



SERVE PROCESS

Mission Church

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v.5.0 (revised 6/30/2025)

All potential Mission Church volunteers must complete the Serve Process and satisfy all Core Requirements prior to serving. In order for ministry leader staff to properly vet and screen volunteers, applicants are placed within screening volunteer groups in Fellowship One Go (F1 Go). Once applicants are in screening groups, specific to ministry, staff vet individuals and guide them through the Serve Process. Some ministry teams have additional requirements, referred to as Ministry Specific Prerequisites, that may include interviews, test drives, Ministry Safe/Sexual Awareness Training, and reference checks.

Core Requirements

All adult volunteers must complete the Core Requirements **FIRST** to serve. These requirements apply to all ministry areas and teams and constitute the basic requirements to serve across Mission Church.

Partnership. Partnership is required for volunteer opportunities at Mission Church. Potential volunteers can become partners of Mission Church by completing the following steps: 1) attending the Discover Mission Class, 2) meeting with an elder, and 3) signing the partnership agreement. During the Discover Mission Class, attendees learn about Mission Church and how to become a member, discover ways to connect in community, hear about opportunities to serve the body of Christ, and find ways to go on mission outside the walls of the church. The Lead Pastor, along with staff, shares about the church's mission, vision, values and ministries, stewardship, discipleship, church governance, and more. Attendees take a tour of the church to see ministry teams in action. After this class, participants are offered opportunities to take the next steps of involvement. If membership is desired, the attendee can schedule a short, personal meeting at a later date with an elder to complete the membership and partnership process.

Background Check (BGC)/Volunteer Application. Potential volunteers must consent to a **background check** and complete a **volunteer application**. The BGC and Volunteer Application come together in one email. The BGC is one simple page that takes about one minute to complete. The Volunteer Application consists of eight questions and takes a few minutes to complete. These two requirements are completed at one time by the prospective volunteer upon completion of the elder meeting for people who are interested in serving, or upon submission of the interested in serving form available on the church website and app if already a member. The BGC/Volunteer Application can be initiated by the Give Team at the time a person expresses interest in serving on a team at a later date.

- The **Background Check** is administered through Protect My Ministry (PMM)/Ministry Mobilizer and is managed by the Give Team through the Give Team Administrator. In order to complete the BGC, the applicant must provide the following information: name, former name(s), address, previous addresses, DOB, SSN, phone number, and email. (F1 Go pre-populates some of these fields for the applicant.) Any potential findings from the background checks will be addressed by the Safe Ministry Team, which consists of the Give Ministry Leader, Executive Pastor, Director of Security, and the Executive Assistant to the Lead Pastor & Mission Institute Director. *A copy of the Background Check application is provided at the end of this guide for reference.*
- After completing the information for the BGC and hitting *continue*, the applicant is taken immediately to the **volunteer application**. **All volunteer prospects complete the same application.** References, along with their phone and email addresses, are requested on the volunteer application. *A copy of the Volunteer Application is provided at the end of this guide for reference.*

Stages of the Serve Process

Upon completion of the Core Requirements (Partnership and BGC/Volunteer Application), the Give Team performs the following tasks: 1) the record of the volunteer is updated with the completed Core Requirements, 2) the volunteer prospect is placed into one or more screening volunteer groups, and 3) an email is sent to the volunteer and ministry staff as a means of introduction and handoff between the teams. The Give Team's role shifts from ownership to oversight after a volunteer prospect is placed into screening groups.

Screening. Only prospective volunteers who have completed the Core Requirements to serve should be placed into volunteer screening groups. In addition to Mission's Core Requirements, ministry teams may have additional prerequisites (see below) for serving on their teams or in a specific role. Once in the screening process, ministry staff will have the opportunity to communicate needed prerequisites and make notes within interactions in F1 Go. After a reasonable amount of time communicating with the applicant, if he/she does not complete the necessary prerequisites the staff person may remove the applicant from screening.

Approval/Assignment. After all requirements have been satisfied and the applicant has been approved to serve, the volunteer is placed in two groups: 1) an active volunteer group by ministry area, and 2) a volunteer group to receive a check-in role (also known as his/her assignment). The **specific job or role assignment** is given manually by the ministry staff in Planning Center Online (PCO) for scheduling the volunteer to serve.

Additional Prerequisites. Additional prerequisites are ministry-specific and may include an interview, test drive, Ministry Safe/Sexual Abuse Awareness Training, or other training specific to the serve role the applicant is pursuing. The order in which these steps are completed may vary depending on the ministry team. Ministry-specific prerequisites are tracked by the ministry team and recorded in groups in F1 Go. Below are some examples and details about potential ministry-specific prerequisites.

Observation/Test Drive. Observations and Test Drives are a great opportunity for the volunteer prospect to see and feel what happens on the ground within a ministry team. At an observation, a volunteer prospect is provided a detailed on-site look at the overall ministry's specific mission, vision, and operations. At a test drive, a volunteer shadows a trained volunteer or staff person in a particular serve role and is taught policies and procedures for serving in that capacity.

Reference Checks. Ministry staff may send reference forms to references provided by volunteer prospects to gather additional information about them.

Ministry Safe/Sexual Abuse Awareness Training. For some ministry areas or roles, the potential volunteer may complete a 65-minute Ministry Safe/Sexual Abuse Awareness Training video or in-person training.

Interview/One-on-One with a Ministry Leader. An interview provides an important opportunity to learn more about the person. Before the interview, a volunteer prospect may be asked to complete a ministry-specific application. Each ministry team has its criteria for questions that are asked in this conversation, so there is no minimum on the quantity of questions. Spiritual discernment should be used for what the ministry leader needs to know for serving in a particular area. Some questions that may be useful to ask include:

1. Tell us about your current relationship with Jesus.
2. Tell us about your salvation experience (or how and when you became a Christian).
3. What other churches have you attended in the past 5 years?
4. Are you in a small group, class, course, or discipleship relationship?
5. Have you hosted or led a small group in the past?
6. How have you learned to deal with conflict that naturally occurs in relationships?
7. What are your spiritual gifts, talents, or strengths?
8. What is one area in which you need to grow?
9. Tell us about others who are living in your household.

Special Exceptions

Family Core Requirements. Unlike other volunteers who are placed directly into ministry-specific screening groups after satisfying the Core Requirements, volunteers who wish to serve on the Family Team, including Students and Kids, are placed into the Family Core Requirements screening group prior to being placed in ministry-specific screening volunteer groups. The Family Ministry Coordinator oversees the completion of ministry-specific prerequisites before placement in a specific desired volunteer opportunity.

Ministry Safe Requirements. For individuals who serve in Kids or Students, ongoing Ministry Safe training is offered twice a year for active volunteers. For individuals who serve in areas where minor servants may be, Ministry Safe training must be renewed every 4 years.

Young Adult Ministry Requirements. The Young Adult Ministry has two volunteer opportunities: Guest Services and Group Leader. Unlike all other prospective volunteers, Young Adult Guest Services volunteers do **not** have to become partners to volunteer, but are required to attend the Discover Mission Class. Young Adult Group Leaders must be partners and complete the Serve Process. All Young Adult volunteers must submit to a background check and complete the volunteer application.

Background Check Questions

Agreement

Language

English

By continuing, you are aware that you are submitting information to Protect My Ministry, a consumer reporting agency as defined by the Fair Credit Reporting Act, for the purpose of Disclosure and Authorization for Background Investigation to be completed on behalf of Mission Church Memphis. We use cookies to ensure that we give you the best experience possible. If you would like more information on how cookies are used, please click our Privacy Link. Do you wish to continue?

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Yes

No



Organization: Mission Church Memphis

Full Legal Name

John

D

Smith

I have no legal middle name

Other Names Used

Check this box to enter any other legal names you have used, such as your maiden name.

Date of Birth

Year

Month

Day

Email Address

Email

Confirm Email Address

Confirm Email

Social Security Number

000-00-0000

Confirm Social Security Number

000-00-0000

Telephone

(000) 000-0000

Current Address

No addresses have been added yet. Click Add to add an address.

Add

Continue

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Application Questions



Organization: Mission Church Memphis

* Why do you want to serve at Mission Church?

Required

* How long have you been involved at Mission Church?

Required

* What are the obstacles (or potential obstacles) we need to be aware of regarding your serving commitment (travel, other volunteer commitments, etc.)?

Required

* Have you ever been the subject of an investigation or allegation of sexual misconduct, sexual abuse or sexual harassment?

Yes

No

* Is there anything in your personal history or experience that indicates that you have any problem involving sexual attraction to minors or any tendencies that could pose a risk of harm to minors?

Yes

No

* Please list 2-3 references and their phone and email contact information.

Required

Since we allow minors to serve with adults in many areas, please click the link and read the [Mission Church Safe Ministry Practices](#).

* I have reviewed and am aware of Mission Church Safe Ministry Practices. Please provide a digital signature by typing your name.

Required

By checking the 'I agree' box and entering my full name I recognize that this is equivalent to my legal signature.

First Name

First

Middle Name

Middle

Last Name

Last

Date

2023

09 - September

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