



## CROSSWAY MINISTRIES - STANDARDS OF EXCELLENCE

As a ministry, we recognize that serving the Lord and doing Kingdom Work is fun and fulfilling, but also a very serious command. We hold our volunteers to the highest standards so that there is never a barrier to the work we are called to do in "making disciples of Jesus everywhere." The following are key expectations:

**COMMITMENT:** Your volunteer position is a commitment. Be faithful in commitments made. If you say you will do something, or be somewhere, follow through with it. If unforeseen circumstances arise and you will not be able to fulfill your volunteer commitment, please communicate that to ministry coordinator as soon as possible. *1 Corinthians 4:2*

**ATTENDANCE:** We are counting on you. If you will not be able to volunteer at your regularly scheduled time, you are responsible for following the procedures laid out in your ministry coordinator.  
*2 Corinthians 8:11*

**A SERVANT'S HEART:** The men and women to whom you are ministering are watching your every action and attitude. Please pray that the Lord will give you a heart and hands that are focused on serving others each time you come to your ministry area. *Mark 10:25*

**PREPARATION TIME:** Your ministry is important. We all need to serve with excellence, as if we are serving the Lord himself. Be thoroughly prepared for your volunteer position each time you come. Your ministry coordinator will lay out clear expectations for you. *1 Peter 4:10*

**ATTITUDE:** Enter your time of ministry with a smile! Again, people are watching you. You never know what kind of day a person just had. He/she may be coming looking for hope and joy. Your attitude can be a catalyst or a barrier to them connecting with others or the Lord. Always be fully engaged and an example for others to follow. *Colossians 3:17*

**AWARENESS:** Understand your role in the ministry has placed you in a position where you represent CrossWay and, ultimately, the Lord. Use wisdom in what you post on social media, where you go, what you engage in, etc. Use wisdom-- you do not want your actions or words to become a barrier for someone to connect with Jesus.

**COMMUNICATION/TRAINING:** It is very important that you communicate with ministry leaders and coordinators. They are working hard to equip you and give the best possible experience for the ministry. Your silence can cause barriers and confusion. Be at all assigned meetings and engage in any training offered, as they are opportunities for you to grow in your leadership and ministry skills. If you have an unavoidable conflict, contact your ministry coordinator to make alternate arrangements. *II Timothy 2:15*

I agree to CrossWay's Standards of Excellence, and agree to be held accountable to them. I understand that acting outside of them could result in dismissal from my role.

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Signature

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Date

