full counsel ministries
Metrochurch

NEW MEMBERSHIP ORIENTATION LESSON 5

HOW WE CARE

MEMBER SUPPORT AND PASTORAL CARE STRUCTURE

- NEW MEMBER SPONSORS
  New Member Sponsors serve as a person of contact for you as a new member until you are comfortable that you have enough information to begin feeling at home in your church. They will typically stay in touch with you at least until you have completed your Orientation. Your Sponsor team is assigned to you based on which week of the month you joined the church.

- ZONE ELDERS AND CARELEADERS (DEACONS)
  Full Counsel uses a specially organized team of appointed leaders whose primary role is to help the Pastor care for the flock. This team is known as the Pastoral Care Team, and consists of Zone Elders and Deacons, and their spouses. Full Counsel assigns a Zone Elder and a Deacon to all church members. Here's what you need to know about their role in the church and their relationship to you as a member.

  Zone Elders are mature members of the church body who have been carefully and prayerfully chosen to carry special authority that allows them to assist and support the Pastor by helping to care for the flock. They do this by overseeing a designation of church members who are assigned to them. They also help with the government of membership matters as needed.

  An Elder may have a large number of church members assigned to them, so that large number is further broken down into smaller groups that are assigned to Deacons, who report to the Elders. At Full Counsel, Deacons are also referred to as Careleaders, and they also help care for the flock by checking on and looking after the church members who are assigned to them.

  You can expect your Careleader to make an attempt to contact you at least once per month, just to see how you're doing. Of course, you always have the option to opt out of that monthly call rotation if you prefer. Careleaders are also instrumental in facilitating benevolence matters for members who qualify. In carrying out their duties, Both Elders and Careleaders stay in close contact with Member Services to make sure important information about members is communicated in a timely manner and any pressing matters are addressed appropriately.

full counsel ministries
Metrochurch

- HEALING-HANDS MINISTRY
  The Healing Hands Ministry consists of trusted non-staff volunteers who have been approved and trained for the sole purpose of visiting church members who are recovering in the Hospital or at home from a sickness, injury, or surgery, to pray for their healing and recovery. They can also facilitate their duties by phone, if that is better for the church member. Healing Hands team members have no additional church sanctioned duties other than stated above.

- MINISTRY STAFF
  In addition to the wonderful volunteers who may occupy roles of leadership in our church, Full Counsel also has a full-time paid ministry staff who attend to the daily affairs and business matters of the ministry. Our staff primarily operates out of our Corporate headquarters, with local offices at the NLR Campus.

SERVICES AND SUPPORT AVAILABLE TO CHURCH MEMBERS

- HOSPITAL VISITATION AND PRAYER
  If you are admitted into a local hospital for any reason, a member of our church staff will be made available to come visit you in the hospital and offer prayer while you are there. A member of the Pastoral Care Team or Healing Hands Ministry may also visit. *Please note that hospital visits can only be arranged when Member Services has been properly informed, and only if the member is willing to receive visitors.

- FREE COUNSELING
  If you, or a member of your family needs counseling, appointees on our Ministry Staff are available to provide bible-based counseling and guidance on various subjects for free. This includes, marital counseling, pre-marital counseling, personal-issue counseling, financial counselling, and more. Counseling sessions generally require an appointment in advance, so please contact the church office if at any time you would like to request counseling.

- FREE WEDDING VENUE AND CEREMONY
  Church members in good standing can request free use of the Full Counsel Chapel for their wedding venue. This typically include rehearsal time the evening before the wedding and the Senior Pastor or an appointee to officiate the ceremony. The reception venue will be the church member's responsibility. Contact the church office if you are planning to wed and would like more information.

full counsel ministries
Metrochurch

- FREE FUNERAL VENUE AND HOMEGOING SERVICE
  Full Counsel Facilities are available for the funeral services of Full Counsel members at no charge. This typically includes having the service officiated by the Senior Pastor or an appointee, helps ministry personnel on post during the service, Minister to perform the interment, and facility available for.

- ADDITIONAL BEREAVEMENT SUPPORT
  For all Full Counsel facility funerals, a Member Services Representative will be made available for at least one pre-service planning and guidance appointment at the church office. This is to help with planning the actual funeral service and repast.

  This is separate from the arrangements and procedures that will be handled by the funeral home. Surviving family can also expect the church to participate in providing food for the repast, if there is one, for funerals that are held at Full Counsel facilities.

- BENEVOLENCE HARDSHIP FUNDS
  We understand that in the course of life there may arise a rare occasion when a member of our church family simply must request the assistance of their church during a time of hardship. That why benevolence funds may be available to help a member pay a crucial life bill, such as a mortgage payment, rent, utility bill, or vehicle payment. Members must be active for at least 4 months and be in good standing with the church to be eligible to request benevolence funds, and once a request is made, there may be an additional review process to determine if assistance can be provided. All benevolence requests are handled on a case-by-case basis, and no approvals are guaranteed.

- TECHNICAL SUPPORT FOR SHELBY SYSTEM
  Members can contact the church office with any questions regarding the Shelby System. Our IT department is available for technical support.

- GENERAL CHURCH INFO AND GUIDANCE
  Members can contact the church office at any time for any additional public information related to ministry or church services. A friendly staff will do our best to get you the answers and guidance you need.

- MISCELLANEOUS SUPPORT