



## **MEMORIAL TEAM SOP**

**BAYSIDE PURPOSE:** Bayside Community Church exists to help people Know God, Find Family, Live in Freedom, and Discover Purpose.

**CARE PURPOSE:** Care exists at Bayside to offer help, hope, and support to people as they walk through various life experiences.

**MINISTRY PURPOSE:** To provide assistance with hosting memorials by serving and supporting those who have lost a loved one.

### **JOB DESCRIPTIONS**

#### **CARE DIRECTOR**

Oversees the Memorial Team and ensures that members have completed Growth Track. The Care Staff must interview the candidate prior to inviting them to serve on the team, the staff member will guide the person through the online application process to include a background check and 2 references once they have been interviewed and a determination has been made that they are a good fit for the team. Smaller campuses may not have a Care Director - in this situation the Campus Pastor and/or designee will assist in this role.

#### **MEMORIAL TEAM LEADER**

Reports to the appropriate Campus Care Staff

- Complete Bayside Leader Training
- To maintain communication with the team and its members.
- To maintain and update the PCO Team List (if you do not have access to PCO, please communicate any team changes to Campus/Care Staff)
- To actively participate in this ministry.
- Interview applicants for the Memorial team alongside Care Staff.

#### **MEMORIAL TEAM MEMBER**

Reports to the Memorial Team Leader

- To assist with memorials hosted at Bayside. This can include helping the family set up, tearing down, greeting attendees, etc.
- When assisting with a memorial, Memorial Team members will be contacted by the Memorial Team Leader, Care Staff, or officiating pastor of the memorial to see how they can assist.
- To help serve at memorial services held at a funeral home.
- To be available to assist with follow-up after the Memorial/Celebration of Life.

#### **MEMORIAL TEAM REQUEST PROCESS**



## MEMORIAL TEAM SOP

1. The Care department receives a memorial request from a member and fills out the [Memorial Request Form and Checklist](#) as thoroughly as possible. At times the requests may go directly to a Campus Pastor or a staff member, depending on the campus size a Care Department may not exist. The forms should be utilized by the designated Pastor and or team member coordinating the memorial.
2. The Care Department team member and/or the Campus Staff member who received the request will communicate necessary information and needs to the Memorial Team Leader.
3. The officiating pastor, Memorial Team Leader, and Memorial Team members who are assisting should maintain ongoing communication prior to and during the memorial process.
4. The Care Director/Care Pastor will oversee the follow-up process and send the personalized grief letter and booklet.

### EXPECTATIONS

1. Dress modestly and be well-groomed.
2. Be soft spoken and attentive to needs.
3. Be on time for service.
4. Be available, but give space to the family and friends.
5. Be in prayer throughout the service for the family, friends, and the Officiating pastor.
6. Assist with memorial follow-up calls mailing the booklet and care for the family. Have men calling men and women calling women.
7. Maintain communication with the team leader.
8. Keep members' private information confidential.
9. Be available to serve at memorial services.