

Holy Cross: Welcomers – job description

Welcomers offer a friendly welcome to parishioners, newcomers and visitors at Sunday Mass. Welcomers should be friendly, interested in people, attentive to their needs, tidy and organised.

1. There should be two welcomers on duty each Sunday. The rota for welcomers is organised by Neville Simmons. If you are unable to fulfil your allotted day, you should find another welcomer to step in.
2. You should arrive at church 30 minutes before Mass starts.
3. Before Mass:
 - a. Greet people and learn their names if appropriate and, when necessary, guide them to a seat
 - b. Check that the collection baskets are on the table
 - c. Open windows as needed
 - d. Distribute to each person:
 - i. the Redemptorist Publications Sunday Mass sheet
 - ii. the parish newsletter - encourage people to receive it by email
 - iii. any other information
 - iv. envelopes for Mass intentions, if requested
 - e. invite two people to:
 - i. take the collection (usually adults)
 - ii. do the offertory procession (children if possible)
4. During Mass:
 - a. Show any late-comers to available seats.
 - b. Prompt the taking of the collection.
 - c. Prompt the offertory procession.
 - d. If necessary, help organise the queue for receiving communion. Start at the front bench on the right, work towards the back of the church, then go up the left side of the church from the back.
5. After Mass:
 - a. Tidy the benches
 - i. Put hymn books, laminated Mass booklets at the end of the benches, distributing them evenly
 - ii. Gather up RP Mass sheets and put them in the bin in the sacristy
 - b. Shut windows
 - c. Chat to visitors after Mass
 - d. Let Frances Nieduszynska know whether more copies of the newsletter are required for the following week.

6. Welcomers should try to keep an eye on absences. If appropriate, let the parish secretary at Sacred Heart know about someone who has been unusually absent from Mass and she will contact the person. Sacred Heart has a list of parishioners with their contact details, based on forms recently filled out.

7. Emergencies

- a. The Welcomers' team are key in an emergency evacuation
- b. Familiarise yourself with:
 - i. Evacuation plan
 - on the noticeboard behind the Welcomers' team table
 - attached to the top of the Welcomers' drawer unit
 - in the 'Emergency' drawer
 - in the lower meeting room
 - ii. *Note:* who and how to contact
 - iii. Location of high-vis waistcoats
 - iv. emergency torch
 - v. congregation to disperse
 - vi. cars to remain parked until emergency services instruct that they can be moved