



Online Ministry Minister Handbook



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Online Ministry Leadership Handbook

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Welcome

Welcome to Rocky Mountain Calvary's Online Ministry Leadership Team! The Online Ministry has the potential to reach people around the world during every online event. Serving as a leader puts you in the unique positions of literally going into all of the world to make disciples of all nations during every live broadcast.

Leaders in this ministry will use the biblical model of a shepherd to lead, develop and care for those God places under your stewardship. As a leader you will not only learn HOW to lead others, but you will also learn what it means to BE a leader as God works in your own strengths and struggles. You will be challenged not only to learn new things, but to be the person God is calling you to be by examining your own heart.

As you serve the Lord through this ministry, our desire is for you to experience:

- A greater dependence on the Lord
- An opportunity to love others through an online experience
- The understanding of how to *think* as a leader
- The character development needed to *be* a leader
- The integrated knowledge and skills of how to *operate* as a leader

Thank you for serving the Lord and our far-reaching Body of Christ.

Matt Patterson
Online Ministry Pastor

Administration

Leadership Structure and Contact Information



Ministry Approach and Leadership Model

Leadership of the ministry is best accomplished by a lay Ministry Leader under the direction of the Overseeing Pastor. The Ministry Leader leads a team of experienced Online Ministry Coaches under which Online Ministers serve. The purpose of the leadership team is to distribute ministry responsibilities amongst a team while providing an opportunity for others to be involved and developed. The leadership team creates a sustainable structure to offer ongoing ministry support. Coaches should be empowered to share administrative responsibilities and provide directive and creative input for ministry decisions. Ministers may become Coaches by volunteering or by being recruited by existing Coaches or Ministry Leaders. Coaches meet as a team on a regular basis with the Ministry Leader.

When a new Minister joins the ministry, he or she will be assigned a Coach. The purpose of the Coach-to-Minister relationship is to create a sense of community among a smaller group of Ministers and to create an organizational structure for leadership, care and development.

The Lead Develop Care (LDC) Leadership Model *

Every ministry needs a model to provide direction using easy to understand and easy to follow principles that provide a balanced and effective approach to leadership. The LDC incorporates biblical principles into a model providing just that. A ministry and its leaders need to ensure the Three Primary Responsibilities of Lead, Develop and Care are woven into the overall planning and execution of the ministry. Furthermore, the Operational Aspects of those responsibilities (the words encircling each responsibility) are used to execute each responsibility.



Three roles will be used to ensure each of the three responsibilities are implemented within the ministry. The roles are: Overseeing Pastor, Ministry Leader and Online Ministry Coach. Although every role has the privilege to be involved in leading, developing and caring, some roles will have an emphasis in executing some responsibilities over another. The Overseeing Pastor will ensure the Ministry Leader understands the model in order to execute it properly throughout the entire ministry. The pastor focuses on all three responsibilities.

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The Ministry Leader (the lay staff that oversees the overall direction of the ministry and ministry execution) will work to pass the model on to Coaches with an emphasis on providing leadership and development for Coaches. Coaches (a lay leader that engages with and provides direction directly with Ministers on a regular basis) will assist and collaborate with the Ministry Leader on development tasks but has an emphasis on caring for and connecting with Ministers.

Each person will most likely have a strength (or an area that is more natural to them when carrying out) in one of the LDC model's responsibilities and may struggle in another (the area that is less natural to you). This is to be expected. This doesn't mean that a leader cannot perform well their area of struggle. It just means the leader needs to be more intentional in that area. Be mindful to strike a balance in all three areas. Always acting in your strength can lead to an overemphasis in an area.

Each leader, regardless of his or her role is called to be mindful of this model and make suggestions to their leader for improvements. This is the beauty of the Body of Christ. We are not all hands or eyes or feet. We all have our unique strengths, biases and perspectives to build each other up. Operate in your passions! Those you minister to will be blessed!

* A thorough explanation of the LDC model is beyond the scope of this handbook. For more information, go to <https://www.leaddevelopcare.com>.

Ministry Leader Expectations

A Ministry Leader is the lay staff person charged with seeking the Lord for vision and direction while leading the Online Ministry under the direction of the Overseeing Pastor. It is the Pastor's desire to ensure the Ministry Leader is equipped for leadership rather than the Pastor being highly directive or abdicating all responsibility to the Ministry Leader. The Ministry Leader is to provide the same style of leadership to Coaches as they disciple Ministers. In other words, there are multiple levels of discipleship occurring throughout every level of ministry.

Each Ministry Leader should be committed to:

1. Supporting all information stated in the current *Online Ministry Handbook*.
2. Having a passion to seek the Lord for vision and overall direction for the Online Ministry.
3. Two years of service as the Ministry Leader.
4. Discipling and investing in Online Ministry Coaches and Online Ministers with an emphasis on leading and developing Coaches so they can effectively lead Ministers.
5. Being under the authority of the Online Ministry Pastor. The Pastor provides training, direction and the resources necessary to execute ministry tasks.
6. Providing leadership and guidance to the entire Online Ministry including Online Ministers and Coaches using the LDC model as a guide.
7. Reporting any problems, concerns and ministry needs to the Online Ministry Pastor.
8. Communicating with the Online Ministry Pastor in a timely fashion on significant ministry issues. Ministry Leaders should return phone calls, text messages, emails, etc. within one to two days. (Communications may be initiated by the Assistant to the Online Ministry Pastor on behalf of the Pastor.)
9. Creating agendas for and conducting the following regularly scheduled meetings:
 - a. Ministry Leader/Pastor – Meeting with the Pastor once a month to discuss ministry status, needs and concerns.
 - b. Ministry Leader/Coaches – Meeting once a month to lead, develop and care for Coaches and address ministry issues.
 - c. Entire Team – Meeting with the entire Online Ministry Team to create a sense of fellowship, ministry identity and connection.
10. Working with Coaches to coordinate the recruitment of Online Ministers on a regular basis.

11. Having a working knowledge of all Online Ministry handbook(s) and suggest handbook changes to the Online Ministry Pastor to keep them up to date.
12. Overseeing the training of new Online Ministry Coaches and Ministers. Ministry Leaders do not have any direct responsibilities for online events. Rather, Ministry Leaders train Coaches and Ministers to be directly involved in those events.
13. Maintaining a working knowledge of Church Online Platform in order to answers Chat Host questions, solve and/or report problems to ChOP support, explain new features, etc.
14. Create and configure all Church Online Platform events including keeping the Host Notes section for each service up to date.
15. Overseeing the Host and Lead Host scheduling of all Church Online Platform events. This includes events outside of weekly worship services (i.e., special event service requests for live stream support).
 - a. *Note: Staffing for special events is not guaranteed by the Online Ministry. Requests to Online Ministry volunteers for support will be made. Training volunteers provided by the requesting ministry may be done when possible.*

Coach Expectations

An Online Ministry Coach serves as a leader to Online Ministers. Each Online Ministry Coach will assist the Ministry Leader to lead, develop and care for Online Ministers. A Coach should expect to serve a minimum of one year in his or her leadership role. This time frame allows Coaches to invest time in each Minister to create a caring relationship. It also allows time to assist the Ministry Leader in leading different aspects of the ministry. As a Coach, you will have the most significant involvement in caring for Ministers.

Leadership Expectations

Coaches should be committed to:

1. Supporting all information stated in the current *Online Ministry Handbook*.
2. Investing in Online Ministers with an emphasis on Minister care through building personal relationships and knowing Minister needs and concerns.
3. Connecting with Ministers at least once a month through one-on-one contact (phone, email, text, etc.) or a team meeting.
4. Being under the authority of the Online Ministry Leader. The Ministry Leader provides training, direction and the resources necessary to execute Coach ministry tasks.
5. Reporting any problems, concerns and ministry needs to the Ministry Leader.
6. Communicating with the Ministry Leader in a timely fashion on ministry issues. This includes returning phone calls, text messages, emails, etc. within one to two days.
7. Having a working knowledge of the *Online Ministry Handbook* and suggest handbook changes to the Ministry Leader to keep them up to date.
8. Assisting with the training of new Online Ministers.

Online Event Expectations

Coaches should be committed to:

1. Being available at least 15 minutes before a service to receive chat hosts and chat participants.
2. Being aware of Ministers that are scheduled to participate for the services you oversee.
3. Contacting Ministers scheduled to serve in an online event that have not reported in ChOP or FB 5 minutes before an online event start time via text or phone.
4. Reviewing the information under the Notes, Host Info and Moments menu items before each event and ensure any changes are made for service.

5. Actively monitoring and overseeing the Church Online Platform (ChOP) chat rooms (public chat, host chat) as well as Facebook (FB) comments during live stream events.
6. Posting Moments in ChOP when appropriate.
7. Moderating (delete, mute, ban) chat room comments/participants when necessary on ChOP and FB platforms.
8. Coordinating and overseeing Ministers to ensure chat participants are ministered to when requesting prayer, asking questions or responding to other comments made in public chat areas and live prayer requests. This includes making sure the online audience feels welcome through the hospitality of Ministers.
9. Communicating with the live stream event speaker by providing any information being requested from the online audience. This will most likely take place over text or email. The communication protocol will be provided to you prior to the event.
10. Being available after the end of an event until the ChOP and FB platforms stop hosting the event.
11. Monitoring the Time Left countdown timer on the Host Tools video viewer to ensure Ministers are aware of the amount of time they have left in an event before chat communications terminate.

Chat Host Setup

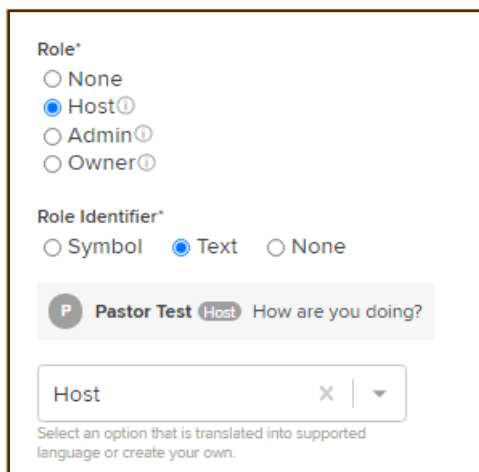
This section explains how to add a user account to the appropriate roles in the ChOP and Facebook platforms so a Minister appears as a host in their respective platforms.

Church Online Platform

Before a user can begin interacting as a Chat Host with guests in the Public Chat room, the user must be assigned to the **Host** role. Once a user logs in as a member of this role, the **Go to Host Tools** button appears at the top left of the screen. The Host Tools window is where all event features and communications are viewed by all hosts. All hosts (including Facebook hosts) must use this view during online events. Facebook hosts will use this view as a way to communicate with all chat host.

Creating and Managing User Accounts

1. Go to <https://rmcalvary.online.church>.
2. Log in using an Administrator account.
3. Click on the **Go to Admin** button in the top left corner.
4. Click on the **USERS** menu item on the left side of the screen. *If the user already has an account created, then find the user account and click on it to edit it and go to step 7.*
5. Click the **Add User** button on the upper right corner of the screen.
6. Create the user account by filling out each field.
7. In the **Role** field, add the account to the **Host** role.
8. In the **Role Identifier** field select **Text** and confirm the **Host** label is selected in the drop-down list. (See figure below.)



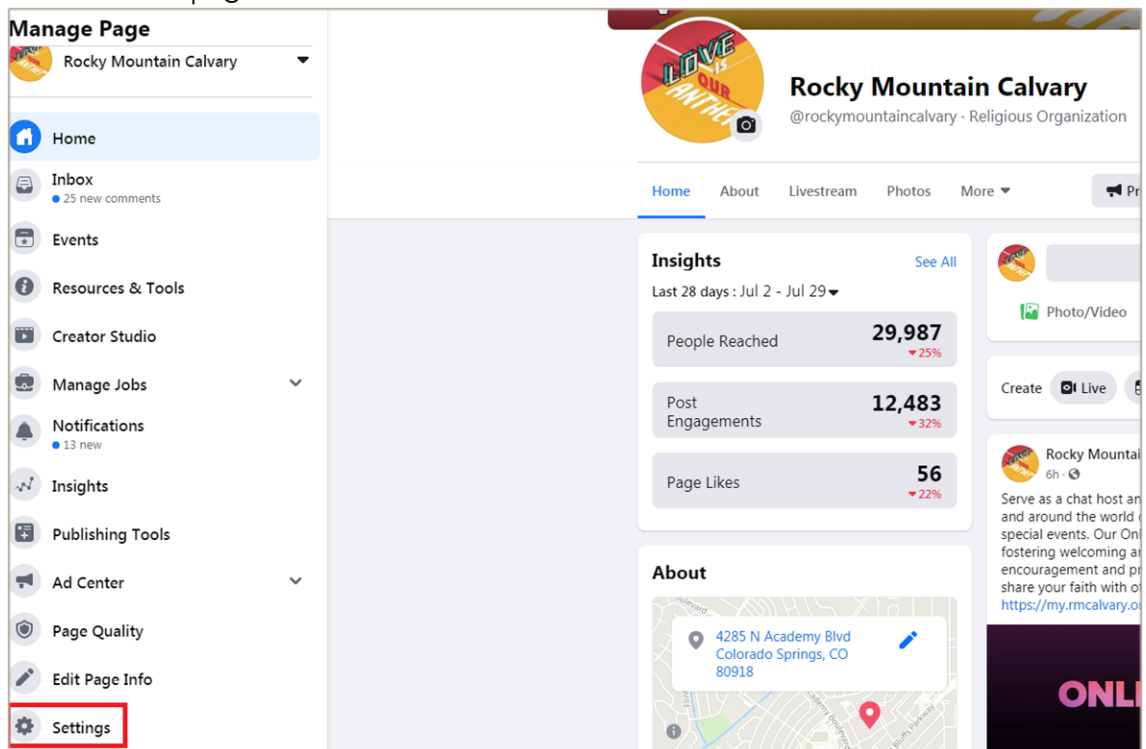
The screenshot shows a form with two main sections. The first section is labeled "Role*" and contains four radio button options: "None", "Host" (which is selected), "Admin", and "Owner". The second section is labeled "Role Identifier*" and contains three radio button options: "Symbol", "Text" (which is selected), and "None". Below these sections is a preview of a user profile card showing a circular icon with the letter 'P', the name "Pastor Test", a "Host" role tag, and the text "How are you doing?". At the bottom of the form is a dropdown menu with "Host" selected, a close button (X), and a dropdown arrow. Below the dropdown menu is a small note: "Select an option that is translated into supported language or create your own."

Facebook

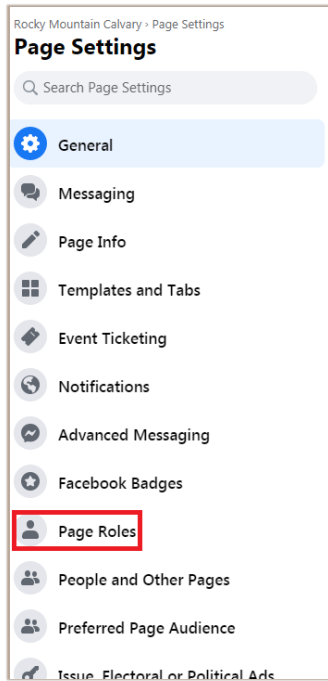
In order to host using Facebook, a Minister needs to have a Facebook account and a RMC Facebook administrator must add the Facebook user to the RMC pages' Moderator role. The Minister must then accept the request. The request will appear as a notification on the Minister's personal Facebook account. Once the Minister's Facebook account has been added to the Moderator role, the user can toggle between their personal Facebook account and the RMC Facebook account when making comments during a live event. The Minister should use the RMC account when serving as a Chat Host and their personal account when commenting as a viewer.

Adding a Facebook Account to the RMC Moderator Page Role

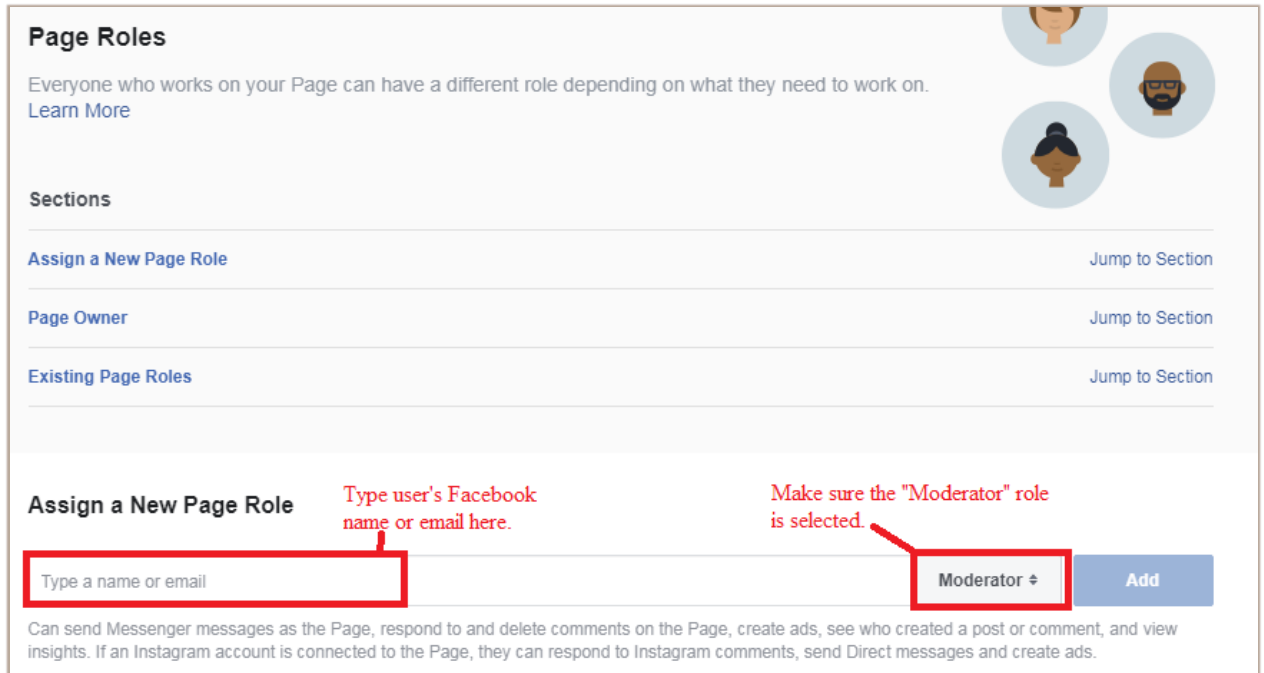
1. Go to <https://facebook.com/rockymountaincalvary> and click on the **Settings** menu on the left of the page.



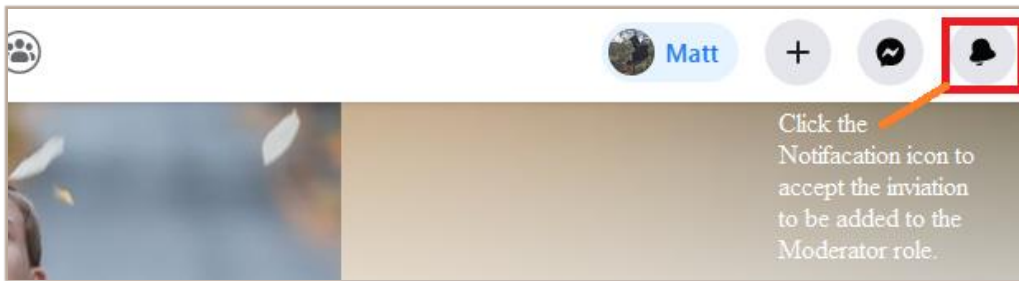
2. Click on the **Page Roles** menu item on the left of the page.



3. Type in the user's Facebook name or email address and then select **Moderator** and click the **Add** button.



4. Ask the user to check his notifications on his Facebook home page and accept the request to be added to the RMC Page Moderator group.



The interface for moderating Facebook during an online event is much like using Facebook under a user profile. A user can create a comment, reply to a comment, like a comment, etc.

Church Online Platform Event Management

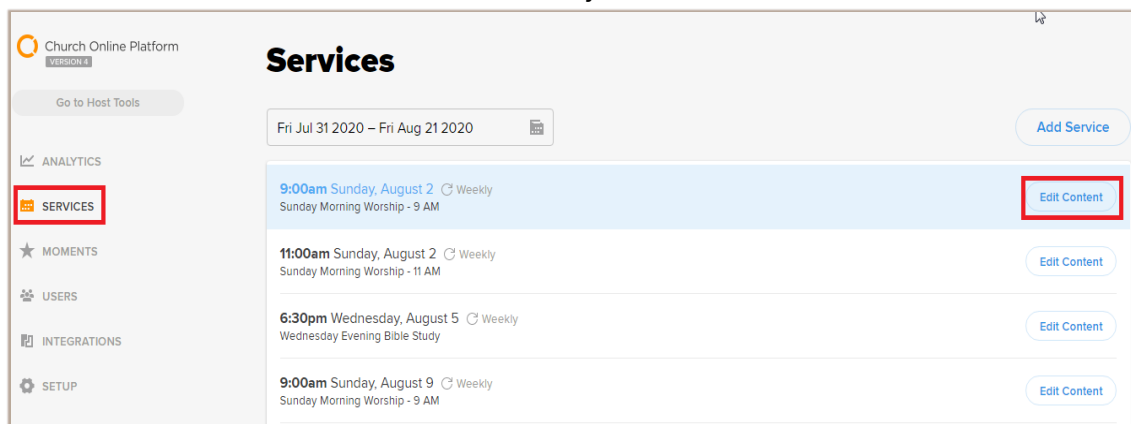
This section describes how to configure settings and add/edit information for a live stream event in Church Online Platform. A user must be logged in to the Admin section of the platform to make changes to an event.

Editing Notes and Host Info

You must be a member of the Admin role to make these changes.

Prior to each service the **Notes** and **Host Info** field need to be updated. For weekly teaching services, the Notes field contain the worship song list and teaching notes. The Host Info field contains notes for hosts to use a resource to assist in chat and to answer chat room questions. Most information in the Host Info field will pertain to how to minister to people on chat and church events announced during the service.

1. Go to the **Admin** section of ChOP (<https://rmcalvary.online.church/admin>).
2. Click on the **Services** menu.
3. Click the **Edit Content** button for the service you wish to edit.



4. Scroll and locate the **Notes** field and **Host Info** fields.

Notes ⓘ

Worship song list and teaching notes go here.

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Worship

- [Song 1]
- [Song 2]
- [Song 3]
- [Song 4]

Teaching

- [Song 5]
- [Song 6]

Teaching

[Teaching Title] - [Scripture Reference]

- [Teaching Point 1]
- [Teaching Point 2]
- [Teaching Point 3]

Host Info ⓘ

Host helps/resources and event information go here.

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Host Resources

- Help for those who accepted Christ or rededication:
<https://rmcalvary.org/about/knowning-god/growing-in-the-lord> and
<https://rmcalvary.org/steps-to-spiritual-growth>.
- [Resource](#) on life issues/struggles

Announcements

- Weekly Bulletin - [Click here](#)
- Upcoming events - [Click here](#)

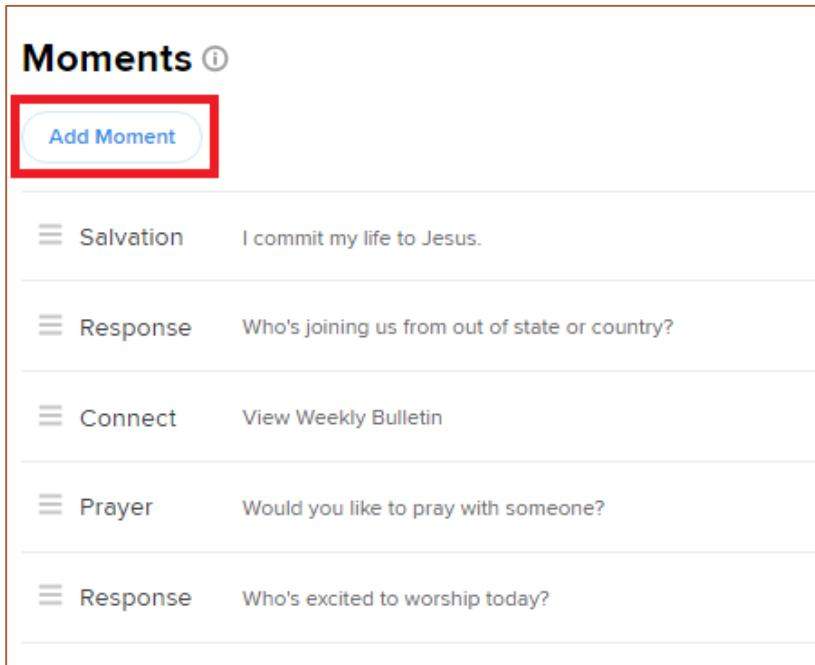
5. Enter the appropriate notes. *For weekend services, all the information in the **Host Info** and **Notes** fields should be identical.*

Adding Moments to a Service

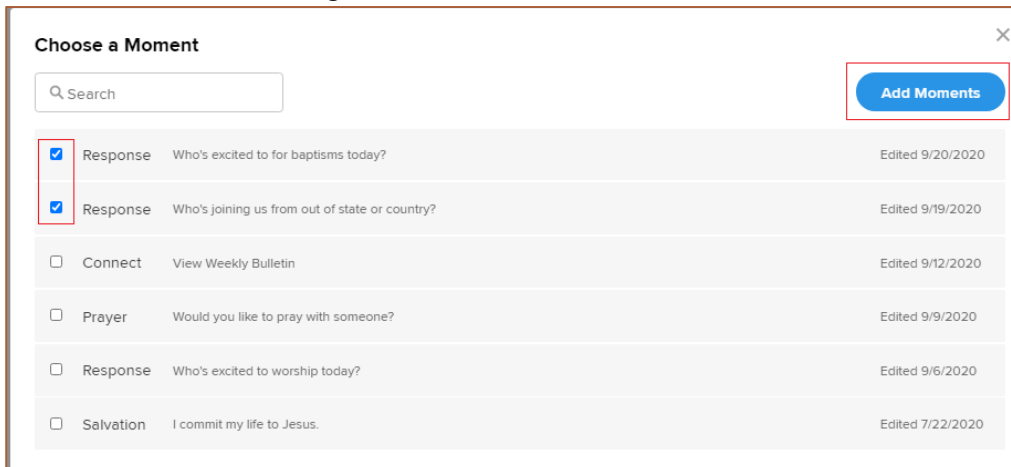
You must be a member of the Admin role to make these changes.

Before adding a Moment to a service, the Moment must first be created. If a Moment needs to be created, see the section *Creating a Moment*.

1. Go to the Admin section of ChOP (<https://rmcalvary.online.church/admin>).
2. Click on the **Services** menu.
3. Click the **Edit Content** button for the service you wish to edit.
4. Scroll down to the **Moments** section.
5. Click the **Add Moment** button.



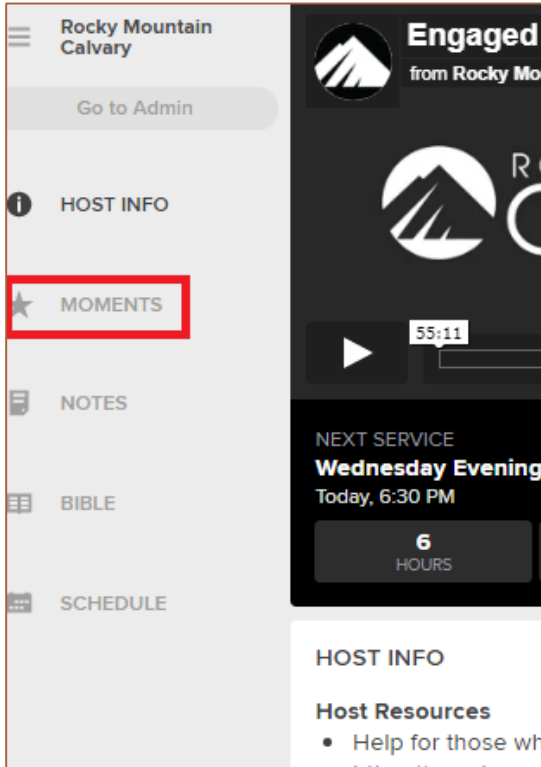
6. Select the desired moments and click the **Add Moments** button. The moments will now be available to use during an event.



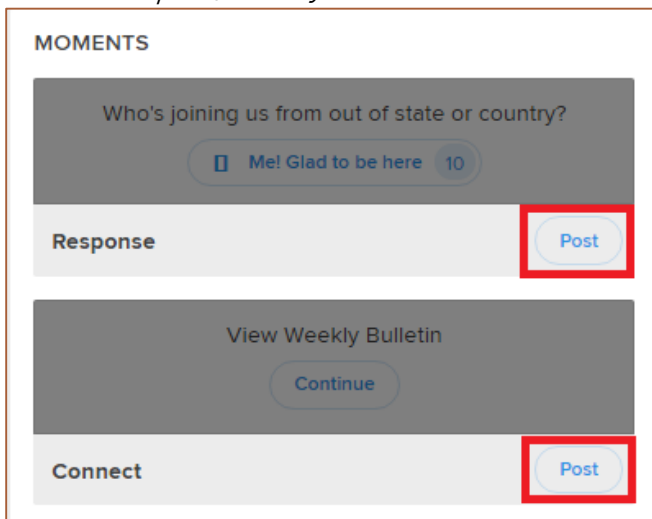
Posting Moments in Public Chat

Any member of the Host role can post a Moment.

1. From within service on the **Host Tools** view, click on the **Moments** menu.



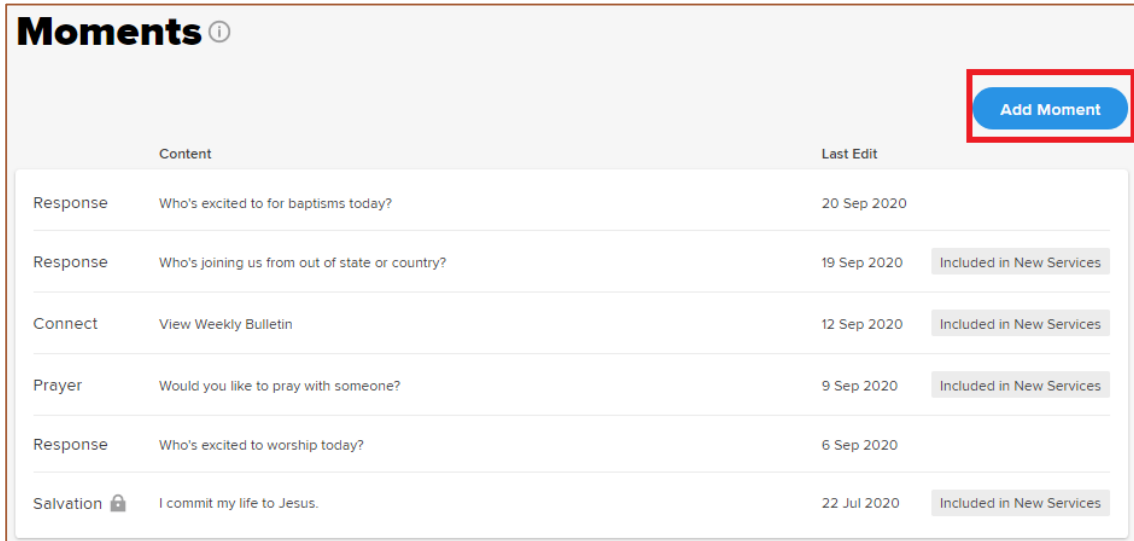
2. Click the **Post** button on the desired Moment. *It will take a few seconds for the Moment to post, so only click the **Post** button once.*



Creating a Moment

You must be a member of the Admin role to make these changes.

1. [View this video](#) to learn about Moments.
2. Go to the Admin section of ChOP (<https://rmcalvary.online.church/admin>).
3. Click on the **Moments** menu.
4. Click the **Add Moments** button.



The screenshot shows the 'Moments' admin interface. At the top right, there is a blue button labeled 'Add Moment' which is highlighted with a red rectangular box. Below the button is a table with columns for 'Content' and 'Last Edit'. The table contains several rows of moments, each with a category, content, and date. Some rows also have a button labeled 'Included in New Services'.

	Content	Last Edit	
Response	Who's excited to for baptisms today?	20 Sep 2020	
Response	Who's joining us from out of state or country?	19 Sep 2020	Included in New Services
Connect	View Weekly Bulletin	12 Sep 2020	Included in New Services
Prayer	Would you like to pray with someone?	9 Sep 2020	Included in New Services
Response	Who's excited to worship today?	6 Sep 2020	
Salvation	I commit my life to Jesus.	22 Jul 2020	Included in New Services

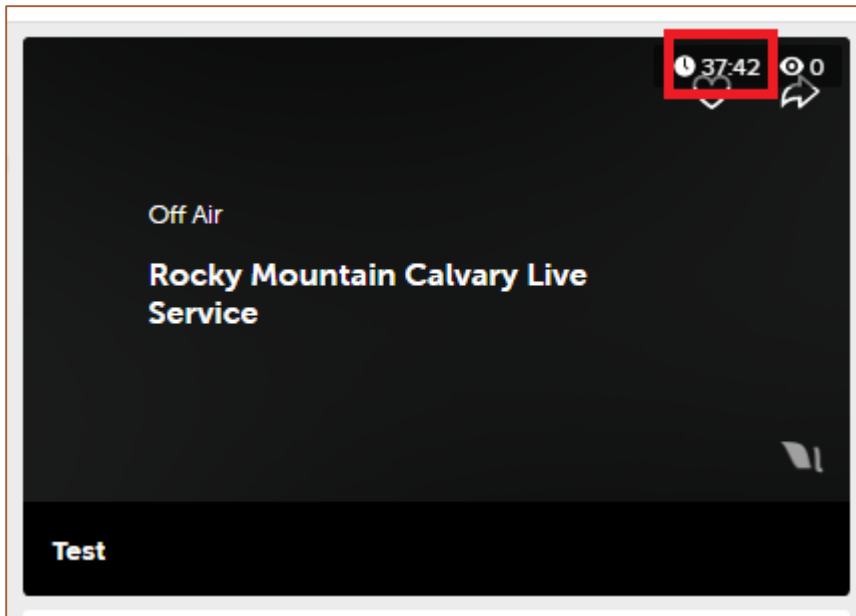
5. There are many options when creating a moment. Follow the Moment Overview video instructions (see step 1).

Editing Event Durations

You must be a member of the Admin role to make these changes.

Every event has a duration of time in which a service takes place. These durations are predetermined for every service. It may be necessary to shorten an event if there is superfluous time remaining. For example, the service may have concluded and 15 or more minutes remaining in the event. Or the service may go long and more time needs to be added. The goal is to have between 5-10 minutes remaining when a service ends (typically when the sideshow begins). Having some time remaining affords chat participants to fellowship, ask questions and seek prayer after service. However, too much time will most likely force the lead host to monitor the chat room when all chat activity has ceased.

1. From within Host Tools for the service, note the event time remaining for the service.



2. If the event has ended and more than 15 minutes remain, you may decrease the service duration by the number of minutes need to bring the timer to 10 minutes. If less than 5 minutes remain and the service isn't ending imminently, add the number of minutes necessary to bring the timer to 10 minutes.
3. Go to the Admin section of ChOP (<https://rmcalvary.online.church/admin>).
4. Click on the **Services** menu.
5. Click the **Edit Content** button for the service you wish to edit.
6. Edit the number of minutes as needed.

A screenshot of a web form for editing a service. The title is 'Wednesday Evening Service' with a subtitle '6:30 PM, Wednesday, October 28'. There is a 'Back' button. Under the 'Details' section, the 'Service Title' field contains 'Wednesday Evening Service'. The 'Duration' field is highlighted with a red box and shows '1' in the 'hour' field and '40' in the 'minutes' field.