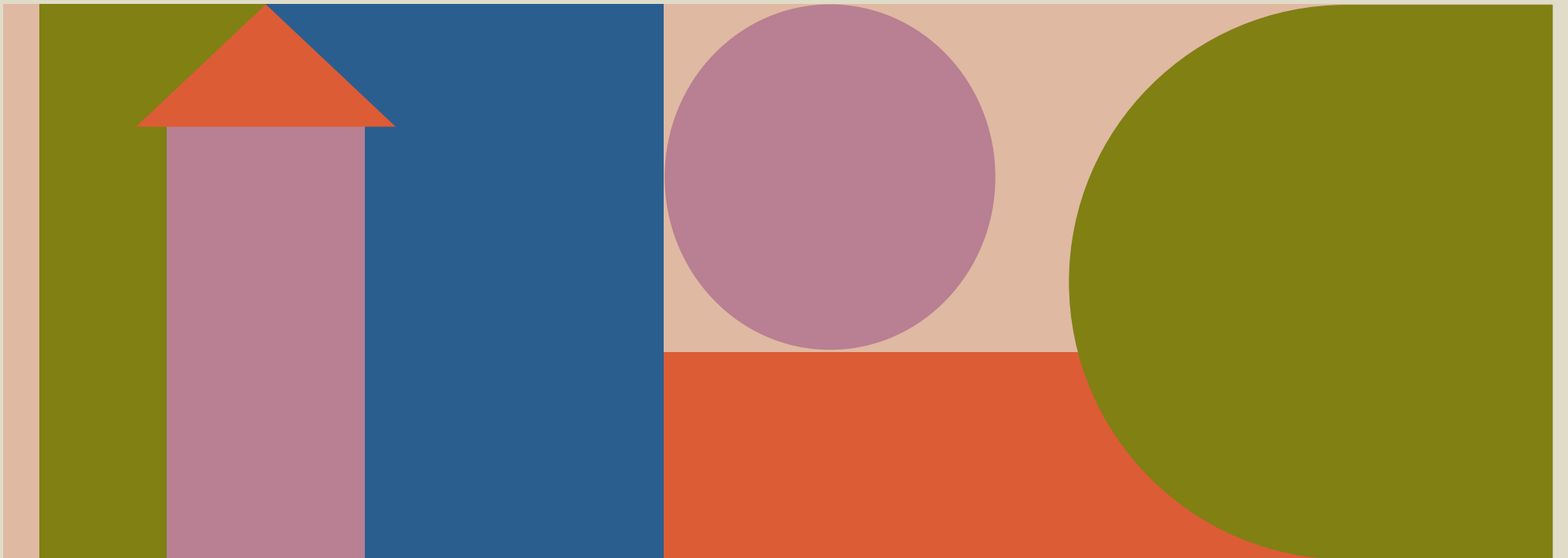


# Equip

MANUAL



STREAM TEAM

# Stream

TEAM

# Section I

KEYSTONE  
MISSION, VISION  
AND VALUES

## Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days." (Matthew 28:19-20, NLT)

## Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

## Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

### 1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

### 2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

### **3. We Sing Loud**

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

### **4. We're in This Together**

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

### **5. We Always Bring our Best**

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

### **6. We Are Serious About Having Fun**

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

### **7. Passion Drives Us**

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)



# Stream

## TEAM

# Section 2

## TEAM MINISTRY STANDARDS

Part One: General Expectations  
and Behaviors

Part Two: Age and Background  
Check Requirements

Part Three: Team  
Characteristics

Part Four: Position Descriptions

We are the Keystone Family. We are people who answer God's call to love God, love people and serve God's Church. As Jesus served us, we serve others as we lead everyone to experience a passionate life in Christ!

## **Part One: General Expectations and Behaviors**

### **Servant Leader Safety Considerations**

While serving, always make an effort to maintain safety for yourself and those who are serving with you. This means avoiding situations where a person's integrity could be called into question. Never enter a closed-door room with a child (who is not your own) without another unrelated adult present, nor a closed-door room with only one other Servant Leader of the opposite gender.

### **Weekly Communication and Preparation**

Being prepared and communicating with our team helps us bring our best as we serve God and others. Each Servant Leader is asked to communicate regularly with their team's leadership via Planning Center Online. Schedule requests will be sent weekly via email and the Planning Center Services app. Within the Planning Center Services app, the weekly preparation documents are also available to download, if applicable to your team. The Servant Leader will promptly respond to the schedule requests (Accept or Decline) when these are sent each week and will also use this tool to read through the applicable documents for the upcoming week.

### **Transferring or Stepping Down**

Please give your team's leadership a two-weekend notice if you are interested in stepping down or transferring to a different serving team. If the Servant Leader is interested in serving in a different ministry, Keystone Staff will help make this process as smooth as possible by connecting with the leadership of that ministry to get the process started.

## Part Two: Age and Background Check Requirements

Servant Leaders on the Stream Team must be at least 18 years of age older.

Background Checks are required for all Servant Leaders serving on the Stream Team.

## Part Three: Stream Team Characteristics

As Servant Leaders, we commit to carry out our church's vision and values through clearly defined standards that are specific to the role each Key Team contributes to a person's experience at Keystone. The Stream Team is the online voice of Keystone Church. It is an honor and a privilege to serve in this capacity, and every interaction online must reflect the Mission, Vision and Values of our church.

### 1. **Trustworthy.** Commit to preserve and protect the unity of Keystone Church.

- Respect the responsibility of communicating the heart of the church.
- Conversations heard in confidence should be kept in confidence.
- Celebrate the values of Keystone Church through your comments and interactions. All content posted should be rooted in Scripture.
- False statements or personal opinion/values are not to be promoted & shared on Keystone's accounts.

### 2. **Excellence.** We value our online church experience by doing everything with excellence.

- Come with a happy heart and ready to worship. Your attitude as an online host influences every part of the online experience.
- Be prepared by reviewing your host notes before service begins. Start on time and interact with people during the countdown and any pre-service elements.
- Be attentive to any special moments in the service, and comment on specific things that are happening in real time.
- Bring your full attention and devotion to the service.



### **3. Honor.** Because Jesus has honored us, we honor our Staff, Servant Leaders, and Keystone family in all social media postings.

- Represent our leaders (and all those on stage during the service) in a respectful manner that shows honor.
- We have a unique opportunity to tell the world how Jesus changes lives.
- Be mindful of outside comments that may distract others from service. Follow the appropriate procedures related to comments that are negative or distracting.
- All comments should accurately communicate the purpose of the event. (i.e., relevant quotes from the message, Scripture references, helpful information and links for events being announced).
- Respond to online guests with love, respect and empathy.
- Honor the speaker by accurately posting their message notes online.

### **4. Engage.** Engage and serve the guests you encounter online to create an exceptional experience.

- Interact with online guests in a positive manner (i.e., commenting on posts and liking comments).
- Be fully present and engaged. Stay focused on people while serving. Limit conversations with friends and family while you are serving.
- Refrain from engaging in comments that distract from the Mission, Vision, and Values of Keystone Church.

## 5. On Mission. We love Jesus and His church. We are all in!

- Every online encounter is an opportunity to lead others to experience a passionate life in Christ.
- Be eager to receive stories of life change, and encourage these types of comments from guests watching the service online.
- Engage in faith leading conversations with Keystone values in mind. Relate the topic of conversation to Jesus. For example:
  - “Good morning/afternoon/evening Keystone! We are so glad you’re with us today!”
  - “When we worship, God hears us. So let’s sing loud!”
  - “There is power in prayer. We would love to pray for you.”
  - “We believe God unlocks life through giving.”
- Encourage online guests to share what they experienced and how Jesus is changing their lives. For example:
  - “If you are worshiping with us, we’d love to see church through your eyes! Tag us on social media...”
  - “Note takers are world changers. We would love to see your notes from today’s message. Share and tag us...”
  - “If you’d made a decision to follow Christ today, let us know! We would love to talk to you about what’s next on your spiritual journey.”

## Part Four: Stream Team Position Descriptions

### Stream Team Lead

The Stream Team Lead is responsible for leading team members by caring for and encouraging spiritual health as they are equipped to serve at Keystone Church. The Stream Team Lead is an experienced and trusted Servant Leader. He or she will monitor the weekly schedule with the Stream Team Service Lead to ensure that necessary positions are filled. The Stream Team Lead is responsible for all training for new Servant Leaders. The Stream Team Lead reports directly to Staff, and oversees the Servant Leaders to ensure the safe and efficient operation of the Stream Team.

## Monitor

Monitors are the primary voice of Keystone Church during online services and experiences over multiple platforms. These Servant Leaders are creative, high energy, and personable. They are intentional through words and online interactions to proclaim the name of Jesus and to reflect the heartbeat of Keystone.

**Stream**  
TEAM

# Section 3

PROCEDURES

Part One: Service Hosting and  
Monitoring

Part Two: Other Procedures

# Part One: Service Hosting and Monitoring

## Arrival and Departure

The arrival time for Servant Leaders is 30 minutes before the service start time if serving on site. Log on to all platforms right away (i.e., Facebook, Church Online, YouTube). If serving in this role off site, log on to all online platforms 30 minutes before the service start time. Access the “Stream Team Flow” document and have it visible. This document is updated weekly with appropriate information for the Stream Team Monitor.

Whether serving on campus or remotely, communicate with your team’s leadership as soon as you have successfully logged on to all platforms. Servant Leaders should not log off until the online stream of the service has stopped. This may happen several minutes after the end of service.

## In-Service Procedures

Throughout the service, the Monitor will post greetings, phrases, message notes, and connection opportunities in the various media platforms. Comments should be relevant and timely. The Monitor will “like” and respond to online comments when they are received. During the stream, keep track of the highest number of people that are viewing the stream. The Stream Service Lead will also periodically check on each online platform during the service, and be available to answer any questions from Servant Leaders.

## Post-Service Procedures

Once the stream for service has ended (which may happen several minutes after the end of service), the Monitor will copy and paste all prayer requests into the specific prayer document and report attendance for all platforms to the Stream Service Lead. Log out of all streaming platform accounts and return equipment to its designated storage location (if serving on site). Equipment needs to be on charging docks and ready for next service.

## Part Two: Other Procedures

### Scheduling Requests

Scheduling of all positions happens through Planning Center. Please respond to requests as soon as you know if you can serve or not. A “No” is better than no response. Download the Planning Center Services app for helpful team information, including service and arrival times. If you know you will not be available, you can block out dates ahead of time in the app or online. When communication is coming from the Stream Team Lead, an active response is required.

### People Interested in a Relationship With Jesus

When an online guest indicates in the chat or comment section they have made a decision to follow Jesus, the Stream Team Servant Leader will save their name and comment. Immediately begin a direct message with this online guest, and help them to take the next step (i.e., text the life change number, email a pastor).

### People Requesting Help

If an online guest asks for financial assistance online during a worship service, kindly respond with an appropriate response. For example, “We would love to talk with you more. We’ll send you a direct message?” Immediately begin a direct message with this online guest, and help them to take the next step (i.e., text the life change number, email a pastor). If they continue to post requests for help in the public chat, delete their comment. Save their name and request by adding it in the appropriate document.

### People Requesting Prayer

When someone requests prayer on one the streaming platform, kindly respond with an appropriate statement. For example, “We have received your request and are praying for you.” Save their name and request by adding it in the appropriate document.

## **Distracting or Negative Comments**

All Servant Leaders will watch for and delete distracting or negative comments posted to any of the streaming platforms. Contact the Stream Team Lead for any questions regarding negative comments. A good guideline to follow is, remove negative comments and redirect distracting comments to private messages and alert the Team Lead. From this point, acknowledge their concern and lead them to email [info@keystonechurch.com](mailto:info@keystonechurch.com) and a pastor will answer their questions and concerns.

STAY CONNECTED

DOWNLOAD THE  
KEYSTONE APP  
SCAN HERE

