

# ROLES + RESPONSIBILITIES

## Service Leader | 1-3 HOURS PER WEEK

Clarity on the role of a service leader is to help individuals lead confidently. What are you empowered to do? What are you entrusted with? Who do you report to with successes and challenges?

The responsibilities outlined below clarify the “what” and “when” of each role. Why? Because successful execution of the responsibilities will help create productive and healthy teams. Leaders should be fully comfortable with and committed to the expectations below. All meetings don’t have to be in-person and they don’t have to be an hour; the purpose is to check in and empower.

### SUNDAYS

- Serve at least two services per month.
- Should leaders or team members have to miss a Sunday, the expectation is to communicate one month in advance.
- Leaders should also assign a replacement.

### ABSENCES + HOLIDAYS

- No more than two service rotations in a row. No more than eight Sundays in a year.
- Due to the outreach opportunity at Easter and Christmas, all leaders are asked to serve on these holidays.

## MAIN RESPONSIBILITIES

### DURING THE WEEK

- Communicate the game plan and provide feedback to volunteers.
- Ensure coverage of volunteers.
- Compile reporting and submit to team leaders.

### ON THE WEEKEND

- Attend pre-service rally and huddle.
- Delegate details and oversee game plan.
- Mentor volunteers.

### ONGOING DEVELOPMENT

- Meet monthly with team leader one-on-one.
- Meet with volunteers one-on-one at least once a quarter.
- Recruit new volunteers.
- Attend leadership meetings.

## RESULTS

Strong relationships and measureable results are evidence of effective leadership. Our systems and strategies are designed to help people connect to community, discover purpose, and make an impact. We believe that your dedication and heart to lead people will produce fruit. To the right are some measurable goals you should strive for as evidence of productivity. Every six months, we will assess the goals, evaluate progress, and adjust accordingly. Each leader will develop goals specific to their team and support these goals.

### TRAINING

95% team coverage on Sunday.

### RECRUITING LEADERS

85% team member retention.

### GROWTH ON TEAM

10% increase in volunteers per year.

# VISION + VALUES



## VISION STATEMENT

Equipping people to experience Christ's freedom in their everyday lives.

## OUR VALUES

1. We are an **EQUIPPING** church  
Ephesians 4:11-13
2. We are a **HOSPITABLE** church  
Hebrews 13:2
3. We are a **RELATIONALLY HEALTHY** church  
Matthew 18:19-20
4. We are **GENEROUS**  
Proverbs 11:24-25
5. We are an **EXCELLENT** church  
Daniel 6:3
6. We are a **LEADERSHIP** church  
Matthew 20:26

# LEADERSHIP CHARACTERISTICS

## **GATHERER**

Leaders are magnetic and have the ability to easily engage others. They see the value of community and are able to mobilize others toward the vision + values of Freedom House. Gatherers don't just see what people can offer; they discover the potential in others and develop it.

## **HIGH CAPACITY**

Leaders are growth-minded. They look for ways to increase their capacity to serve others. These individuals are able to exceed goals and expectations because of their ability to duplicate themselves and empower others.

## **GENEROUS**

Leaders are consistently looking for opportunities to add value. They seek ways to give more than they take. Generous leaders are willing to invest their influence, resources, and time for the sake of advancing God's plan.

## **FIT**

Leaders are self-aware and demonstrate health spiritually, emotionally, physically, relationally, and financially. They consistently pursue growth in their relationship with God, others, and themselves. Fit leaders thrive in Freedom House's culture due to their teachability and desire for excellence.

## **GRIT**

Leaders are tenacious; they don't give up easily. They set goals and stay committed to achieving them through hard work and maintaining focus. When faced with obstacles, these individuals find solutions, create new ideas, and don't allow setbacks to define who they are or determine how far they can go.

# LEADERSHIP EXPECTATIONS

We lead more effectively when we know what is expected of us. Clarifying expectations reduces stress, brings focus to action, and makes teams more productive. These expectations are laid out in four key areas: relationships, roles, responsibilities, and results.

## RELATIONSHIPS

There are certain relationships we want leaders to intentionally develop and thrive in. First and foremost, we expect leaders to take care of themselves spiritually, physically, and emotionally. The relational health of our leaders impacts the health of the church. We expect leaders to develop healthy relationships with Christ, their family, the church, and the world. The chart below highlights indicators of healthy, thriving relationships.

### RELATIONSHIP WITH GOD

- Growing in your relationship with God.
- Daily time in the Word and prayer.
- Sharing with others what God is speaking to you.

### RELATIONSHIP WITH FAMILY

- Serving your family and meeting their needs.
- Praying for your family and spending quality time together.
- Leading your family by example.

### RELATIONSHIP WITH CHURCH

- Actively engaging with church family, while also serving our guests.
- Present as much as possible for weekend services, events, and LifeGroups.
- Faithful tithing to Freedom House.

### RELATIONSHIP WITH WORLD

- Making a positive impact on people's lives through serving.
- Always inviting people to church.
- Representing the church well in your circles and on social media.

# LEADERSHIP LAYERS

## SENIOR PASTORS

### SENIOR EXECUTIVE DIRECTORS

Support Senior Pastors, establish direction at a churchwide level, strategize for growth

### EXECUTIVE DIRECTORS

Establish the direction at a churchwide level; develop pastors, directors, and coordinators; strategize for growth

### CAMPUS PASTORS

Pastor people, oversee the execution of the vision at a campus level, develop leaders

### CAMPUS + GLOBAL DIRECTORS

Develop the leaders within ministry area (i.e. guest services, worship, production, FHKids, LifeGroups, etc.)

### ASSISTANT DIRECTORS

Assist with developing the leaders within ministry area (i.e. guest services, worship, production, FHKids, LifeGroups, etc.)

### COORDINATORS

Create the strategy with ministry area (i.e. guest services, worship, production, FHKids, LifeGroup coaches, etc.)

### TEAM LEADERS

Develop service leaders and lead the charge for ministry area (i.e. details for teams, greeters, ushers, teachers, LifeGroup leaders, etc.)

### SERVICE LEADERS

Build and lead the team, oversee and schedule weekend service teams

### VOLUNTEERS

Make it happen

## SENIOR EXECUTIVE DIRECTORS | 40+ HOURS PER WEEK

WHO YOU REPORT TO	Senior Pastors
YOUR PURPOSE	Support Senior Pastors, establish direction, strategize growth
YOUR MAIN FUNCTION	Develop executive directors
SETTING GOALS	Create goals for the executive directors
LEADERSHIP DEVELOPMENT	Set expectations and give feedback

## EXECUTIVE DIRECTORS | 40+ HOURS PER WEEK

WHO YOU REPORT TO	Senior Pastors
YOUR PURPOSE	Establish the direction
YOUR MAIN FUNCTION	Develop directors and strategize systems
SETTING GOALS	Create goals for the team
LEADERSHIP DEVELOPMENT	Set expectations and give feedback

## CAMPUS PASTORS | 20-40 HOURS PER WEEK

WHO YOU REPORT TO	Executive Directors
YOUR PURPOSE	Execute vision at campus level
YOUR MAIN FUNCTION	Oversee campus growth and function
SETTING GOALS	Develop directors and coordinators
LEADERSHIP DEVELOPMENT	Set expectations and give feedback

## CAMPUS + GLOBAL DIRECTORS | 40+ HOURS PER WEEK

WHO YOU REPORT TO	Executive Directors
YOUR PURPOSE	Lead the ministry
YOUR MAIN FUNCTION	Develop leaders and design systems
SETTING GOALS	Create goals for the team
LEADERSHIP DEVELOPMENT	Set expectations and give feedback

## ASSISTANT DIRECTORS | 40+ HOURS PER WEEK

WHO YOU REPORT TO	Campus + Global Directors
YOUR PURPOSE	Assist leading the ministry
YOUR MAIN FUNCTION	Develop coordinators and implement systems
SETTING GOALS	Create goals for the team
LEADERSHIP DEVELOPMENT	Set expectations and give feedback

## COORDINATORS | 6-12 HOURS PER WEEK

WHO YOU REPORT TO	Campus + Global Directors
YOUR PURPOSE	Strategize your area
YOUR MAIN FUNCTION	Identify and develop new leaders
SETTING GOALS	Execute goals for the team
LEADERSHIP DEVELOPMENT	Set expectations and give feedback

## TEAM LEADERS | 3-6 HOURS PER WEEK

WHO YOU REPORT TO	Coordinators
YOUR PURPOSE	Oversee the process
YOUR MAIN FUNCTION	Develop service leaders and schedule volunteers
SETTING GOALS	Execute goals and implement the systems
LEADERSHIP DEVELOPMENT	Set expectations and give feedback

## SERVICE LEADERS | 1-3 HOURS PER WEEK

WHO YOU REPORT TO	Team Leaders
YOUR PURPOSE	Implement the process
YOUR MAIN FUNCTION	Develop teams
SETTING GOALS	Execute goals and utilize the systems
LEADERSHIP DEVELOPMENT	Set expectations and give feedback