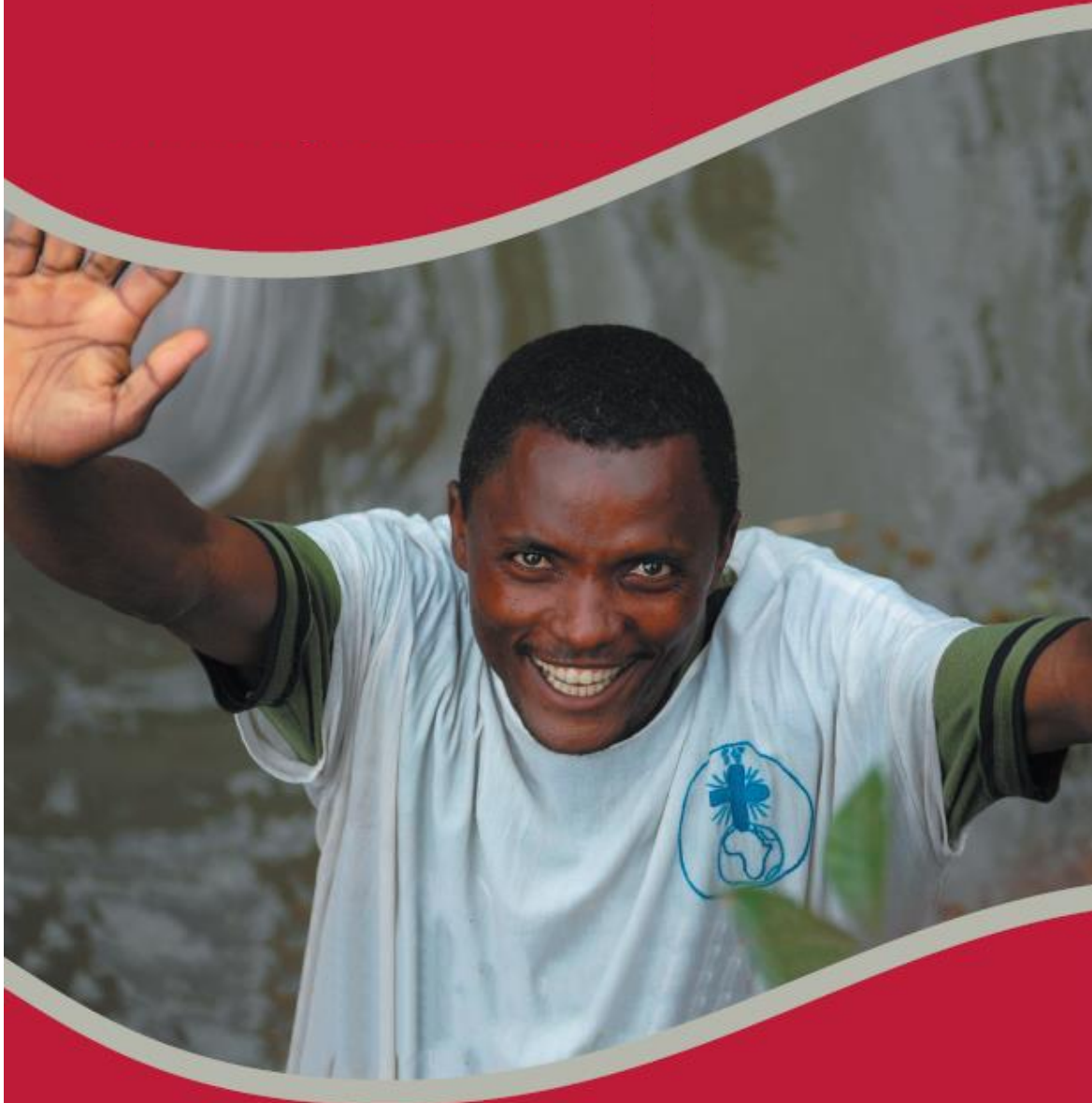


Ambassador Information Pack



MediaServe works where there is
a serious lack of Scriptures and
a hunger for God.



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Welcome and Thank You

We are delighted to welcome you, as our latest ambassador, to our small but global team. You may not appreciate it yet, but you've just contributed to making the world a better place – and we'll send you the proof for you to share with others.

MediaServe is a division of *ServeNow's* ministry. Together our objective is simple – to help those with a practical need, while sharing the Good News and faith that we're so fortunate to have. We often hear of incredible and humbling results, and now you're part of it.

Who do we help?

Put yourself in these shoes:

-  Can you imagine living in deep fear of your environment and of your future or not knowing if your family will survive the winter?
-  What would happen to your children if they couldn't go to school and/or learn vocational skills?
-  Can you imagine living as a Christian, without access to a Bible or any information about the Christian faith?
-  Given these circumstances, how would you share your faith?
-  If nobody could have a Bible, or even sections of it, how would your Christian friends have found and developed their faith?

Some or all of this is a reality for millions of people around the world. We work in conjunction with local churches to help those living in slums, warzones, remote areas, regions where trafficking is rife and many more.

Why do we help?

We help because we have a passion for helping people and sharing our faith and because the Bible tells us how important it is.

What does the Bible say about sharing God's Word?

"Your word is a lamp for my feet, a light on my path."

Psalm 119:105

"All Scripture is God-breathed and is useful for teaching, rebuking, correcting and training in righteousness, so that the servant of God may be thoroughly equipped for every good work."

2 Timothy 3:16-17

"Keep this Book of the Law always on your lips; meditate on it day and night, so that you may be careful to do everything written in it. Then you will be prosperous and successful."

Joshua 1:8

“Man shall not live on bread alone, but on every word that comes from the mouth of God.”

Matthew 4:4

What does the Bible say about helping those in difficulty?

“In all things I have shown you that by working hard in this way we must help the weak and remember the words of the Lord Jesus, how he himself said, ‘It is more blessed to give than to receive.’”

Acts 20:35

“Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God.”

Hebrews 13:16

“Whoever is generous to the poor lends to the Lord, and he will repay him for his deed.”

Proverbs 19:17

“Give, and it will be given to you. Good measure, pressed down, shaken together, running over, will be put into your lap. For with the measure you use it will be measured back to you.”

Luke 6:38

“A new commandment I give to you, that you love one another: just as I have loved you, you also are to love one another. By this all people will know that you are my disciples, if you have love for one another.”

John 13:34-35

So roll up your sleeves

You are the voice, face, hands and feet of *MediaServe* in your area, and within your sphere of contacts. This Ambassador’s Kit will help you work out where to start, and it is packed full of tips and advice.

You don’t have to do everything listed in this kit; we simply ask you to do the things that you can do well, or are keen to learn to do, and tell us if you’re unsure of anything.

Useful Facts and Figures

We are fortunate to have the supply chain and scalability to make a little go a long way and make lump sums impact entire communities. For example:

£6 introduces Jesus through a child's Gospel to approximately 10 children.

£10 provides clean, disease-free drinking water for a family of four, for one month in India.

£15 will prevent frostbite and hyperthermia, often saving a life, in Nepal during winter.

£36/month to sponsor a child's education, textbooks, school uniform and school meals. Our schools are in Uganda and we also work with a children's HIV+ centre in India

£156 to buy a bike for a pastor in Uganda or India, as they often have to walk more than 100 miles a week between their congregations.

£320 to send a child in Ukraine or India, who's orphaned, a refugee, disadvantaged or damaged in some other way on a summer camp, where they can start to heal and play as children.

£190 provides a sewing machine for our schools in India and Nepal, where they teach young women vocational skills and give them self-esteem, to help them escape from, or avoid, prostitution and sex trafficking.

£335 provides a pop-up medical clinic that can treat and advise up to 250 people.

We have countless stories of how donations of all sizes have helped to turn lives around. As individuals, basic needs are met:

1. They turn their attention to why we're doing it and what's driving us.
2. They learn about the Bible, often inviting Jesus into their lives.
3. God starts answering prayers and moving in their lives, usually making tangible improvements.
4. They tell their friends.
5. Jesus starts to ripple through their community.

This frequently leads to a church plant, a point where *ServeNow* can step in to provide a church kit.

To put this in context, equipping a congregation of 50 with a church kit of literature would cost around £375.

Here are some real-life examples of how it works:

We recently received a prayer request from a pastor who'd been using *MediaServe* materials to introduce people to Jesus in Kathmandu, Nepal. It said:

"So far we have received 137 responses from those who read the booklets. We have mailed them follow-up materials. Please pray that the Lord helps them to believe in Jesus as their personal Saviour and Lord."

We were told another amazing story from India. Pastor Sunil met Kavitha who was ill and had become very weak, but the doctors were unable to help. They also wanted a baby, but their hearts had been broken as Kavitha had given birth to a still-born baby – twice.

Pastor Sunil gave them *The Gate to Life* book and told them about Jesus. He also invited them to church. That's when things started to change. Today they have a lovely toddler and all three of them regularly attend church.

Simple Objectives

As an organisation consisting of a handful of staff, partners working in the field, donors and volunteers like yourself, our overall objectives are to:

- 📌 **pray for the work we do** – we'll provide updates
- 📌 **find others willing to pray** for us too – they can receive updates too
- 📌 **help us raise funds** to sustain and increase the coverage
- 📌 **represent us** and tell as many people as you can about what we're doing
- 📌 **help find other willing volunteers.**

Your role as an ambassador is vital in helping to achieve these objectives.

A Guide to Being an Ambassador

First of all, please join with us in saying this prayer:

Jesus, thank you for bringing us together in our belief in you and our desire to spread your Word. Please take our abilities, and bless our plans and actions for your glory. We also pray for your wisdom, guidance and fellowship, every step of the way.

In Jesus' name, amen.

Show and tell

We'll give you plenty of material to show people in your Christian social and church circles. Our ambassadors simply continue living as Christians, telling others that you're helping us, and why and how you've chosen to do so. You can do it on a one-to-one basis, share our news within your church, and if possible in other churches, on or offline.

Helping to fundraise

There will be some occasions in which we'll ask you to help raise funds, through various enjoyable activities, or simply help to find new regular givers – there'll be something for everyone.

Simply share your passion and enthusiasm to encourage people to pray for our work, support us by spreading the word through social media and in person – in doing this you'll be helping to fundraise.

"The LORD will open the heavens, the storehouse of his bounty, to send rain on your land in season and to bless all the work of your hands..."

Deuteronomy 28:12

"May the favour of the Lord our God rest on us; establish the work of our hands for us—

yes, establish the work of our hands."

Psalm 90:17

Although this kit is packed with ideas, tips and instructions, you're welcome to be creative about how you're going to contribute. For example, if you help out with a Sunday school or Christian youth group, perhaps consider how your group can support a pastor reaching young people living in less fortunate circumstances around the world?

Although we welcome any donation, of any size, we particularly need to reach people who might want to give on a regular basis. Even giving just a few pounds a month can bring multiple people, around the world, to faith over a year, which in turn is likely to impact their families!

We would also like to remain in regular contact, to see how you're getting on and so we can support each other both practically and in prayer.








You're a precious part of our small but effective team.

Training

The best way to be an ambassador is to read plenty of our real-life stories, and about the projects we're implementing all over the world. We post these stories on our website blogs, and they're also included in our newsletters and social media posts on Facebook and Twitter.

If somebody asks a question that you can't answer, just tell them you don't know and that you'll come back to them with the answer. Tell us what the question is and we'll give you the answer.

We pray that your passion and enthusiasm will be contagious and will inspire others. When talking about the stories that we receive, point out all the ways people can help make a difference:

-  pray for us on a regular basis
-  sign up for our periodic newsletter so they can read about real-life stories and answers to prayer within our work
-  help you out or become ambassadors too – so you can work as a team locally and pray together
-  make regular or one-off donations
-  like our Facebook posts
-  follow us on Twitter
-  like or share/retweet our posts.

Most of our training tends to take place using Skype or Facetime. However, if you don't use either of these, please let us know and we'll arrange an alternative route.

If you find you need additional training in a part of your role as an ambassador, please let us know so we can arrange it.



Working Together

We're always happy to help, share ideas and compare notes. You can contact us by telephoning, skypeing, emailing or messaging us on social media.

In addition, if you find that you need something that hasn't yet been provided, please feel free to ask.

Powered by prayer





We have a list of ambassadors and their prayer requests concerning their role. We commit to praying for you and your work for *MediaServe*.

Working With Local Christian Groups

We'd like you to contact local Christian groups and offer to give 5-minute talks about our projects, the difference it's making to children and adults around the world and how they can help. You can do this in whatever way you're comfortable with, but please let us know if you need a little encouragement or coaching.

You could offer to attend their events, services, home groups, prayer groups, youth groups and/or Sunday schools. Perhaps they'd let you have a table-top display, where people could come and speak to you? You'll never know unless you ask.

Groups we encourage to support us include:

-  Churches
-  Christian youth groups
-  Home groups
-  Christian Unions at colleges and universities

There are plenty of other types of Christian groups, so please work with them in whatever way you think would be best. For example, Christian bands might agree to perform a fundraising gig, or simply share a short story from our lengthy collection of testimonies.

We're always keen to hear about how you're getting on.

T-shirts Help Spread Awareness

Some people are able to remember pictures much more readily than written or spoken words. On average, people need to see an image/logo, and the name alongside it, seven times within a year before they'll start to remember it and what it stands for.

If you are willing to wear a t-shirt on the occasions when you know you'll be talking to people about our projects, we would love to send you one. Just email us your size and confirm the delivery address and we'll put one in the post.



The Poster Put-up Challenge

All our ambassadors are invited to take part in the Poster Put-up Challenge!

Please ask the churches and other groups that agree to support us in any way, to put at least one poster up in their building.

When they've put the poster up, take a picture of it on the wall, door or window, and email it to us, or even better, include the photo in a social media post and tag us in it. The ambassador who's sent us the most photographs (one per poster) by the end of the year will win our mystery prize!

Fast and Efficient News Coverage

God is powerfully answering the prayers of the wider team and its partners working out in the field, every day. Some of the stories and testimonies sent to us are nothing short of incredible.

The e-newsletter is a fast and efficient way of sharing what God's been doing. They include links to stories written in full on our website – you're very welcome to include these in social media activity.






Any one or all of these stories are ideal to include in church services, CU or home group speaking slots.

Please would you kindly, at every available opportunity, invite people to opt into receiving the emails by either visiting www.mediaserve.org/newsblog (newsletter sign-up facility is on the right) or emailing their details to office@mediaserve.org.

Social Media

We welcome likes, shares, loves and retweets from coast to coast! Please help us encourage everyone from silver surfers to millennials to electronic super-highway whizz kids to help spread the word about what God's doing across the globe.

Please encourage other Christians to:

-  like *MediaServe's* and *ServeNow's* Facebook pages
-  follow *MediaServe* on Twitter
-  react to our posts (each platform has its own selection of options)
-  share or retweet the posts
-  comment to bring attention to some of the posts.

Also, if you're running a fundraising event, please let us know, and we'll add it to our Facebook page. If a church has agreed to give you a speaking slot in a service, let us know and we'll send out a shout-out and then a thank-you, mentioning them and linking up through social media.

If you have a social media profile on Twitter and/or Facebook and need some training on how to use it, please contact us, we'd be delighted to help.

What will this achieve?

More people will hear of the exciting stories that we share, more people will engage by becoming ambassadors themselves, donating, praying or perhaps simply spreading the word further through likes, shares and retweets.

Who knows, it might even result in partnering new field-based pastors and evangelists.

Involve Your Friends

Nothing beats one-to-one conversations. Tell your friends and family about why you're an ambassador, and tell them what we do, and why and how they can help or become involved too.

Share the stories we send you – Christians generally find them fascinating, encouraging and often inspiring.

Saying thank you is one of our top priorities, so send them a thank-you note – we have some templates you're welcome to use if writing isn't your forte.

Please tell us if one of your friends or a member of your family really goes the extra mile – we'd like to send them a thank-you too. Also, please introduce us to anyone who's interested in becoming an ambassador; you could perhaps work with them and help show them the ropes.

Running Awareness and Fundraising Campaigns

There is no shortage of campaign ideas. If you're already a confident events coordinator, please feel free to create and arrange your own style of campaign. However, we would ask you to keep us in the loop as we might have a pearl of wisdom or some material that would help you.

If you're not yet confident enough to coordinate an event or campaign, don't worry; we regularly produce detailed instructions on seasonal activities that friends, families and whole churches will enjoy.

Also, if you're looking for a new employer, having arranged and run these campaigns looks great on your CV, and we'd happily provide a supportive statement as proof.

There's a list of ideas below for seasoned organisers, and later in this document there are instructions to help others off the starting blocks. Don't forget, we'll also regularly send you detailed instructions for specific campaigns you might want to run.

Popular fundraising events

Coffee mornings

Meals – BBQ, breakfasts, lunches, high teas and dinners

Sponsored walks and runs

Quiz nights

Selling home-made or home-grown items

Jumble sales

Garage sales

Car washing

There's also plenty more adventurous things you can do: climb a mountain, or three within 24 hours (Three Peaks Challenge), a coast-to-coast cycle ride or walk ... the list is endless.

We'll send you seasonal campaign packs – but feel free to deviate or send us additional ideas.

Dessert evening

If you have a church that is willing to host, or a friend who's willing to open their home and invite 10–15 people, we would be delighted to join you via Skype or Facetime, and share first-hand experiences on the projects we've worked on, or are working on.

These evenings are truly inspirational. Although there will be materials for your guests to take home, and opportunities to give for those that want to, these meetings are never hard to sell.

This is one of the best ways for your friends and family to learn about our work.

Just imagine, a dessert evening could multiply your contact base in the community in one evening. You might find others who want to be ambassadors with you. God will speak to guests about different things in their lives.

Collection jars

If you feel comfortable, what about considering making some collection jars, boxes or tins – we can provide you with informative stickers to put on them. You might even like to create a small sign to encourage people to donate their change.

You can put them in your home, and perhaps ask if you can put one in your local church or Christian bookshop. Please note, the collection vessel needs to be on privately owned property, and you need the property owner or manager's permission. You also need to be vigilant, so you know when to empty it.

We also advise ambassadors to tape around the lids or any areas of their collection vessel that might open. The slot in the top should be the only hole visible. The rest should be taped sufficiently to demonstrate that it's tamperproof.

We don't have the necessary licences required to carry out house-to-house or street collections.

The Right Way to Collect and Securely Send Money

Ambassador's donation (AD) form

Donations that you receive (cash or cheques) should be logged on the AD form which should be completed in full and signed by the ambassador.

Cash

The ambassador is authorized to keep the cash and write a cheque from his/her own bank account for the amount (or total of amounts) and attach to the AD form OR make an internet bank transfer from his/her bank account to MediaServe's bank account:

NatWest
Sort Code 60 21 40
Account 58031774.

Please mark appropriately on the AD form so *MediaServe* Head Office knows which action was taken.

Cheques

These should be made payable to MediaServe and logged on the AD form.

Gift Aid

Ensure the AD form is marked if a donation is being 'Gift Aided'.

If the donor is new to Gift Aid, a 'Gift Aid' form must be completed and attached to the AD form when posted.

The AD form, cheques and Gift Aid forms should be posted to Pam Graham, MediaServe, P O Box 17006, Sutton Coldfield, B73 9YB within 7 days.

Volunteering Policy

Volunteers link us with communities all over the world and are an integral part of our organisation. This policy is for anyone volunteering to carry out an agreed role on behalf of *MediaServe*, as a ministry of *ServeNow*, on a voluntary basis.

The relationship between *MediaServe* and volunteers is based on trust and does not involve the obligations of employment.

Payment

Volunteers are not employed or paid by *MediaServe*, although formally pre-agreed expenses will be refunded. The relationship is based on trust.

Representing us

As a Christian charity, we take the behaviour of those representing the cause very seriously. Although we welcome the wide range of experience, goodwill and skills that volunteers might bring, we screen individuals as far as practical to ensure that they are able to fulfil the voluntary role. Our panel also has to consider the effect that a volunteer might have on safety and on the charity's reputation.

Age

We do not have an upper age limit for volunteers; however, under 18s will need written parental consent to become an ambassador.

Our responsibilities

We value your willingness to volunteer to help us. In doing this we endeavour to:

- 📁 offer equal opportunities to everyone who wants to volunteer
- 📁 match your skills and experience with a voluntary role for you wherever possible
- 📁 provide appropriate training, where required, or access to trained staff for support
- 📁 be supportive, and recognise and celebrate your successes
- 📁 encourage two-way communication
- 📁 respect all our volunteers and listen to their suggestions
- 📁 provide a stream of information about our work, so volunteers are up to speed
- 📁 reimburse agreed out-of-pocket expenses.

Our expectations

We want all the people who volunteer to support us to thoroughly enjoy it. However, as a volunteer you, are representing *MediaServe* to a wide audience, so we ask that you behave politely and appropriately.

Volunteers are expected to:

- 📄 take reasonable health and safety precautions when running an event or campaign encourage a positive and friendly atmosphere at events and when working with other volunteers
- 📄 work as efficiently as you can
- 📄 be reliable and punctual
- 📄 let your *MediaServe* staff contact know first if you have any problems, so that we can find a solution together
- 📄 work in partnership with other volunteers, church members and *MediaServe* staff
- 📄 tell us if your personal circumstances change in a way that might affect your volunteering
- 📄 adhere to laws and government regulations including all aspects of health and safety and data protection
- 📄 always consider and protect *MediaServe's* reputation in your actions and conduct.

Copyright

The rights to files, materials and designs created while volunteering will belong to the charity unless agreed otherwise. Examples include: photography, designs, artwork and written content. *MediaServe* reserves the right to use photographs of adult volunteers in online or offline promotional material, although you can request that images of yourself be withdrawn.

Photographs of minors

MediaServe will only use photographs of recognisable minors if written parental/legal guardian consent is provided according to legal requirements.

Media relations

No comments or stories should be given directly to the media, unless your role specifically includes liaising with members of the media. Media enquiries should be directed to rachael@solutionfactors.com.

Data protection and confidential information

MediaServe proactively protects personal information as part of its data protection procedures. As a volunteer, you are expected to protect personal or confidential information that you may be given access to.

Expenses

Volunteers may request reimbursement of reasonable out-of-pocket expenses. Payment must be authorised by your staff contact, in advance, and receipts or tickets will be required.

Insurance

MediaServe has appropriate charity insurance policies in place. For example, this includes public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or somebody suffering loss or injury as a direct result of a volunteer's actions, while carrying out *MediaServe* duties. However, your insurance does not cover your belongings.

We do not provide motor insurance for volunteers – most insurers consider that driving as part of a volunteering activity is 'social and domestic pleasure', which is usually included in standard policy coverage. If in doubt, please check with your insurer.

Smoking and substance abuse

Volunteers should not smoke or be under the influence of non-prescription drugs or alcohol while working for us or wearing branded items (e.g. t-shirt or badge).

Solving problems, and complaints procedures

If you have any problems or complaints about your volunteering, please speak to your staff contact immediately. We will take this very seriously and will make reasonable efforts to resolve difficulties.

Accountability

MediaServe is accountable to the Charity Commission and to the individuals and organisations that so generously support us.

We have a responsibility to check and audit our activities to maintain our reputation as a trustworthy charity that manages donations honestly and efficiently. If you need more information, your staff contact will be able to inform you how we do this.

If you find that any member of staff or volunteer is behaving in a way that is likely to bring the charity into disrepute, or cause financial loss, you should let your staff contact know immediately.

More information

If you would like any further information or advice about volunteering for *MediaServe*, please contact us on:

T: +44 7590 862 842

E: Suzy@mediaserve.org

P: MediaServe, PO Box 17006, Sutton Coldfield, B73 9YB

Thank you!!! We appreciate everything you do.