

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 will find ways to build bridges and create relationships with others.

- Connect with volunteers in ways where they feel valued and cared for (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.

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.

The Prayer team supports transformation in the lives of attenders by creating a compassionate, caring experience for people to receive prayer and strengthen their relationship with God, themselves, or others.

I urge you, first of all, to pray for all people. Ask God to help them; intercede on their behalf, and give thanks for them. 1 Timothy 2:1

The team lead works with their team to achieve this by:

Equipping Your Team to Pray for Others

- Lead team in prayer for attenders and each other before services.
- Ensure volunteers are present and ready to pray before and after the service. Affirm examples of excellence and discuss needed adjustments. Follow up with volunteers if any absences were not communicated.
- Familiarize volunteers with care services available (e.g., One-on-One Care, care groups, and counseling services).
- Check in with director regarding special prayer needs for the weekend.
- Ensure the supply box in the auditorium is fully stocked with needed materials.

Training and Observing

- Walk through the campus to pray for the ministries, message, and every attender.
- Observe and encourage prayer volunteers to proactively approach guests who come forward.
 - Volunteers should pray for those of the same gender or bring in a second volunteer if approached by someone of the opposite gender when possible.
- Encourage volunteers to face outward toward those coming forward in an approachable, friendly way.
- Ensure new volunteers are trained and equipped for this role. Check in with them periodically to give feedback and ask about their serving experience.

Partnering with Other Ministries

- Ensure your team is available after the volunteer huddle for any volunteers seeking prayer.
- Ensure prayer volunteers are available to support resource tables and lead guests in prayer with the decision to follow Jesus.

Amazing Ways to Exceed People's Expectations

- Become familiar with how each team member grows closest to God and check in with them to ensure they are nurturing their own relationship with God.
- Value team members by sending them a birthday card and including a prayer for God to bless them in the coming year.
- Invite someone who's participated in care ministries (e.g., Q180, DivorceCare) to attend team huddle and share about their experience so Prayer volunteers deepen their understanding and can use that person's story as an encouragement to others.