

Directors are high-level volunteer leaders, passionate about equipping others to reach people for Christ in a relevant way that creates ownership and leads to transformation.

As a Director, you will develop and lead a team of leaders and champion the goals of your ministry. Through building community, communicating, guiding, and encouraging others, your Team Leads will be equipped to lead their volunteers and carry forward the vision of Christ-centered serving in their ministry area. You will excel in this role by using your unique gifts and leadership strengths to do the following:

Cast Vision

To effectively develop wise leaders and vision carriers, we must grow in wisdom. No one is perfect (and we aren't expecting you to be either!), but Directors should be intentional to develop themselves and their Team Leads in these areas:

- **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, teaching, 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 regular team meetings and personal development opportunities.

Create an Engaging Environment

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

- Provide team leads with relational support and relevant information so teams are prepared to serve others in a way that exceeds expectations. Follow up with encouragement after serving.
- Understand, observe, and champion the goals within your ministry area.
- Demonstrate ways to go beyond expectations that welcome and engage volunteers and those they serve with energy and enthusiasm.

Develop Christ-Centered Community

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

- Connect with team leads, volunteers, and those they serve in ways where they feel valued and cared for (e.g., initiating conversations, learning names, recommending resources/next steps, and affirming excellent service).
 - Create a supportive community with your team leads through team events and prayer support.
 - Know your volunteers and identify areas where they may be called to lead.
- Send emails, texts, and/or cards to follow up on interactions with leads, volunteers, and attenders.
- Encourage volunteer huddle attendance as a way to be informed and involved with other volunteers.

Care Ministries supports transformation in the lives of hurting people by creating engaging experiences and opportunities to build healthier relationships with God, themselves, and others.

One-on-One Care supports transformation in the lives of people during difficult life transitions and circumstances by creating engaging one-on-one experiences and opportunities to build healthier relationships with God, themselves, and others. The director works with their team to achieve this by:

Developing Effective Leaders

- Train and support new team leads and caregivers so they feel confident and competent in their roles.
- Offer encouragement and guidance in tough or sensitive care situations so they feel supported. Celebrate examples of excellence and discuss any needed adjustments with your leaders.
- Meet quarterly one-on-one with each volunteer you directly oversee to get to know their story more (their faith and life story), care for them, and help them take next steps in their faith and role.
- Facilitate One-on-One Care team meetings at least six times a year using a peer-group learning format. Work with the pastor overseeing this ministry to plan and lead these meetings, get agendas and materials approved, and delegate sections to others to help them grow their skills.

Being Your Team's Primary Leader

- Be someone the team can come to with questions, ideas, or prayer needs by being available and a steady voice of encouragement, support, and leadership.
- Manage care requests by vetting new ones, assigning approved ones to caregivers, offering encouragement and guidance as needed, and debriefing when care wraps up—helping caregivers celebrate what God has done and continue to grow in how they care.
- Check in personally with each volunteer you directly oversee and customize each interaction by affirming something they did, asking how you can pray for them, or following up on a past issue.
- Communicate monthly about ministry updates, upcoming team events and opportunities, and helpful resources. Use these moments to inspire your team, share what God is doing, build community, and provide prayer opportunities.

Partnering with Other Leaders

- Connect at least quarterly with the pastor overseeing the ministry to share team updates, offer your perspective, gain insight, and collaborate on how to grow your faith and leadership.
- Be familiar enough with Eagle Brook's other care ministries to coach volunteers about helpful next steps and referral opportunities.
- Be available to lead casual interviews with potential new volunteers to help discern if the role is a good fit.
- Keep the ministry centered on offering hope to the hurting and regularly give ministry updates and feedback to your pastor overseeing this ministry.

Amazing Ways to Exceed People's Expectations:

- Maximize your value to the team by deepening your care knowledge through books, videos, or other resources.
- Show your team members they matter by sending a personal note of encouragement or birthday card.
- Help build community by introducing people to each other.