

Team Leads are key volunteer leaders passionate about equipping volunteers to serve others in a way that is relevant and transformational.

As a Team Lead, you will lead a team of volunteers by carrying forward the vision of Christ-centered serving in your ministry area. Through building community, training, guiding, and encouragement, your volunteers will be equipped to reach others for Christ in a relevant way. You can excel in this role by using your unique gifts and leadership strengths to do the following:

Lead and Carry Vision to Serving Team

To effectively lead and carry forward the vision for serving, we must grow in wisdom. No one is perfect (and we aren't expecting you to be either!), but Team Leads should be intentional to develop themselves in these areas and encourage their teams to do so as well.

- **Godly Wisdom:** Spiritual growth happens when we regularly connect with God through prayer, the Bible, the Holy Spirit, and Christ-centered community.
- **Eagle Brook Wisdom:** Understanding, sharing, and modeling the vision culture (who we are, what we do, why we do it, and how we do it using the hedgehog as our filter).
- **Personal Wisdom:** Identifying and growing in character, chemistry, and competence through training, regular team meetings, and one-on-one opportunities.

Lead Teams in Creating an Engaging Experience

Many will be served through your ministry area, and it's important to us that we're reaching them for Christ. For this reason, Team Leads are empowered to lead the way in creating a welcoming environment that exceeds expectations.

- Reinforce relevant information to your teams prior to serving, so volunteers are prepared to serve and create an environment where God transforms lives. Follow up with encouragement after serving and touch base with those who missed.
- Understand, champion, educate, and lead volunteers to succeed in the goals of your serving area.
- Demonstrate ways to welcome and engage volunteers and those they serve with energy and enthusiasm.

Build Christ-Centered Community

In order to lead and support others, you have to know them! With this in mind, Team Leads should find ways to build bridges and create relationships with others.

- Connect with volunteers in ways where they feel valued and cared for (e.g., initiating conversations, learning motivations, recommending resources/next steps, and affirming excellent service).
 - Create a supportive community with your volunteers, helping them connect through onboarding, team events, prayer support, and visits to Volunteer Central, if serving on the weekend.
 - Know your volunteers and identify areas where they may be called to lead.
 - Pair new or hesitant volunteers with the most passionate, experienced volunteers.
- Send emails, texts, and/or cards to follow up on interactions with volunteers.
- Lead team huddle and encourage attendance as a way to inform, pray, and connect with other volunteers.

In Kids Ministry we help kids become lifelong followers of Jesus Christ by creating engaging experiences and developing relationships that transform lives.

The team lead works with the director and their team to achieve this by:

Being Your Team's Primary Leader

- Send serving reminders before their scheduled weekend. Use this weekly communication to inform, inspire, challenge, and appreciate your team.
- Be available to your team mid-week as well to answer questions, field prayer requests, and assist with subs.
- Prepare to lead team huddle before serving to ensure team is informed of events, opportunities, and supporting resources. Use this time to also inspire, share victory stories, build community, and pray.
- Be intentional about checking in with your team members in every environment, praise them for what they're doing, and assist with whatever they need (e.g., assist with behavior management, welcome new families).
- Fill in if there is an open serving time or a volunteer is absent.

Creating Community and Direction amongst Your Team

- Regularly meet with your team through one-on-one connections and team huddles. Care, encourage, get to know, and pray for each volunteer, so you learn how to best lead them.
- Ensure new volunteers are trained and equipped for their serving role prior to service. Check in with them periodically to give feedback and ask about their serving experience.
- Tackle conflict, tension, or difficulties with kids, families, and your team. Affirm examples of excellence and discuss needed adjustments with your team and director.

Fostering an Inviting Atmosphere for Families

- Ensure volunteers are present and ready to assist before, during, and after service to give every guest the same level of service. Follow up with volunteers if any absences were not communicated.
- Recruit, train, develop, and support volunteers in the wins of Kids Ministry: creating engaging experiences and building relationship that transform lives.
- Provide on-site care, resourcing, and oversight for volunteers and families.
- Float between Kid's Check In, Kid-O-Deo, and Elevate to connect, care, and resource room assistants, side-by-side volunteers, kids, and families engaged with special needs.
- Connect with new families to gather intake information, and deliver to director for volunteer and child match.
- Contact new families within one week after director assigns placement.

Communicating with Your Director

- Communicate team updates and requests with your director: places where you see the need for potential training, you feel stuck, and you feel empowered.
- Use the one-on-one's with your director and team meetings with other leads to share updates with you and your team, as well as provide ideas for more effective approaches to ministry. You will also learn from each other, gain wisdom and perspective, and find out what is coming up in Kids Ministry.