



ROLE LEADER

THE WIN

Create a comfortable environment for Host Team volunteers by building relationships, providing leadership, and communicating clearly and regularly about volunteer roles.

GUIDELINES

Arrive on time and attend the Host Team **huddle**.

Role Leaders should wear the **provided ministry t-shirt** at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **team** after they have **checked in**. Assign each person to a particular area and communicate any details specific to the weekend.

Be familiar with the **building** and **special events** at church. Check out the **Weekly Guide** before the service for any information you may need.

Train new volunteers in your area. Clearly communicate expectations and specifics of the role. Follow these steps when you're training a new volunteer:

- I do it, you watch
- You do it, I watch
- We do it together
- You do it

Maintain contact with your team via email, phone call, texts, handwritten notes, etc. Building relationships helps each volunteer feel **needed and known**.

Identify volunteers who could be **future role leaders or coaches** and work with your Host Team Pastor to begin training them. This helps us be ready as God continues to grow our church and our team.

Follow up with volunteers who have **missed an opportunity to serve**.

Provide feedback on opportunities where we can strive to **provide better service** to our team or our guests.