
VOLUNTEER

HANDBOOK



Be a bridge builder

HOPEKIDS

It is our desire in Hope Youth for every guide to be a bridge builder. We want to see all our students go from Baptism to Baccalaureate. We need our guides to help us build that bridge.

Welcome!

We want to take this opportunity to thank you so much for making the decision to share the love of Jesus with the youngest here at Hope Lutheran Church. Hopekids staff are so grateful for you! You enable us to make ministry happen. You are important to us and to the families of the kids that you lead. This handbook will have just about everything you need to know as you join our ministry. It's a great place to reference. Please make sure you take the time to read.



Hospitality

Our hospitality volunteers are the ones who make our first impression. You are very special people whom kids are going to be looking forward to seeing weekly.

Greet

Please take the time to welcome everyone as they pass by with a smile and a hello. Direct those families with questions to the Hopekids Director and/or Campus Coordinator. Please arrive 30 minutes prior to the hour.

Guide

New families should be introduced to the Hopekids Director and/or Campus Coordinator. We want a warm welcome with follow up. The Director/Coordinator will make sure they are placed in the proper room and introduced to their Lead Teacher.

Goal

To make everyone feel loved and to know that they belong.

The logo for Hopekids, featuring the word "Hopekids" in a bold, red, sans-serif font. The text is set against a white rectangular background. This white background is placed on a larger yellow rectangular field. To the right of the white background, there is a pattern of small red dots arranged in a grid, which fades out towards the right edge of the yellow field.

Small Group Guide -

One who loves God and cares about kids.



01 Arrival

Arrive 15 minutes prior to the hour so you can be a welcoming presence for your group. Greet student and families. If you are going to be absent please coordinate a substitute and inform Lead Teacher. Please read your weekly email and make sure you take the time to fill-up with God's Word for yourself.

02 Engage

Participate in worship, ask students questions, and keep the focus on them. Make sure you know that you can redirect behaviors and notify Lead Teacher if behaviors continue. We are here to support you so please reach out. We care about your spiritual health. We encourage you to listen to the deeply rooted podcast and visit the volunteer page on the Hope website.

03 Pray

We ask that you make it a priority during your week to pray for your small group, Hopekids and the church. Be committed to consistently investing in and caring for your group.

Meet The Team



Missy Eastlund- South

Director of Children's Ministry

meastlund@fargohope.org



Kim Bedore- North

Associate Director of Children's Ministry

kbedore@fargohope.org



Rebecca Lill- West

Associate Director of Children's Ministry

rlill@fargohope.org

Lead Teachers - by Campus

NORTH CAMPUS: Unfilled Campus Coordinator

UNFILLED - Hopetot Wednesday & Sunday

Alena Rinas - Younger Sunday

Marlee Hetletved - Younger Wednesday

Molly Johnson - Middle Wednesday

Kristi Steidl - Middle & Older

Jake Himle - Older

SOUTH CAMPUS: Peyton Klein - Campus Coordinator

Jeremiah Fischer - Younger Sunday

Alyssa Gutzman-Preschool and Kindergarten

Missy Eastlund-Middles Sunday/Wednesday

Susan Vitalis-Olders Sunday

Missy Eastlund-Youngers Sunday

Peyton Klein-Olders Sunday

Sophie Jastram - Younger Wednesday

Cheryl Glasner/Ruth Bergstrom- Older Wednesday

Peyton Klien - Older Wednesday

Katy Johnson - Older Wednesday

Grace Surprenant-Tots Wednesday and Sunday

WEST CAMPUS: *Lead Teacher NC - Middle* Dara Eschbach - Campus Coordinator

Alora Rude-Tots Sunday

Bailey Nieman-Younger Sunday

Dara Eschbach-Younger Sunday/Wednesday

Rebecca Lill-Older Sunday/Wednesday:

Char Kovash-Middle Wednesday

Policies & Procedures



Check-In

Every Small Group Guide needs to check-in at kiosk before the hour.



Cell Phones

We want our time of volunteering to be focused on those present. Please refrain from any cellphone use unless taking attendance or emergencies. Please remind kids that this expectation applies to them as well.



Restrooms

Never go into a bathroom alone with a child. If they need help bring another adult with you. If they are old enough to go by themselves, wait outside.



Allergies

Due to the magnitude of different allergies, Hopekids policy requests that no food be served to the kids.

Continued ...



Discipline

First try redirecting the child's behavior. If that doesn't work, let Lead Teacher know of behavior and have them handle the situation apart from small group. We have a 3-Step Policy where the Lead Teacher will have a conversation with the student, if behavior continues the Lead Teacher, then visits with student's parents and/or guardian, with the third step being that an adult will be asked to stay with the student. This is usually a parent or can be an Open Arms Buddy.



Child Abuse

Each state has its own child abuse mandated reporting policies. You can contact the State Department of Child and Family Services for specific guidelines. Please bring any concerns to Lead Teacher and Director. Be sure to complete your background check.



Fire Evacuation

Be aware of fire evacuation maps located in the building. Make an exit with your group using the quickest exit per map. Take attendance and keep a safe distance away. Notify Lead Teacher and/or Director if any student is missing.



Lost Child

Notify Lead Teacher immediately. They will direct the next action steps.

Every small group guide should know these four things.



Be Present

God created us for community. Jesus illustrated community. The Church practiced community. That's why you showed up- to connect the faith of your few to a community. When you choose to be present that means you....

1. Show up predictably.

For most of you, that means weekly or every other week. You cannot lead a small group without trust. You cannot build a community without trust. And the first step to gaining trust of your few is making sure they know you will show up- Predictably.

2. Show up mentally

Check your phone at the door or leave it at the door or leave it in your pocket. When you show up mentally, you commit to engaging your few in meaningful discussions and to listening-really listening-to what your students have to say. This means knowing the content ahead of time and being mentally prepared to shed some light and scriptural insight into their world. They are worth an hour of your attention.

3. Show up randomly

Never underestimate the power of showing up randomly. This may look like a text, a card, or showing up at an event they are excited about. These small connections may seem insignificant, but when you choose to be present in an unexpected way, outside of your weekly group time, you reinforce your students' connection to the community you are creating.

Every small group guide should know these four things.



Create a safe place

There's Inevitable tension when a group of people with different personalities and backgrounds come together in one place. But what if tension is the platform that gives you an opportunity to demonstrate that this is a safe place? The safer the environment is, the more honestly your few will clarify thier faith in the context of your circle.

1. Lead the group

Lead your group to value acceptance. Lead your group to value confidentiality. Lead your group to value honesty. When you do, your few will feel safe to be themselves, share doubts, ask questions and admit their struggles and clarify their faith in an authentic way.

2. Respect the process

Authentic faith is a continual process- it is the molding, crafting, shaping and changing of faith through time, life experience and reflection. The process isn't the same for everyone. Celebrate their steps and refuse to get impatient with the process. And let God do what only God can do.

3. Guard the heart

Faith is personal. We often process the most difficult times in our lives through the filter of faith, which is why as an SGG, you should expect some tough and even shocking things to be revealed during small group time. Your job is to know when to respect confidentiality and when you need outside help.

Every small group guide should know these four things.



Partner with parents

No matter what you think about the parents of your few, two things are true. One, every parent wants to be a better parent. Two, they will always have more influence than you do. So if you want to nurture the kind of faith that lasts, you need to partner with parents.

When you choose to partner with parents, that means you. . .

1. Cue the parent.

When you “cue” the parent, you give them just the right information at just the right time so that they can make a move to do more than they might otherwise do. Cueing the parent is pretty easy. Just let them know who you are, and tell them what you’re talking about.

2. Honor the parent

Some children struggle with authority. No, scratch that. All children struggle with authority. But remember this—if you’re not on the parent’s side, you’re not on the kid’s side. Model what it means to respect not only your own parents, but theirs’ as well.

3. Reinforce the family

Although parents potentially have 3,000 hours a year of possible time with their child, it’s not always the same quality as the hours you have with your few.

Every small group guide should know these four things.



Make it personal

The most important person you need to lead is not your few—it's actually you. When you choose to make it personal, that means you. . .

1. Live in community

Whether hosted by your church, formed organically or brought together through another local ministry, your own community provides the healthy and necessary outlet for you to process faith in a way you can't with your few.

2. Set priorities

One of the best things you can do for your few, and for yourself, is to make your priorities clear. They need to see what you value. And when they see the way you prioritize your own relationship with God, it might even inspire your few to think about their own priorities.

3. Be real

Find ways to relate to your few without compromising who you really are. It's more important for them to see a real person that is still growing, learning and trying to live out authentic faith than it is for them to have another friend.