



## **Mt. Gilead Full Gospel International Ministries**

**Bishop Daniel Robertson, Jr., Pastor,  
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***"Changing Lives With The Word of God"***

## **Helps Ministry Manual**

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# Helps Ministry

**H**aving

**E**nough

**L**oving

**P**eople

**S**erving

*“...the Son of Man did not come to be served, but  
to serve, and to give His life as a ransom for many”.*

***Matthew 20:28***



## Greetings from Bishop and Co-Pastor

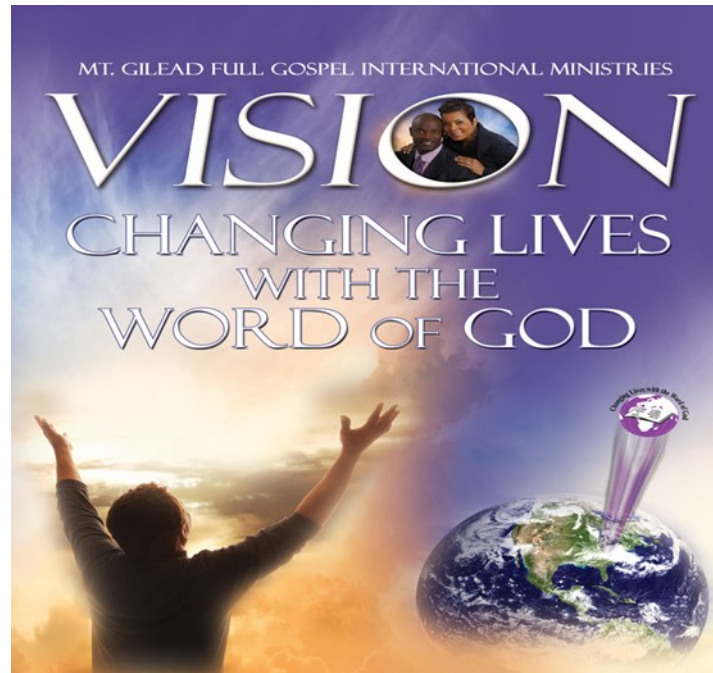


We are grateful to God for your willingness to surrender your gifts to push the vision at Mt. Gilead. The Lord has entrusted us with a tremendous opportunity to “Change Lives with the Word of God,” The Helps Ministry personnel is essential to our ability to create an atmosphere conducive for salvation, healing, deliverance, divine impartation, and victorious living. While it is true that our task is great, our God is greater! Your sacrifice and commitment to excellence will enable us to witness the manifested power of God in the lives of those we serve. As you take part in this mighty move of God, please know that your labor is not in vain. God, who sees all, is faithful to honor your commitment to put the needs of others before your own. We love you and pray that you will experience the fullness of His divine will and purpose for your life.

In His Service,

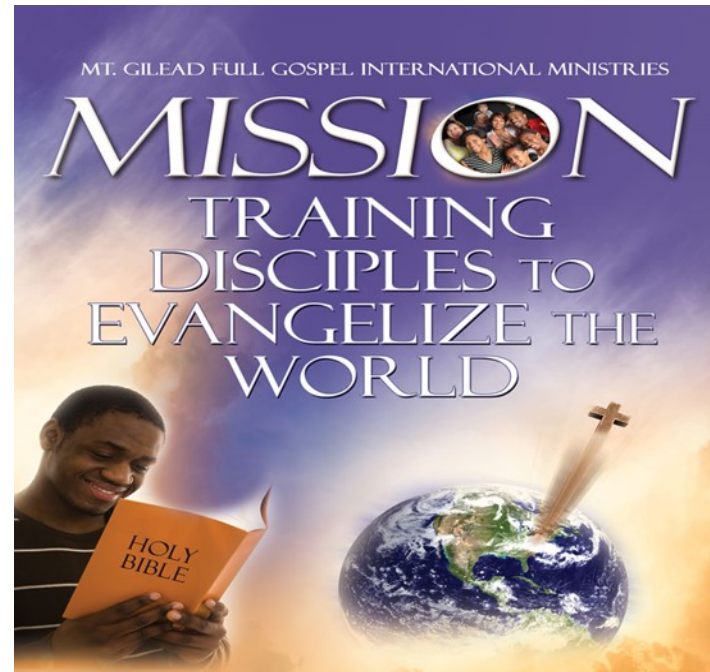
*Bishop Daniel Robertson Jr. and Co-Pastor Elena Robertson*

## Our Vision



While it is no secret that the Word of God has transformation power, we know that true change is an “inside job.” By ministering the Word in a manner that is both practical and relevant, those who have a heart to receive are able to apply the Word to their lives and obtain the victory God always intended. We are persuaded that it is the will of the Father that every believer lives and walks in victory. In fact, in the Apostle Paul’s second letter to the church at Corinth he says, *“Now thanks be unto God, which causeth us to triumph in Christ and maketh manifest the savour of his knowledge by us in every place”* (II Corinthians 2:14. KJV). As we teach and preach the Gospel, the Word is not only imparted, but facilitates true transformation from the inside-out

## Our Mission



We take the mission of training disciples to heart because we recognize that it through discipleship that we facilitate and nurture a personal and intimate relationship with Jesus Christ. We offer a two part Discipleship Training that provides practical teaching covering a variety of topics including the fundamentals of being a Christian to learning how your spiritual gifts are related to your divine destiny. Graduates of the Discipleship 101 and 102 courses are also required to participate in group projects which affords each student the opportunity to apply what they have learned outside of the classroom setting. The course work is insightful, the interaction is dynamic and the reward is priceless.

*"Jesus approached and, breaking the silence, said to them (his disciples), All authority (all power of rule) in heaven and on earth has been given to Me. Go then and make disciples of all the nations, baptizing them into the name of the Father and of the Son and of the Holy Spirit, Teaching them to observe everything that I have commanded you . . . "* **Matthew 28:18-20 AMP**

### **Our Mission, Cont.**

**Preaching** - Strengthening the Body by preaching the unadulterated truths of Jesus Christ and Kingdom responsibilities. With a focus on changing lives with the Word of God, we passionately communicate the truth which has the power to set the captives free.

**Teaching** - Is the means by which we impart the spiritual truths of God's Word along with the knowledge and skills necessary to provoke Believers to reach their maximum potential. We encourage all who hear the Word to apply these teachings in their every day lives.

**Living, Victoriously** -Through God's Word and yielding to the lordship of Christ, we allow the Holy Spirit to work in us, through and for us, by employing scriptural principles and applying the Word to every situation and circumstance we may face.

**Evangelism** - Continuously spreading the good news of Jesus Christ around the world in the most effective and efficient manner possible, whether by word of mouth special events or by using the outreach mediums of radio, TV, audio and video tape ministries.

## **Statement of Purpose for Helps Ministry**

With a focus on supporting Bishop and Co-Pastor Robertson, the purpose of Helps Ministry is to carry out the God-given vision to change lives with the Word of God. The Apostle Paul addresses the role of Helps Ministry in 1 Corinthians 12:28 when he describes the various offices in the church: “You’re familiar with some of the parts that God has formed in his church, which is his “body”: apostles, prophets, teachers, miracle workers, healers, helpers, organizers those who pray in tongues”. *MSG Bible*

In this passage of scripture, the Apostle Paul uses the body as the physical image of how God has structured the church.

Just as the physical has many members working together toward a common goal, God has made the church with the same connectivity. As the Apostle Paul list the different offices or roles within the church body, he describes Helps Ministry as those who are organizers. In other words, this passage is identifying those who represent the infrastructure of framework of the church.

Another translation describes Helps Ministry as individuals who have compassion for the sick and with the help of the Holy Spirit, they are equipped to minister to those who are hurting. What an awesome opportunity we have been given as members of the Helps Ministry. We have been called to be ambassadors or representatives for Him. Through our service, we are an extension of Jesus Christ. With a living Savior working through us, we uniquely positioned to demonstrate the love, compassion, and grace of Jesus Christ.

## **The Purpose of this Manual**

The purpose of the Helps Ministry Procedures Manual is to ensure that those who have committed to serve obtain the spirit of the Visionary and remain on one accord. This manual is written to provide the information, spiritual principles, and guidance needed to enable every member of the Mt. Gilead Helps Ministry to serve in the spirit of excellence while adhering to policies and procedures set forth by our Bishop and Co-Pastor.

## How to Catch the Vision of Your Visionary

**Adopt Your Leader's Spirit** - As a Helps Ministry member or leader, you should be striving to personify the image of a Godly leader and as a result adopt the spirit of your leader. As you listen to the ministry of the set man and woman of God, pay close attention to the life examples that serve as an indication of their spirit. Each time you sit under the Word, you should be gleaning or drawing from the spirit of the set man and woman of God. It is also helpful to keep the Word of God fresh in your spirit by rehearsing the weekly messages during your daily quiet time with the Lord.



**Support Your Leadership** - Always strive to be a source of spiritual and visible support for your leaders. Remember that it is your valued service to the man and woman of God that allows them to concentrate on seeking God for direction and a life changing word for His people.

**Continually Pray for Your Leaders** - Remember prayer is one of the most powerful forms of assistance we can lend to our leadership. We must keep them before God because they too are in the enemies' line of fire.



**Continually Pray for Helps Ministry** - We should also pray for our co-laborers in the faith, as well as the people we are charged with covering in the ministry.

**Exhibit a Model Standard of Living** - The Word of God commands every born again believer to “be ye holy for I am holy” and that holiness is directly related to the way we live. As a leader, your standard of living should exemplify your commitment to holiness. Live circumspectly, which means to live so that others do not question your commitment to Jesus Christ. Make sure that you are not involved with or in any activities that would negatively reflect upon God, yourself, your family and the leadership of the ministry.





## **Helps Ministry Personnel Standards of Excellence**

### **Arrival Time**

All members of Helps Ministry are required to arrive at least one hour before the service begins. During this time, each Helps Ministry member is asked to report to their respective assignments and join with the other team members in a brief prayer before beginning their assigned tasks. In an effort to minimize distractions, prayer should occur away from the normal traffic of other Helps Ministry



members. The early arrival time is primarily designed to give each ministry ample opportunity to prepare for the worship service. It is also an opportunity for the Overseer/Elder to share any updates or special instructions on issues pertaining to their ministry. It is understood that there may be occasional delays in arrival due to transitions between Sunday services. **Unexpected Absences** - If, for any reason, you are unable to serve on your ministry at the appointed time, contact your Team Leader or Overseer as soon as possible so that proper coverage can be secured.

### **Supervision of the Children While Working in Helps Ministry**

In an effort to comply with the early arrival requirement, it is not uncommon for Helps Ministry personnel to be accompanied by their children. Please check your child/children into Children's/Youth church before reporting to your assignment. Under no circumstances should your children be permitted to roam around the building unsupervised.

When bringing children with you to attend ministry meetings, it is imperative that your child is with you or in the company of another responsible adult. It is difficult to account for the behavior and activities of children who are unsupervised.

In an effort to minimize disruptions during the worship service, children 12 and under are not permitted to sit in the sanctuary during the worship service unless they are sitting with their parents. Dynamic age appropriate classes are offered in our Youth Church to serve ages up to 12 years old. All children ages 6 weeks to middle-school must be signed into Youth Church by a parent or legal guardi-



## Academic Standards for Helps Ministry Personnel

REPORT CARD				
GRADING PERIOD	1	2	3	4
READING	A			
WRITTEN COMMUNICATION	A			
MATHEMATICS	C			
SCIENCE/HEALTH	B			
SOCIAL STUDIES	B			
ART	A			
MUSIC	A			
PHYSICAL EDUCATION	C			
Grade Average	B			
Attendance:	Present	48		
	Absent	2		
	Tardy	1		
A = Excellent • B = Good • C = Satisfactory • S = Needs Improvement U = Unsatisfactory • I = Insufficient / Incomplete				
Student:	Grade:		Year:	

Bishop and Co-Pastor Robertson are passionate about training our children to excel academically. This standard of academic excellence cannot only be found in his preaching, but it is a requirement for participation in Helps Ministry. School-age children are required to maintain at least a "C" average in order to remain active in Helps Ministry. At the end of each nine-week grading period, report cards are reviewed to encourage students to reach their maximum potential and to record their performance for that grading period.

**NOTE:** Both the parent(s) and child/children must be present in order for the review to occur. Those students that fail to meet the minimum requirement for participation in Helps Ministry will become inactive until the next grading period. A grade of "D" or "F" in any class will result in an inactive designation until those grades meet the minimum criteria. The student will be asked to bring their report card at the end of the following grading period to monitor their progress and determine if the student can be reinstated as an active member of Helps Ministry.

In order to ensure that this policy is strictly enforced, the Overseers and Elders receive a written report summarizing the results report card reviews for students serving on their assigned ministries.

If the grade does not reflect the minimum standard, the student the student will remain inactive until the next grading period. Students who receive a grade below a "C" on their final report card, must remain inactive until report cards are reviewed at the end of the first grading period in the fall of the next school year.

### **Academic Achievement Awards**

Children are recognized and awarded for achieving Honor Roll at the end of each grading period as well as at the end of the year. A table is set up in the Children's Church area after each nine-week period for teachers to review and record grades. It is the parent's responsibility to be sure that their child/children's report card is reviewed and recorded at the end of each nine week period. There will be no exceptions to this rule without advanced approval from the Youth Pastor.

Students who achieve an honor roll designation for each of the nine week grading periods are honored at the end of the school year with a trophy and a special outing to celebrate their commitment to academic excellence.



### **Outstanding Service Awards**

The Outstanding Service Award is given to an individual who has gone beyond the call of duty in their respective area of Helps Ministry. Elders and Overseers are asked to submit the name and explanation of your nomination to the Executive Pastoral Administrator by the 2<sup>nd</sup> Sunday of each month. The nominees will be forwarded to Bishop Robertson for his review and selection.

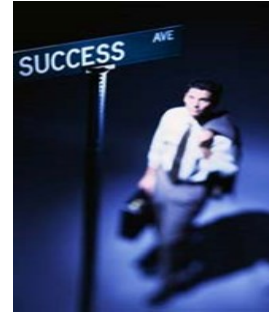
While it is not mandatory that Elders and Overseers submit the names of nominees, every leader should be continuously evaluating their team to identify those who consistently go above and beyond the call of duty. The recipient is announced and awarded the special gift on the first Sunday of each month.

## **Helps Ministry Leaders' and Workers' Ministering Attire**

***"You never get a second chance to make a first impression."***

***Author Unknown***

All Helps Ministry personnel should be mindful of your attire while actively serving in your respective areas of ministry. It is important that your attire provide the comfort and ease of movement needed to execute your assignment. The following guidelines should provide insight and guidance to help you serve in excellence. Your attire should not present a distraction from the Word or hinder your ability to serve.



- ◆ Uniforms or like colors should be worn in accordance with the guidelines for that ministry.
- ◆ Sheer clothing or clothing where undergarments or the imprint of your undergarments can be seen through outer apparel is prohibited.
- ◆ Jeans, sneakers, and warm up suits should not be worn when serving.

### **Females (all ages)**

- ◆ Shall refrain from wearing tight or revealing clothes including open or sleeveless shirts, sheer clothing, biking pants, and blouses that show cleavage.
- ◆ Are to refrain from wearing skirts and dresses that are more than 2 inches above the knee, or splits that are revealing and/or more than 2 inches above the knee.
- ◆ Are required to wear a blazer jacket or other outer apparel to cover the hips when serving.
- ◆ **Failure to comply with this procedure will result in corrective action by the Elder and/or Overseer.**



### **Males (all ages)**

- ◆ Shall not wear wave caps or any other head gear in church.
- ◆ Muscle shirts, sleeveless t-shirts, and pants that hang below the waist are prohibited.
- ◆ Shall not wear biking pants or tight fitting pants while serving.
- ◆ **Failure to comply with this procedure will result in corrective action by the Elder and/or Overseer.**

### **Stewardship**

We are all familiar with the passage of scripture that remind us, “to whom much is given, much is also required.” God has richly blessed us with an awesome worship center which is the first of many buildings on the campus of the City. With this blessing comes a tremendous responsibility to demonstrate stewardship over what we have been given.

While the church has a custodial staff as well as an active Maintenance Ministry, as leaders you are responsible for making sure that your areas are maintained neatly before and after we serve. Please take the time to remove any trash, dust, or clutter from your area.

### **Incident/Accident Reports**



It is important to record any incidents/accidents that occur on the church premises, or, at a church-sponsored outing. All accident reports should be completed by the ministry team members on duty and distributed as indicated on the form.

### **Statistical Count**

Attendance statistics are gathered in the Sanctuary and in Youth Church in order to monitor church attendance, identify trends and anticipate the needs of the ministry.

### **Change of Information**

In order to maintain contact information for Helps Ministry personnel, it is necessary that you make the Administrative Staff aware of any changes such as name, address, home phone, change of employment, work phone, cell etc. The Change of Information Form is available online.

### **Member Services**

The Member Services Ministry/Special Care Unit provides prayer, visitation, communion, and ministry tapes to members and their immediate family who are bereaved, ill, hospitalized, as well as those convalescing at home. For the sake of this policy, immediate family is defined as husband, wife, son, daughter, sister, brother, mother, father and grandparents. Request for these services can be submitted on-line or by contacting the church by phone.

**It is very important** that you notify Church Administration directly when Member Services are needed. Upon notification, the church will send a letter of condolence in response to an immediate family member. If you are aware of a member or non-member who is in need of bereavement counseling or ministry, stop by the Special Care table located in the Grand Concourse after each service.

### **Phone Calls to the Administrative Staff**

The Administrative Staff is eager to support you in your efforts to push the vision of our leaders. Please remember to use the Notes & Message forms located at the Information Center and in the Helps Ministry Room to interact with the Administrative Staff on routine issues. If you encounter an issue or situation that warrants contacting the Administrative Staff during office hours, the receptionist/secretary will direct your call. As an active member of Helps Ministry, it is important that you keep your monthly calendar with you at all times in order to remain current on the events, activities, and meetings within the ministry. The calendar is available on-line at [www.thebalmingilead.org](http://www.thebalmingilead.org).



### **Visiting the Administrative Office**

If you need to visit the office during business/work hours, please call ahead to ensure that the area you need to go to is accessible. All visitors must sign in and out at the Receptionist Desk. When entering the building to attend meetings, please enter through the Helps Ministry Doors.

### **Counseling Requests**

Counseling forms are located online, in the Helps Ministry Room and at the Information Center. After completing the form, place it in the Receptionist/Secretary's mailbox in the Helps Ministry room. You will be contacted to schedule an appointment.



If you need to reschedule your appointment, please contact the Receptionist/secretary as soon as you determine that you can not maintain the scheduled appointment.

## Understanding the Importance of Teamwork



### **T**ogether **E**veryone **A**chieves **M**ore

We have been richly blessed with many effective tools to reach the world with the Gospel of Jesus Christ, however, these tools shall be of no effect if we fail to work together as a team. Working together as a team requires a willingness and commitment to treat everyone in each area of Helps Ministry and Administration with the same respect and patience that you would want to receive. We encourage you to honor your fellow co-laborers and when needed, be readily available to assist whenever possible.

Each of us has been given gifts, talents and abilities that are needed in the Kingdom. God has ordained that every gift work together in order to accomplish His divine will for our lives as well as in this ministry. The more efficiently we work together, the greater our productivity which yields an even greater glory for the Kingdom of God!

### **Focus on the Goal**

It is always helpful to keep your eyes on the goal. In Helps Ministry, our goal is to create an atmosphere that is suitable for lives to be changed by the Word of God. Serving God's people can be exciting, life changing, overwhelming and challenging all at once. While serving in God's army is a privilege, it is definitely not for the faint at heart. Sometimes serving means going the extra mile or reaching out to those who are hurting. In the midst of all the sacrifices, challenges,

and rewards of serving, you must remember that the goal is to minister of God's people-even as you deal with the rigors of ministry requirements. You have been chosen by God to represent Him and by focusing on the goal, you are positioned to succeed!

**Keep Your Spirit Fed** - It is imperative that you keep your spirit fed in order to provide quality assistance to those you are working with and serving. Be sure that you are allowing God to pour in more of His spirit at a greater rate than you are pouring out.



Too often, God's people have become spiritually bankrupt because they have focused on doing the work of the church, but they have failed to worship the God of the work. Each member of Helps Ministry is only permitted to work during one service on Sunday and placed on a rotating schedule for Wednesday night mid-week service. This policy is designed to protect you from **burn out** and ultimately becoming a castaway.

***(1Corinthians 9:27): As you make feeding your spirit a priority, you will find that ministry will never become overwhelming because your service is fueled by the overflow of what you obtain in the presence of the Lord.***





### **Communication is the Key to Successful Conflict Resolution**

Recent studies on communication indicate that poor communication and misinterpretations are the leading causes of conflict. As leaders, you should always explore every option that can lead to a quick resolution when you are involved in a dispute. Never allow personal feelings or past issues to interfere with a working relationship.

If you are truly operating out of the love of Jesus Christ, you should be able to resolve differences in a manner that is respectful and in keeping with the standards outlined in the Word of God. When the individuals involved in the conflict are unable to resolve their differences, it is recommended that the Elder assigned to that ministry become involved in the discussion to facilitate the conflict resolution process.

### **Witnessing Conflict**

If you have a conflict or witnessed a conflict that you were not able to handle yourself, and find that further ministry is needed, please place a note in your Elder's mailbox. If needed, the Elder will then forward it to Assistant Pastor for further discussion.

### ***The Apostle Paul makes this powerful declaration as a standard for Unity In the Body of Christ***

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***I want you to get out there and walk, better yet, run on the road God has called you to travel. I don't want any of you sitting around on your hands or strolling off down some path that goes nowhere...Do this with humility and discipline...steadily pouring yourselves out for each other in acts of love, alert to notice differences and quick at mending fences. You were called to travel on the same road in the same direction, so stay together, both outwardly and inwardly...You have one Master, Faith, and Baptism...One God and Father who rules over and is present in all so that Oneness will govern all!***  
***Eph 4:1-6 MSG***

## **Corrective Action Procedures**

There are occasions when a violation of procedures results in corrective action. While no one enjoys taking corrective action against one of your co-laborers, we are mandated to protect the anointing which cannot flow without order. In instances when corrective action is required, the Overseer shall submit a written recommendation to their Elder requesting that the individual be relieved of their responsibilities for a designated period of time. This action should be as a result of other failed attempts to bring correction including one-on-one counseling and mediation regarding the behavior in question.

The Overseer shall complete the Helps Ministry Inactive Servant Form which includes a section to explain why the action was necessary along with any other relevant information. Please be advised that when a member has been relieved of their responsibilities, they will remain inactive for the period designated on the form. After the inactive period has lapsed, the Overseer must schedule a reinstatement counseling session with the team member in order to activate them into their previous position. If an excessive period has lapsed between the time of the corrective action and the reinstatement consultation (in excess of 60 days), a new Helps Ministry application.

must be completed and submitted to the Administrative Staff for processing and approval.

If the Helps Ministry member disagrees with the decision to be relieved of their responsibilities, a mediation session with the Elder and Overseer is warranted. If the individual receiving correction is an Overseer and disagrees with the Elder, a mediation session with Assistant Pastor should be scheduled to resolve the dispute. When administering this policy, please be mindful that corrective action can create a very sensitive situation for all parties involved. As a result, the use of wisdom, discretion, and fairness is advised as you carry out your assignment. Above all, pray and invite the presence of the Lord into your discussions and He will season your words with love.

## Administrative Procedures

The following procedures will help us work together as a team to succeed in our individual and collective assignments and are designed to:

- ◆ Promote effective communication and order amongst Administrative Staff, Elders, Overseers, and Help Ministry Members;
- ◆ Establish guidelines to govern how we conduct the respective ministries within the church;
- ◆ Take into consideration extenuating circumstances and be sensitive to the Spirit of God, and maintain the critical balance between the letter of the law and the spirit of the law.



Administrative forms are available at [www.thebalmingilead.org](http://www.thebalmingilead.org). From the home page, go to the left navigational bar and select **Member Services**. A dropdown menu will appear from which you will select **Forms**. This selection will take you to a menu of **Ministry Forms** where you will find a variety of forms related to the administrative operations for Helps Ministry. Listed below are frequently required forms:

**Financial Forms** ~ Check Request and Reimbursement Forms

**Facility Forms** ~ Equipment Damage/Repair Form

**General Ministry Forms** ~ Copy Center Request Form

**Administrative Office Forms** ~ Event/Calendar/Planning Form, Event/Calendar Change/Cancellation Form, Evangelism Outreach Request Form

### **Approval Procedures for Church Correspondence**

All written communications to include external correspondence, flyers, brochures, booklets, or newsletters shall be submitted to the Executive Pastoral Administrator for approval prior to distribution in any format including electronic.

### **Equipment Repair Procedures**

If any equipment is in need of repair, please contact the Administrative office for approval to contact the service technician. Please fill out the Equipment Repair Form located in the Helps Ministry Room in order to maintain accurate maintenance records. We also suggest that a brief written description of the problem and examples of the malfunction be submitted to the Administrative Office for documentation purposes.

In addition, Help Ministries will need to fill out a Building Usage Form after each fellowship which includes a checklist for all equipment used.





Again, we are so very grateful to God for your willingness to surrender your gifts to push the vision at Mt. Gilead. God, who sees all, is faithful to honor your commitment to put the needs of others before your own. We love you and pray that you will experience the fullness of His divine will and purpose for your life.

In His Service,

*Bishop Daniel Robertson Jr. and Co-Pastor Elena Robertson*