

## JOB DESCRIPTION

<b>Position Title</b>	<b>Team Leader</b>
<b>Position Reports to:</b>	<b>Children's Ministry Director</b>
<b>Department:</b>	<b>Children's Ministry</b>
<b>Schedule (may vary)</b>	<b>20-25 hours, including weekends</b>
<b>Pay Rate</b>	<b>\$20/hr</b>

### General Description

The Team Leader is directly responsible for overseeing staff in their age groups as they implement our weekend ministry program. The Team Leader serves as a point of communication with team members and a resource to encourage them to do their jobs well. The Team Leader participates in hiring and evaluating staff, as well as evaluating weekend programs for quality and effectiveness and ensuring that they align with the values of NCCC and the values of our children's ministry.

### Specific Tasks and Responsibilities - weekdays

- Research and be aware of "best practices" for working with young children in a church setting, and constantly strive to implement these in our weekend programs.
- Participate, along with the children's ministry director, in the hiring of weekend staff, including developing/revising job descriptions, recruiting and interviewing candidates.
- Train new staff, in concert with the director, in administrative procedures and job duties
- Communicate regularly with program team leader to talk over past and upcoming weekends.
- Help service coordinators identify potential volunteers for the roles they oversee. Work with coordinators to ensure that leads are followed up on and progress is charted in the Volunteer Pipeline. Help coordinators "push" ready and qualified volunteers through the application and approval process, while at the same time assisting them in declining potential volunteers who do not meet the qualifications to serve. Challenge coordinators to set and reach recruiting goals.
- Help weekend coordinators plan and execute trainings for the volunteers in their age groups.
- Ensure that weekend coordinators are following up with volunteers who had unplanned or unexplained absences, as well as encouraging coordinators to be having regular personal contact in order to cultivate relationships with all of their volunteers and express appreciation to them.
- Be a liaison with the Special Needs Coordinator regarding children who present challenging behaviors and may need one-on-one support in order to continue participating in weekend programs. The Team Leader should help ensure that needs identified by coordinators get communicated to the Special Needs Coordinator and that volunteers assigned as Buddies are introduced to service coordinators.
- Communicate facility issues, including problems with tech systems, to the proper personnel (IT, Facilities, etc.
- Receive and review monthly schedules that are submitted by service and coordinators, verifying that schedules are readable and only contain names of people who have been approved to serve in children's ministry (i.e., people are not being scheduled before completing the application and background screening process). Identify remaining holes to be filled and follow up with coordinators on progress from week to week rounding out their schedules (full schedules and adequate numbers of volunteers in each room, each weekend is the expectation.)
- Manage your portion of children's ministry budget to ensure that expenditures stay in line with budget projections.

- Review timecards that have been submitted to ensure that employees are working budgeted hours. The Team Leader may grant permission for employees to work over their scheduled hours after consultation with the Children's Ministry Director.
- Ensure that coordinators are communicating with volunteers for the upcoming weekend on a weekly basis, by being cc'd on e-mail traffic.
- Check in, via face-to-face or conference call, weekly with CM director to debrief the previous weekend and communicate needs, as well as receive information that needs to be passed on to the weekend coordinators.
- Attend CM Weekend Core Team meetings (weekly).
- Attend CM Weekend Staff meetings (monthly).
- Lead Team meetings with service coordinators (at least 2 times a month).

### **Specific Tasks and Responsibilities – weekends**

- Be a presence in the hallways of the B Building, on the piazza, and in rooms during Sunday services.
- Help coordinators troubleshoot situations that arise during services, which may include, but are not limited to: parent questions or concerns, technical equipment problems, disruptive or misbehaving children, volunteer conduct, or shortfalls in program material [i.e., running out of things to do when service goes long]
- Serve in a coordinator capacity on weekends for which a substitute cannot be found, or, while positions remain vacant (unless covered by a sub)
- Be a radio point of contact with the In-Service pastor and ushers, relaying pertinent information to coordinators in the event of an emergency.
- Greet families and children, meet congregational members (such as at recruitment tables) and talk to them about serving in children's ministry, and make introductions between new families and coordinators and potential volunteers and coordinators.
- Regularly evaluate program flow, quality, and effectiveness, and communicate these assessments to the relevant members of the your team during the week so that problems and deficiencies can be collaboratively addressed.
- Participate in pre-service prayer with volunteers and staff before the first Sunday service.
- Lead a debriefing with your team at the end of the weekend services.
- Rotate between rooms to be sure coordinators have resources they need and to offer backup (e.g., staying in a room in order to meet ratio requirements until more volunteers arrive; covering a room if a coordinator needs to step out; stepping into a necessary role like check-in at the door until relief comes)
- Encourage and thank volunteers.

### **General Breakdown of Hours Per Week**

- Sunday mornings, 7:30 am – 1 pm.
- Check in by phone and in person regularly with CM Director
- Core Team Meeting Tuesdays 9-11 am.
- Team Meeting 1 hour/week.
- Other hours worked are flexible, depending on the needs and availability of team members for meetings
- Work during the week may be completed from home outside of meetings.

### **Special Assignments**

- Help with Christmas Eve childcare at some of the services (if in town for Christmas)
- Help with Harvest Party
- Help with Good Friday Experience

### **Knowledge Skills Required for the Job**

- Organized
- Managerial experience
- Team player
- Passion for ministry to children
- Children's Ministry experience
- Discretion in handling confidential or sensitive information
- Ability to confront issues with staff performance in a supportive, but firm, manner
- Ability to handle potentially difficult situations with volunteers or parents with tact courtesy

### **Desirable Qualifications**

- Maintain a personal relationship with Jesus Christ
- Be a committed part of North Coast Calvary Chapel, attending worship services regularly
- Desire to grow in faith and commitment to God and participate in personal Bible study and prayer

### **Work Environment**

- Can be chaotic and loud at times
- Necessitates dealing with multiple tasks at once
- Potential issues with sick and injured children
- Ability to respond to parent and volunteer questions and concerns while consistently remaining kind and calm

### **Physical Requirements**

- Able to lift items of up to 20 lbs
- Repeated lifting and bending
- Able to be on your feet for long periods of time
- Able to move between rooms as needs dictate