures that you would use when praying for someone to receive the Holy Spirit:

Thank you.

After attending the training or going through this workbook, if you have any further questions please contact pastoralcare@renewalcc.com