

TEAM LEAD 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

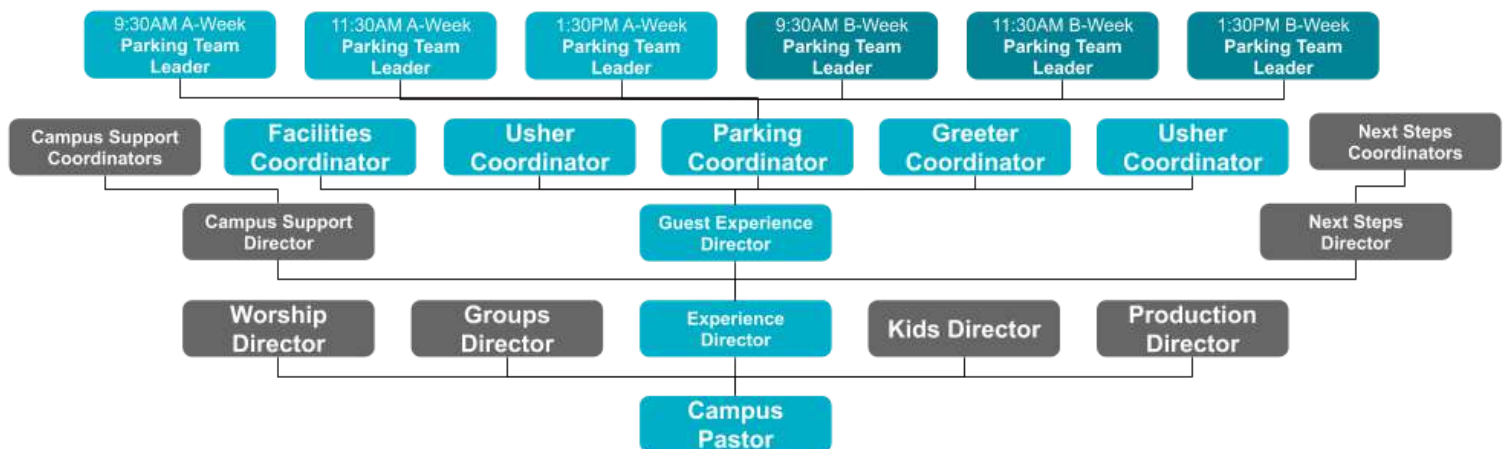
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CAMPUS ORG CHART

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

TEAM LEAD

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 Coordinator

YOUR PURPOSE AS A TEAM LEAD

FACILITATE THE STRATEGY through your team members within your team

YOUR MAIN FUNCTIONS

1. **Care** for your team members consistently.
2. **Communicate** the strategy midweek
3. **Carry-out** the strategy on the weekend
4. **Coach** new team members
5. **Create** & communicate goals

LEADER DEVELOPMENT

Develop team members and ensure your area functions at full capacity with excellence.

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 coordinator 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

Team Leads have the opportunity to serve **bi-weekly**. It is expected that they lead through their teams, and ensure their areas are functioning at full capacity with excellence.

We encourage all our Team Leads and members to serve-one / worship-one during their assigned weekends.



ABSENCES

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

TIME COMMITMENT ESTIMATE BREAKDOWN

Weekly

- 1/2 hour: Weekly communication with your coordinator regarding process and team improvement. As well as to receive direction for the upcoming week from your coordinator.
- 2 hours:
 - Complete the weekend recap form for your area.
 - Care for your current team members.
 - Work with your coordinator to ensure full team scheduling.
 - Welcome and build relationships with new team members.
 - Continually improve the strategy of your team.

Bi-Weekly

- 1/2 hour: One-on-one with your Coordinator.
- 4 hours: Worship-one/Serve-one

Quarterly

- 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 coordinator and monthly community nights.
- **Be responsive:** Respond in your location's leadership communication platform (ex. GroupMe, Slack, etc.).
- **Care for your team:** Regularly communicate and speak life into your team. Communicate any feedback, adjustments, and upcoming plans.
- **Communicate adjustments:** Whenever your team discovers a new/better way to do something. Communicate that adjustment to your coordinator so they can pass the information onto other teams.
- **Submit Weekend Recap form:** Based on your observations, submit weekend recap form.

Systems & Strategy

- **Continually improve:** Execute and refine the strategy for your team, while communicating adjustments to your coordinator.

Volunteers

- **Welcome new volunteers** - Welcome, introduce, & ensure new volunteers are set up for success with our current systems.
- **Move current volunteers** - When requested, talk to your coordinator to move current volunteers to the team of their choosing. *(Even if it's in another area)*
- **Train existing volunteers** - Continue to train volunteers on existing policies and learn new procedures.

Development

- **Be replaceable:** Identify a "now-ready" and "6-month ready" to replace you
- **Update strategy:** Work with your coordinator on correcting Team Manuals whenever there is a process improvement.
- **Shepherd your team:** Work with your coordinator on volunteer placement, retention, and no-show process. Speak life and encouragement into team members
- **Lead strong:** Recruit, equip and empower Team members to fulfill their purpose
- **Be prepared:** Ensure location is prepared for execution of worship experiences
- **Make sure no one falls through the cracks:** Ensure that Growth Track participants are properly on-boarded to teams

ON THE WEEKEND

- **Be present:** Check-in at call time (designated by your upline), and attend Dream Team Rally.
- **Inspire your team:** Lead your team huddle with vision, encouragement, and direction.
- **Facilitate the vision:** Ensure smooth operations of structures and systems for your team on the campus
- **Continually improve:** Facilitate the game plan and evaluate the team's effectiveness on the weekend through identification of specific hits and misses. Communicate any improvements to your coordinator.
- **Love people:** Connect with guests and make them feel at home.

ONGOING DEVELOPMENT

- Meet one-on-one with your upline 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.

TRAINING

100% TEAM COVERAGE ON SUNDAYS & EXECUTING THE STRATEGY

RECRUITING LEADERS

85% TEAM MEMBER RETENTION MONTH OVER MONTH

GROWTH ON TEAM

YOU HAVE A READY-NOW, READY IN 6 MONTHS.

ON THE WEEKEND

EFFECTIVE TEAM MEMBER 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.*