
KIBABII UNIVERSITY CHRISTIAN UNION



USHERING MANUAL.

Contents

SUPPORTING SCRIPTURES	1
MEMBERSHIP	2
FAMILIES	2
OBJECTIVES	2
THE FAMILIES:	2
TERM OF SERVICE.	3
TERMINATION	3
QUALITIES OF AN USHER	3
RESPONSIBILITIES	4
PERSONAL HYGINE AND DRESSING CODE	7
PERSONAL DRIVE AS AN USHER	8
ALTER CALL PROCEDURES	9
RESPONSIBILITIES	9
CATCHING	9
FLOW	10
PICK-UP	10
EMERGENCY PROCEDURES	11
MEDICAL EMERGENCIES	11
FIRE	11
SECURITY PROCEDURES	12

DEPARTMENTAL THEME VERSE

1 CORINTHIANS 15:58

THEREFORE, MY DEAR BROTHERS AND SISTERS, STAND FIRM, LET NOTHING MOVE YOU. ALWAYS GIVE YOURSELF FULLY TO THE WORK OF THE LORD BECAUSE YOU KNOW THAT YOUR LABOUR IN THE LORD IS NOT IN VAIN.

SUPPORTING SCRIPTURES

Galatians 5:22-23 But the fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faith, gentleness, self-control. Against such things there is no law.

Galatians 6:9 So we must not get tired of doing good, for we will reap at the proper time if we don't give up.

2 Kings 22:4 "Go up to Hilkiah the high priest so that he may total up the money brought into the LORD's temple — the money the doorkeepers have collected from the people.

Romans 12:9-18 Love must be without hypocrisy. Detest evil; cling to what is good. Show family affection to one another with brotherly love. Outdo one another in showing honor. Do not lack diligence; be fervent in spirit; serve the Lord. Rejoice in hope; be patient in affliction; be persistent in prayer. Share with the saints in their needs; pursue hospitality. Bless those who persecute you; bless and do not curse. Rejoice with those who rejoice; weep with those who weep. Be in agreement with one another. Do not be proud; instead, associate with the humble. Do not be wise in your own estimation. Do not repay anyone evil for evil. Try to do what is honorable in everyone's eyes. If possible, on your part, live at peace with everyone.

Psalms 127:1 Unless the LORD builds the house, those who build it labor in vain. Unless the LORD watches over the city, the watchman stays awake in vain.

2 Timothy 3:16 All Scripture is inspired by God and is profitable for teaching, for rebuking, for correcting, for training in righteousness

Romans 6:13 And do not present your members to sin as instruments to be used for unrighteousness, but present yourselves to God as those who are alive from the dead and your members to God as instruments to be used for righteousness.

1 Corinthians 10:23 "Everything is lawful," but not everything is beneficial. "Everything is lawful," but not everything builds others up.

MEMBERSHIP

The following shall be done when joining the department:

- A. Reading of the ushering manual, understand it and being ready to abide by it.
- B. Awareness on the ushering program.
 1. Prayers.
 2. Arrangements of venues.
 3. Major meetings (semester meetings and trainings; should be conducted from time to time as deemed fit to equip members with appropriate skills)
 4. Progressive meetings (before and after services)
 5. Curtain designing sessions.
 6. Semester contribution.
- C. Upon formality with the subcommittee, new members shall be obliged to a period for orientation into the department. The period shall be determined as deemed fit by the subcommittee. During the period, the member will be allocated foster parents for discipleship.

N/B

- ✓ Membership shall be renewed at the start of every academic year.
- ✓ Each Usher shall be identified by a family except the subcommittee which shall oversee the operation of the families.
- ✓ Commitment to service will qualify one to belong to a family.

FAMILIES

A family is a unit in ushering department that seeks to ensure there is order in the church during any organized fellowship and service, create a conducive environment for running church activities and bring ushers together in the Family of Christ.

OBJECTIVES

1. To account for the large ushering number & catering for members' welfare.
2. To provide a platform for believers to sharpen their teamwork skills.
3. To ensure members serves God sincerely and live a holistic life.

THE FAMILIES:

- i. Shall be formed at the start of a new ushering regime and re-adjusted when time deems fit
- ii. Shall exclude first years on their first semester, finalist and all subcommittee members from its leadership.
- iii. Will have its leadership appointed considering the following:
 - a) Spiritual maturity. Must be a born-again Christian.
 - b) Commitment. Must be ready to serve as a leader, with commitment and dedication.

- c) Area of residence. Should represent the area of residence they come from.
 - d) Must be a KIBUCU member and an usher.
- iv. Shall ensure each area of residence is adequately covered in terms of leadership. **Enough** leaders, not too many nor too few.
 - v. Shall have its leadership reporting to a subcommittee member appointed by the coordinator.
 - vi. Shall carry itself with decorum and so are the members & leadership.
 - vii. Shall have a family committee composed of all family heads and the subcommittee members.
 - viii. Shall have its committee equipped with first aid skills and also shall the members.

Roles of the family heads:

- I. Chairing family meetings and activities.
- II. Maintaining communication with members and subcommittee.
- III. Be an eye of the department.
- IV. To implement the vision of ushering department and KIBUCU church.
- V. Nurture new members in the department after formalities with the committee.
- VI. Submit progress of the families at least once a week.
- VII. Organize prayer venues in liaison with the prayer coordinator.
- VIII. Keep records of the members.
- IX. Sensitize members on ushering agenda.
- X. Represent individual families in meetings.

TERM OF SERVICE.

A family head shall serve in the family committee for only one spiritual year.

TERMINATION

Any member of a family shall cease to be a member/leader in the event that:

- A. He/she is not living a life worth of God's calling (e.g. cohabiting, fornication, immorality etc.)
- B. Any member of the family committee defers his/her duties.
- C. Completion of studies.
- D. In the case of event (A) Or (B), the sub-committee shall advise the best way possible lead by the chair.

QUALITIES OF AN USHER

The fruit of the spirit (Galatians5:22) is a solid guideline for a good usher. This is not about perfection, but a heartfelt motive and desire to live a life of spirit-filled believer.

1. **Love**—(Corinthians 13:13) the apostle Paul says that love is the greatest of these things. If you choose to genuinely love the people you serve as an usher, God will bless your actions.
2. **Joy**—Take God seriously, but do not take yourself too seriously. Lighten up and enjoy the moment. Your spirit will be contagious to others. If you are cold, aloof, and don't smile (basically you are a grumpy usher) you will discourage others around you.
3. **Peace**—You can add peace, calm and order to what might otherwise be an overwhelming and hectic experience.
4. **Patience**—This is a great quality of a good usher. Most of us are impatient in nature. You can set a good example with your patience towards those you are offering service to.
5. **Kindness**—This is an attitude that makes you approachable as an usher. Going an extra mile can make all the difference in the world! Be imaginative. Think of all the ways you could show kindness to someone as they come to worship.
6. **Goodness**—The inner quality of goodness is a gift that results from the Holy Spirit's power working within us. This state of being will spill naturally over into our service and bring an intangible but powerful presence into the worship experience.
7. **Faithfulness**—Faithfulness as a Christian spills over into your faithfulness as an usher. Showing up, being responsible and doing your ministry well matters to all of us in KIBUCU. It matters to God and all those who call KIBUCU home.
8. **Gentleness**—A mature believer never throws around his/her authority. The best usher is a humble one who speaks to put others first no matter how much pressure may be present in the moment.
9. **Self-control**—It is impossible to control a large crowd if we cannot control ourselves. In calm moments self-control is easy, it's under pressure of hectic moments and last-minute changes that your grace and self-control will shine.

RESPONSIBILITIES

Ushers are gatekeepers

Assist in execution of special duties such as;

1. Offertory/ tithe/ thanksgiving collection. (2Kings 22:4).
2. Welcoming worshippers and helping them with special needs to get comfort.
3. Keeping order during services. (Avoiding distractors such as: Collecting roaming children; being responsible for crying children; avoiding loud talks in the crowd.) For those who have children, find them a seat where they can maneuver easily without distraction, preferably seats near the main paths.
4. Ensuring proper ventilation.
5. Providing directions where need be.
6. Help people find a seat. The art is all about making people, especially new people and people far from God, feel comfortable.

7. Welcoming congregation with a warm smile, non-judgmental attitudes. Fill the front seats first, so that those who come late may find space behind to occupy and cause less disturbance.
8. Taking note of visitors and directing them to respective places, recording them if need be, introduce them to the church secretary.
9. Availing enough seats in the church venue.
10. Know the location of various facilities such as;
 - i. Washrooms.
 - ii. Exits and entrance.
 - iii. First aid kits.
 - iv. Parking.
 - v. Lost and found items desk.
11. Providing, distributing church bulleting/notices/others to church members as directed. Collecting the needed items e.g. forms that were distributed to be filled and returning them to the leader in charge of that section.
12. Providing security within the church premises and crusade grounds.
13. Check on the attendance by **SILENTLY** and **PROFESSIONALLY** counting the number of people in the church as directed.
14. Responsible for cleanliness and beautification of the church in general.
15. Catchers of the people during the altar calls prayer. **NEVER OVERCROWD AT THE ALTAR, ONLY SEND ENOUGH NUMBER.**
16. Learn when not to allow people seat thus move around and assist people to remain standing whenever called upon.
17. Protect the altar always, especially during open-air crusades.
18. Assist the minister to maintain an even flow during ministration where possible.
19. Collect the lost items and submitting to any subcommittee member.
20. Prepare yourself spiritually. A good usher comes prepared mentally, physically, emotionally and spiritually. Don't feel like this requires an hour of bible study before you show up. God is far more interested in the commitment of your heart than the amount of your time.
21. Take initiative! The cardinal sin of an usher is to not pay attention. At all times watch what is going on in your section. If you aren't sure what to do, ask your leader. The only wrong choice is doing nothing. Never assume "someone" is taking care of the need.
22. Most of the ministry of an usher is pure joy. But on occasions there are moments of pressure when someone is upset or things are not working right. In these moments never transfer the pressure to the person entering into their worship experience. You absorb the pressure. Get help if you need it, but never make the issue their problem. You help deliver a solution.

23. Own, lead and shepherd your section. In an average environment with average ushers, once the seats are filled the ushers relax and mentally checkout. Think of the area you are responsible to do everything in your power to ensure that all those people have the best opportunity to connect with and hear from God. You can shepherd the people by getting to know them, praying for them, learning their names and meeting appropriate needs.
24. Follow the direction of your section leader. It is important that you follow the leadership. Be supportive and encouraging. Offer suggestions if you have good ideas, but don't be overly sensitive if your ideas aren't used. The leader will do his/her best to serve and lead you and rest of the team well.
25. Your job is to move toward and engage people quickly and with confidence to help them know what to do. Don't leave people hanging. Let them know you can handle anything they need and that you are the one who can make it smooth and enjoyable experience. If you are seating someone who is a little late and you need to seat them in front and center because that's all that is left, walk with them. Don't make them come to you and ask, you approach them with confidence and a smile.

N/B

Regular meetings are important for the purpose of instruction, interchange of ideas, suggestions and discussion of experiences and problems.

PERSONAL HYGINE AND DRESSING CODE

Mouthwash: Ensure your mouth has a good odor brush your teeth.

Deodorant: it shouldn't be too strong; have a good scent

Hair grooming and style: it should be official at all time, **no funny hair styles.**

Shoes and shoes type: should be official (**no slippers and funny shoes**)

NOTE: Chewing during services is highly discouraged.

LADIES: Should be official; the skirt/dress should be below the knee while the top shouldn't be sleeveless. Avoid steep high-heeled and sharp-pointed base shoes due to the nature of the venue.

GENTS: Should be official (no shorts or jeans) during service.

PERSONAL DRIVE AS AN USHER

1. An usher must be on duty 20 minutes earlier before commence of services.
2. Should purpose at all times to attend training meetings. An usher should understand that they cannot do important work properly without proper training hence the need of training meetings.
3. Equipped with writing materials and a pen always. This is because an usher acts as a role model to many.
4. Fully persuaded of the true gospel of Jesus Christ.
5. Someone who is always attentive to the needs of others.
6. A person who manifests the fruits of the Holy Spirit.
7. Full of the law of love and kindness.
8. Courteous and polite.
9. At ease and able to put others at ease.
10. Able to avoid chatting of any distraction during services.
11. Able to comply with guidelines and rules given.
12. Proud to be an usher and work wholeheartedly.
13. Optimistic about the church.
14. The first to arrive in the church and the last to leave the church premises.
15. Ready to invite God in the service.
16. Being the gatekeepers, be prayerful at all times and embrace a prayer culture.
17. Alertness
18. Develop a good and consistence with God.
19. Desire and seek to be anointed as an usher by God.
20. Be attentive in the service.
21. Conduct your work in a dignified and reverent manner. Dress neatly, appropriately and decently for the worship of God.
22. Know the biblical truths and seek to follow, obey and apply them.
23. Inform your section leader before leaving the worship premises for accountability and it gives your leader an easy time.
24. Affirm the ministry of others.
25. Be sensitive towards others.
26. Give all glory to God always.

ALTER CALL PROCEDURES

RESPONSIBILITIES

- ✓ Minister may request those who would like to receive salvation to raise up their hands, ushers should take note of those who have raised their hands. The minister may also require ushers to lead various people in salvation prayer.
- ✓ Help those who have raised their hands to move forward upon request by the minister, if he/she doesn't call them in front, then take note of them and lead/ guide them to the discipleship coordinator for follow up after the service.

During an altar call, ushers are responsible for directing the flow of individuals as well as catching those who fall and helping them up off of the floor. During a move of the Spirit, ushers must be alert and keep their attention focused. At the same time, ushers should be sensitive to the Spirit and be continuously praying in the Spirit under their breath.

- ✓ Ushers should be evenly distributed within the congregation. Those at the altar should not only stand behind people at the altar, but also evenly distributed.

CATCHING

Catching is very important from both a safety and a liability standpoint. Both ladies and gents will serve as catchers.

1. The usher is not actually catching the person; he is simply breaking the fall.
2. Do not try to carry a person's weight to the floor. Let the individual lay backward as you support the head and the small of the back, not allowing the person's head to hit the floor.
N/B Two ushers should catch larger persons.
3. Once the person is safely on the floor, the usher should "leapfrog" to the other side of his/her neighboring catcher so that he/she can be ready to catch the next person. The leapfrog maneuver should be used as much as possible.
4. It is of great importance that the catcher does not physically touch the person being prayed for until they begin to fall unless the minister instructs otherwise. The anointing is tangible, and we as ushers don't want to draw the anointing to ourselves and away from the person being prayed for.
5. When a woman wearing a dress falls under the power of the Spirit, a lady usher should place and remove a modest cloth/lesso and cover her well.

FLOW

Ushers are responsible for regulating the flow of people through the healing line.

1. If too many people are crammed in the front, it is impossible for the catchers and the pastor to have room enough to operate.
2. The catcher will work in conjunction with the control usher concerning adding people to the front line. When setting up the healing line, keep enough room in front of the people for the pastor to move freely and behind the people for them to be laid down backward if need be.
3. It is important for the usher to maintain eye contact with the one who is instructing him/her to release more people or hold them.
4. The flow usher should be direct, but not overly forceful or rude.

PICK-UP

The usher should be sensitive to when to pick a person up and move them on making room for new people to be placed in the line.

1. If there is plenty of room on the ministry line, do not rush the person. However, at times there will not be enough room to allow the person to remain. It is important that the spot they are taking be filled with one who has not yet been placed in the healing line.
2. When helping someone who has gone down under the power of the Holy Spirit, the usher should stand facing the person, not in back of them. Grasp the person's right hand with your right hand, place your foot at the bottom of the person's foot, then lift gently, pulling steadily toward yourself. Ushers should not put their hands under their arms unless lifting from behind.

EMERGENCY PROCEDURES

In the event of any emergency, the safety of church members is every usher's first responsibility. Ushers should maintain order to the best of their ability and, in the event of an evacuation, be the last ones out of the building.

MEDICAL EMERGENCIES

Taking quick action and following established emergency procedures can mean the difference between life and death. In the event of a medical emergency, the head or control usher is the one directing the crisis. Follow these guidelines:

- ✓ If in the church premises, carefully lift the person in need and take them outside or to a suitable place they can receive first assistance (first aid if need be).
- 1. Always assign one person to call for the ambulance.
- 2. Station one or more persons (an usher, if available, or another responsible person) outside the building to direct ambulance personnel to the location of the stricken person.
- 3. Keep one usher with the afflicted person at all times.
- 4. Pray for the person's recovery in faith and don't allow a crowd to cluster around the person.
- 5. When the service is in progress, remove the person from the sanctuary if possible.
- 6. Assign one person to stay with family or friends.
- 7. Ushers need to know the identity of all people in the congregation with medical training for attendance.

FIRE

1. Always assign a person to call for assistance. The longer the delay, the greater the risk.
2. Verbally direct the crowd away from the fire to the nearest exit and outside to safety.
3. Have everyone gather at the crosses until all are accounted for.
4. Immediately start verifying that the building is evacuated and that all persons are accounted for, checking all accessible rooms.
5. If the fire is small, assign ushers to attempt to put it out with fire extinguishers. All ushers are responsible to know the location of every extinguisher in the building. Do not, however, put your personal safety or that of other ushers at risk.
6. If the fire grows too large or aggressive to extinguish or contain, exit the building immediately.

SECURITY PROCEDURES

All congregation members share a responsibility for safety and security. You are not expected to do it all by yourself or act as a police officer but you are expected to continuously observe people and the environment, assess the situation to see if there is danger, and respond appropriately.

- ✓ You must be vigilant at all times.

Your security activities should focus on:

1. Observation: observe people and the environment continuously and purposefully.
 2. Assessment: make a reasonable evaluation of the potential for harm.
 3. Action: get help, then warn and help others. You may be able to do something to prevent violence or keep it from getting worse and get help to help others.
- ❖ You serve a representative of the Church; your actions can have an impact on the reputation and welfare of the entire church. Whenever in doubt consult for assistance. Do not confront someone on your own, this is to protect you from violence and provides a third eye to anything that happens.
 - ❖ Each door should be assigned enough ushers. One of the main causes of security failures is when everyone assumes someone else is doing the task. The attitude of “If it’s going to be, it’s up to me” applies to the security function as well as to everything else.
 - ❖ In a situation a drunk person or a disturbed person enters the church premises, an usher of the same gender should accompany and sit with them. This is to monitor their activities and in case things get out of hand seek support.
 - ❖ In a situation a violent person is present, ushers in that section should take charge as soon as possible. Try to calm the person down as you walk with them, if causing disturbance, try to persuade victim to move outside with you, so that you can hear more from them. Ensure you are not alone in doing that, seek assistance from the nearest usher.

N/B

Be patient at all times with the victims. In case the respective persons respond negatively, don’t try to ferry him/her as the bouncers do, try to do it in a modest way.

- ❖ Being around the crusade premises, the head usher should coordinate with the programmer to ensure people move closer to the altar and not scattered all over the ground. Ushers should form a perimeter round congregation while others evenly distributed within the congregation.