

COORDINATOR EXPECTATIONS

OUR VISION

Love **God**. Love **People**. Change the **World**

OUR VALUES

1. LOVE FOR GOD
2. LOVE FOR PEOPLE
3. PURSUE EXCELLENCE
4. CHOOSE JOY

OUR MISSION

1. KNOW GOD
Through weekend services
2. FIND FREEDOM
Through connect groups
3. DISCOVER PURPOSE
Through Growth Track
4. MAKE A DIFFERENCE
Through serving on a team

LEADERSHIP PROFILE

GATHERER OF PEOPLE

They are likeable and approachable. This person is magnetic. They are the kind of person who attracts others. They are a thermostat, not a thermometer. They gather the kind of people that reflect our culture.

SERVANT OF OTHERS

This person is a servant of all. Nothing is below them. They are willing to jump in wherever. They consider leadership as an opportunity to serve, not be served. They don't consider themselves more important than others. They serve people in all directions.

HEART FOR THE HOUSE

This person embodies our values. They are teachable, they are a giver, they are a protector of the house and the vision. Leaders must have the "heart of the house" demonstrated by fully embracing, communicating, and living out our vision and values.

OWNER OF THE VISION

This person takes full responsibility for everything around them. They are solution-minded. They are problem-solvers and able to make decisions. They respond with a sense of urgency. Their yes means yes. They are dependable, organized, and able to have hard conversations and hold people accountable. They know the strategy of the church, their area, and how the two connect.

COMMUNICATOR

This person communicates well with people. They are good at communicating the vision and connecting what their team does to the greater vision. They start by explaining the "why" and the vision. They keep their teams informed and are quick to communicate adjustments and changes effectively, and in a life-giving manner.

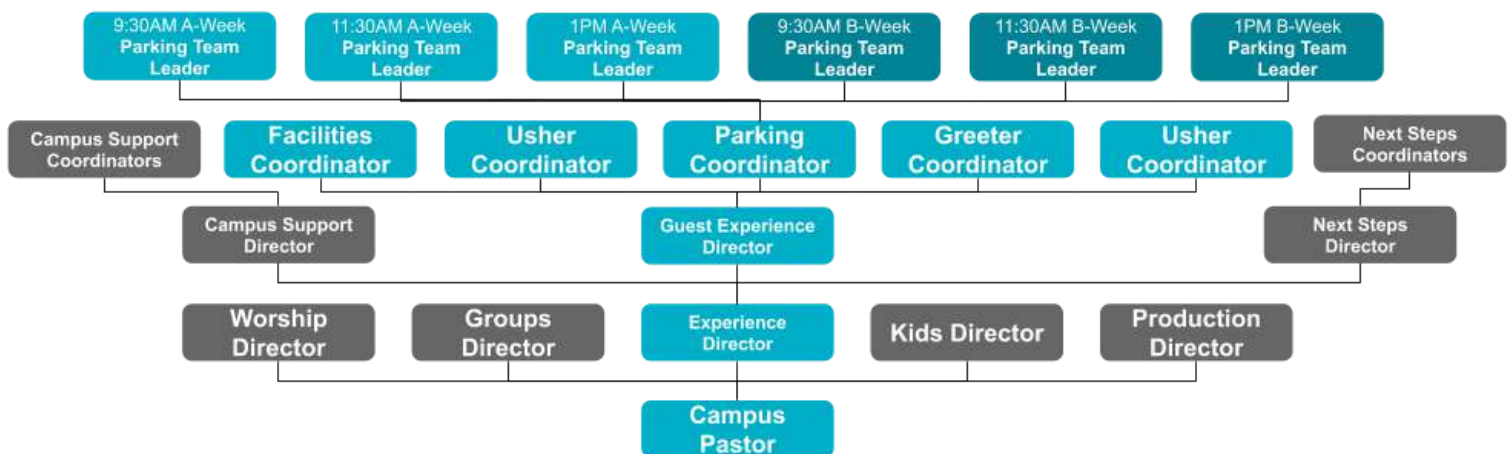
LEADERSHIP LAYERS



CAMPUS ORG CHART

This is a sample **campus organization chart** that shows how teams are broken down at a campus level. The chart below uses the parking team as an example. This is **not** a complete org chart but shows the scope of oversight for a director, coordinator, and team leader.

Sample Org Chart



Your Team's Org Chart

LEADERSHIP EXPECTATIONS

COORDINATOR

We lead more effectively when we know what is expected of us. Clarifying expectations reduces stress, brings focus to action, and makes teams more productive. These expectations (Also known as **our 4 R's**) are laid out in 4 key areas: relationships, roles, responsibilities, and results.

RELATIONSHIPS

There are certain relationships we want leaders to intentionally develop and thrive in. First, we expect leaders to take care of themselves spiritually, physically, and emotionally. The relational health of our leaders impacts the health of the church. We expect leaders to develop healthy relationships with Christ, their family, the church, and their world. This chart highlights indicators of healthy, thriving relationships.

1

RELATIONSHIP WITH GOD

- Grow in your relationship with God through consistent time in the Word and prayer
- Share with others what God is doing in your life.
- Grow in the fruits of the Spirit

2

RELATIONSHIP WITH FAMILY

- Honor your family.
- Prioritize your family's emotional, spiritual, and practical needs.
- Encourage your family to reach their God-given potential.

3

RELATIONSHIP WITH CHURCH

Fully engages with Hope City through:

1. **Groups:** Participate or lead a Connect Group
2. **Giving:** Faithfully and consistently tithing to the vision of Hope City.
3. **Growth:** Inviting people who are far from God to experience life change through our services.

Finally, by committing to the Membership Covenant and Leadership Honor Code.

4

RELATIONSHIP WITH MY WORLD

- Make a positive impact on people's lives.
- Represent the church well in your circles and on social media
- Serve your community.

ROLES

Clarity on the roles helps individuals lead confidently. What are you empowered to do? What are you entrusted with? Who do you report successes and challenges to? The descriptions below help leaders stay in their lane and thrive in their lane.

WHO YOU REPORT TO

Your Director

YOUR PURPOSE AS A COORDINATOR

CREATE THE STRATEGY within your area.

YOUR MAIN FUNCTIONS

1. **Care** for your team
2. **Create** & evaluate the strategy
3. **Cultivate** & recruit full teams
4. **Coordinate** transitions to other teams.
5. **Create** & communicate goals

LEADER DEVELOPMENT

Develop team leads and ensure your area is at full capacity with the best team leads in place. It is your role to identify, interview, integrate, install, and invest in leaders.

FEEDBACK

One of our core values is “Pursue Excellence.” We value excellence because it honors God and inspires people. Therefore, give regular feedback to your director and oversee the implementation of that feedback on the campus.

RESPONSIBILITIES

The responsibilities outlined below clarify the “what” and “when” of each role. Why? Because successful execution of the responsibilities will help create productive and healthy teams. Leaders should be fully comfortable with and committed to the expectations below.

WEEKEND SERVICES

Coordinators have the opportunity to impact the lives at their campus **every weekend**. It is expected that they rotate the service they attend, that they lead through coordinators, and ensure their areas are functioning at full capacity with excellence.

Coordinators should also uphold Hope City's standard, and ensure that teams are executing the correct vision and systems.



ABSENCES

All Coordinators have the opportunity to miss **eight** weekends a year at their discretion. It is preferred that those weekends are not back-to-back to create consistency in our leadership. When missing a weekend please provide advance notice to your upline so we can have your now-ready in your place.

HOLIDAYS

All Coordinators have the opportunity to serve during holidays. Should Coordinators need to miss, the expectation is to communicate one month in advance. Coordinators should also train and assign a ready-now.

TIME COMMITMENT ESTIMATE BREAKDOWN

Weekly

- 6-10 hours: Present every week throughout the weekend.
 - *Attend Growth Track step 2 when accepting people into your team.*
- 1/2 hour: Weekly communication with your director regarding updates, process, and team improvement.
- 1/2 hour: Facilitate conversations scheduled with Team Leads to communicate direction, updates, strategy adjustments, and the week's plan of action.
- 2 hours:
 - Gather input and submit weekend report
 - Recruit and position new members
 - Introduce new team members to their team leaders.
 - Schedule Dream Team on Planning Center
 - Adjust the team's strategy to perform with excellence.

Bi-Weekly

- 1/2 hour: One-on-one with your upline.

Monthly

- 2 hour community night

MAIN RESPONSIBILITIES

This section aims to further clarify what the Coordinator role could look like. Most role descriptions are vague and don't help people take helpful action, we wanted to correct that. This list is not designed to overwhelm, but to give a scope of what the role could entail.

DURING THE WEEK

Communication

- **Contribute in meetings:** Attend weekly calls with your director and monthly community nights.
- **Be responsive:** Respond in your location's leadership communication platform (ex. GroupMe, Slack, etc.).
- **Develop your leaders:** Regularly communicate Team Leads (Communicate direction, adjustments, feedback, and weeks plan of action). Shepherd and speak life into your leaders. Build relationships with Team Leads in order to assess, advise and develop their leadership
- **Communicate adjustments:** Whenever a team discovers a new/better way to do something. Communicate that adjustment to all other teams so they can implement that same process.

Systems & Strategy

- **Improve Team Manuals:** Work with Team Leads to refine and improve the [Team Manuals](#) for your teams to better fulfill the vision of Hope City. Submit adjustments to your director. (*"How to" Link*)
- **Manage workflows:** Manage the PCO workflows for your team and making sure no new Dream Teamer slips through the cracks. (*"How to" Link*)
- **Coordinate re-trainings:** Systematize periodic re-training so volunteers stay sharp on existing policies and learn new procedures.

Volunteers

- **Position new volunteers** - Ensure new volunteers are set up for success and transitioned onto their desired team.
- **Move current volunteers** - When requested, move current volunteers to the team of their choosing. (*Even if it's in another area*)
- **Schedule teams** - Ensure all your teams

Development

- **Be replaceable:** Identify a "now-ready" and "6-month ready" to replace you
- **Install new leaders:** Take new and potential leadership through the leadership pipeline.
- **Continually evaluate:** Submit and review the Weekend Recap forms submitted by your Team Leads and coach them through improvement.
- **Resource & support:** Support your Team Leads in whatever way to ensure serving is easy, fun, and fulfilling. Ensure location is prepared for execution of worship experiences. Ensure Team Leads are properly trained with scheduling, communication and leadership tools (ex: PCO, GroupMe, etc.)

ON THE WEEKEND

- **Be present:** Check-in at call time (designated by your upline), and attend Dream Team Rally.
- **Execute the vision:** Ensure smooth operations of structures and systems on the campus
- **Continually improve:** Evaluate the leader and their team's effectiveness on the weekend. Identify what went well and what needs to be improved.
- **Evaluate the campus:** Evaluate leaders and weekend services.
- **Recruit:** Attend Growth Track step 2 when accepting people into your team.
- **Love people:** Connect with guests and make them feel at home.

ONGOING DEVELOPMENT

- Meet one-on-one with your upline twice

- are properly scheduled in Planning Center.
- **Maintain healthy teams:** Work with leaders on volunteer placement, retention, and no-show process.

- a month
- Meet one-on-one with your team leads twice a month
- Attend community night

Note: All meetings don't have to be in person and they don't have to be an hour; the purpose is to check in and empower.

RESULTS

Strong relationships and concrete results are evidence of successful leadership. Our systems and strategies are designed to help people know God, find freedom, discover purpose, and make a difference. We believe that your dedication and heart to lead people will produce fruit. Below are some concrete goals you can strive for as evidence of productivity. We will review progress against these goals every **six months**. Each leader will develop goals specific to their team that support these broader goals.

ONGOING TRAINING & DEVELOPMENT

90% TEAM LEADS ATTEND TRAINING EVENTS.
(Unless there's a special circumstance)

IMPROVEMENT

ANY ADJUSTMENTS TO SYSTEMS AND PROCESSES ARE COMMUNICATED TO ALL TEAMS WITHIN THE WEEK

POSITIONING PEOPLE

ANYONE WANTING TO JOIN A TEAM WILL BE PLACED, INTRODUCED TO TEAM LEADER, AND SETUP FOR SUCCESS WITHIN THE WEEK.

RECRUITING LEADERS

100% TEAM LEAD POSITIONS FILLED WITH LOW TURNOVER.
(No more than 1 transition every 6 months).

GROWTH ON TEAM

ROLES ARE FILLED AS THEY ARE MADE AVAILABLE. EVERY TEAM LEAD HAS A READY-NOW, & a 6-MONTH-READY.

ON THE WEEKEND

EFFECTIVE LEADER PLACEMENT AND TEAMS ARE EXECUTING THE TEAM'S VISION AND STRATEGY AT A 10/10

☐ I have reviewed and agree with the vision and values.

☐ I have reviewed and agree to the expectations

SIGNATURE: _____ **DATE:** _____

Leadership: *The ability to draw every ounce of potential out of the people on your team and strategically align the individual parts for maximum impact.*