CHURCHCHAMPIONS
ALIGNING PEOPLE, PROCESS & TECHNOLOGY

PARACLETE PROGRAM

WEEKLY ASSISTANCE

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SUMMARY

In the past decade, the church has come to expect more from its church management system (ChMS) than just name, address, phone and contributions tracking. Technology has made possible effective attendance tracking, activity check-in, volunteer management, online registration, visitor & decision follow-up, social congregation connections and data analysis, just to name a few. As these new capabilities have increased, the ChMS products on the market have become more & more complex to configure and use. Point solutions such as Planning Center, Service U and Church Teams have also increased in number that many have incorporated to work alongside their ChMS.

Historically, the church has relied on local staff and volunteers to learn and operate these systems, craft effective processes using it, teach others to follow those processes, and then extract useful decision data. That can be a **lonely and overwhelming experience for the person tasked with those responsibilities** since most everyone else on the church team is looking to them to know how to make these systems produce the information they want.

Sometimes they are successful. Unfortunately, too many times the church simply does without the information they would like because that key person doesn't know how to produce it and no one else with the needed knowledge is standing by to assist them. **Church Champions' Paraclete Program was designed meet this need for your church.**

DEFINED *(WIKIPEDIA)*

*Paraclete comes from the Koine Greek word παράκλητος (paráklētos, that can signify "**one who consoles or comforts, one who encourages or uplifts; hence refreshes, and/or one who intercedes on our behalf as an advocate in court**"). The word for "Paraclete" is passive in form, and etymologically (originally) signified "called to one's side". The active form of the word, parakletor, is not found in the New Testament but is found in Septuagint in Job 16:2 in the plural, and means "comforters", in the saying of Job regarding the "miserable comforters" who failed to rekindle his spirit in his time of distress.*

It means advocate or helper. *In Christianity, the term is most commonly applied to the Holy Spirit.*

Church Champions want to be your advocate, champion and helper to see that your church gets the maximum value from your ChMS in the form of quality, actionable decision data.

LOCAL TEAM

Clearly, your local team will know the needs of your church better than a remote company. They will also have access to manpower willing to work the day-to-day processes that have been put in place such as entering data, posting attendance, and running reports. They generally work very well when used to execute a known set of processes in a familiar way. If the church identifies new needs, it can be challenging to figure out a new method or process using unfamiliar features of their ChMS to meet those needs. Further complicating matters are the regular features being released by the ChMS products; which need to be understood and incorporated into a church's processes.

That's not to say that a church can't do it but that usually requires a highly trained fulltime person on staff. Smaller churches will fewer demands may find a volunteer to fill this "Champion" role. The bigger a church becomes, the less likely a volunteer can keep up with demands of the position.

Inevitably, the church tends to stagnate with what it knows how to do. As new staff come aboard that don't know to make the ChMS do what they want, they tend to migrate toward other disconnected solutions they do understand. This further reduces the value the church will realize from the ChMS it is paying for by returning to a landscape of various disconnected and overlapping systems.

CHURCH CHAMPION

A remote outsourcing company focused on knowing the latest capabilities of the ChMS used by the church can extract more value from that solution by matching tailored processes to the ChMS to satisfy specific church needs. By working with local staff to understand the church's needs, an expert in ChMS and point solutions can lead the effort to use those tools in the most effective manner.

Each meeting can evaluate the effectiveness of the existing processes, what is working, what isn't, and what new requirements have surfaced that need a solution. The Champion would craft new processes and reports as needed and work with the local team to implement the day-to-day operational steps.

The time together is tailored to fit the specific needs facing the church that week or may be focused on rolling out a set of changes with a longer horizon. ***This concept is exactly like a personal fitness trainer or therapist for aligning your people, processes and technology.*** The Church Champion will come alongside of your team to empower, encourage and enable them to get the most value from your ChMS on a weekly, consistent basis by preventing them from wasting hours of time trying to figure out how to accomplish something the Champion already knows.

In time, the Church Champion will become intimately familiar with how your church runs things with respect to your ChMS and can serve as backup or trainer of new staff if necessary.

HOW DOES IT WORK?

A Church Champion will meet with one or more of the church team for ***1 hour each week***. This will usually be the primary person assigned responsibility for the management of your ChMS but it doesn't have to be limited to them alone. This will be an established, recurring time so that everyone knows when to seek the assistance that will be available and it will be given priority equal among other priorities.

The meeting will take place using remote communication and computer sharing tools. Free tools such as Google Plus in combination with a video camera equipped computer allow face-to-face video conferencing in a very effective manner. ChMSs such as Fellowship One and Church Community Builder are already internet based which allow remote sharing of the church's data.

COSTS

The cost for this service is $85 a week. A PayPal invoice will be sent electronically every other week for $170 to be paid upon receipt by PayPal or bank card.