



## GC Cares SOP

---

### Mission

Every team member is expected to serve in a way that reflects the mission of our church:

**Generations Church is Spirit-Empowered people, launching multiple church locations of real and authentic life-giving experience, embracing of all generations. We equip all people to know God, find Freedom, discover purpose, and make a difference in every sphere of life. We are more than a church in a city; we are a movement to the world.**

This includes demonstrating compassion, teamwork, hospitality, and excellence in all interactions and responsibilities....Serving SMART

S-Serve with a smile

M-Make others a priority

A-Attitude is always positive

R-Respect and honor our leaders and each other

T-Team-Minded

The purpose of the GC Cares Team is to demonstrate the love of Christ through practical service, by distributing food to our partners first, and surrounding community each month. This SOP outlines the responsibilities, expectations, and procedures to ensure consistency, excellence, and alignment with our church mission.

---

### In this Document

The following sections are contained in this document.

Topic	Page
Core Responsibilities	2
Training Requirements	3
Team Culture & Expectations	3
Leadership Structure	4
Safety & Stewardship	4

### CONFIDENTIAL

This may not be reproduced outside of Generations Church without written permission from Generations Church Executive Leadership.



## GC Cares SOP

Communication	4
Commitment & Accountability	5
Contact Information	5

---

### 3. Core Responsibilities

#### A. Monthly Food Distribution – 4th Sunday (or as communicated)

- **Time:** 12:30p-2p
- **Location:** Warehouse/Back Alley
- **Responsibilities:**
  - Arrive on time and ready to serve
  - Help with full setup (tables, signage, food stations, traffic flow)
  - Greet and engage with community members with warmth and dignity
  - Distribute food bags efficiently and respectfully
  - Participate in full teardown and cleanup

#### B. Packing Party – 3rd Thursday (or as communicated)

- **Time:** 6p-8p
- **Location:** Imaginarium/Urban Room
- **Responsibilities:**
  - Assemble food bags with attention to quality and quantity
  - Organize supplies for ease of distribution
  - Team collaboration to maximize speed and effectiveness
  - Ensure cleanliness and order upon completion

---

#### CONFIDENTIAL

This may not be reproduced outside of Generations Church without written permission from Generations Church Executive Leadership.



## GC Cares SOP

### 4. Training Requirements

To serve on the GC Cares team, each member must complete the following:

1. **Get On With the Church** – Introduction to the mission, culture, and beliefs of our church.
2. **Get On With the Team** – Team-specific orientation to understand expectations, structure, and opportunities to serve.
3. **GC Cares Orientation** – A brief one-on-one walkthrough with a Team Coach to learn specific roles and logistics for food distribution.

---

### 5. Team Culture & Expectations

Each GC Cares team member is expected to:

- **Be Mission-Focused:** Every act of service is ministry. Treat each guest with dignity and care.
- **Be a Team Player:** “All hands on deck” means we work together from setup to teardown. No task is too small.
- **Be Punctual & Present:** Show up on time, stay engaged, and be ready to jump in where needed.
- **Demonstrate Integrity:** Be trustworthy, accountable, and committed to the responsibilities assigned.
- **Represent Christ Well:** Smile, speak kindly, serve joyfully—even when it’s behind the scenes.

---

#### CONFIDENTIAL

This may not be reproduced outside of Generations Church without written permission from Generations Church Executive Leadership.



## GC Cares SOP

### 6. Leadership Structure

- **Team Coaches:** Provide spiritual encouragement, clarity of roles, and practical direction during events.
- **Team Lead:** Oversees the entire GC Cares operation, coordinates with church leadership, and ensures alignment with church vision.

All concerns, suggestions, or issues should be brought to a Coach or the Team Lead in a timely and respectful manner.

---

### 7. Safety & Stewardship

- Food items must be handled with clean hands and proper hygiene.
  - Expired or damaged goods must be discarded appropriately.
  - Keep walkways clear and follow safety guidelines during setup and distribution.
  - Practice stewardship with supplies, time, and people.
- 

### 8. Communication

- Reminders and updates will be sent via [Insert method: group text, email, Church app].
- Team members must RSVP or communicate availability in advance of each event.
- Cancellations or changes must be communicated to a Team Coach as early as possible.

#### CONFIDENTIAL

This may not be reproduced outside of Generations Church without written permission from Generations Church Executive Leadership.



## GC Cares SOP

---

### 9. Commitment & Accountability

We ask that each team member serve consistently, and if unable to attend, inform leadership in advance. Accountability is key to maintaining a strong and effective team. Repeated absences or failure to meet expectations will result in a follow-up conversation with a Team Coach.

---

### 10. Contact Information

- **Team Coach:** Hailey Vernon- [hvern001@ucr.edu](mailto:hvern001@ucr.edu) 951-505-0003
  - **Team Assistant Coach:** Amber McCrady- [greenamber98@gmail.com](mailto:greenamber98@gmail.com) 909-269-7182
  - **General Questions:** Church Center App
- 

#### CONFIDENTIAL

This may not be reproduced outside of Generations Church without written permission from Generations Church Executive Leadership.