



GIVING HOPE TODAY

# 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** (if applicable).

Role Leaders should wear the **provided ministry uniform/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.

**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 pastors 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.