



ANCHOR  
— CHURCH —

## Ministry Team Leader's Roles & Responsibilities

### Why do we exist?

To create a caring and hospitable volunteer environment.

### How do we behave?

With Christ-honoring character and kindness, serving as unity builders and shock absorbers.

- Personal Qualities:
  - Character: we are aspiring for Jesus to work in us the traits described in I Timothy 3:8-13
  - Unity builder: we are serving to build unity of service in the church as described in Acts 6:1-7

### What do we do?

We communicate with our teams and meet bi-monthly to schedule our teams and pray for our church.

- Commitment:
  - 1-year commitment (with the option for a 1-year renewal) followed by 3-month serving sabbatical.
- Rhythms:
  - Monthly Leadership Gatherings:
    - Some of these gatherings will be for the purpose of scheduling our volunteers; other will be for the purpose of checking in on our teams and discussing various leadership topics.

### Who must do what?

- Ministry Team Leader (MTL) and Classroom Lead (CL)
  - *Point of Contact:*
    - You will serve as both the emergency and assimilation POC. When someone has to cancel, it will be your responsibility to ensure that the cancellation is covered. [*NOTE: it is Wes' responsibility to create a culture of ownership and communication amongst our teams so that you are not expected to simply fill all cancellations yourself.*] Similarly, when someone new has an interest in serving on your team, it will be your responsibility to adequately prepare them to serve on this team and get them acclimated to our culture.
  - *Quality Assurance:* shared responsibility with CMC and EP!
    - You are responsible to ensure the best quality we can achieve for the environments of our ministry teams. For Children's Ministry, this looks like regular communication with your teams and adequately equipping them to be successful, as well as collaborating with CMC for "best practices" and updates on classroom dynamics. (NOTE: CMC and EP are responsible for providing these resources).
  - *Shock Absorber:*
    - Volunteer ministry is hard work. First, we must understand that no one on your team will care more about your team than you. Second, the transient nature of this area makes life hard to predict. Finally, the demographic of our church by way of young families makes for lots of life changes and seasonal sickness. All of these combine to form the reality that despite our best efforts to create and foster a culture of ownership and accountability amongst our volunteers, you will experience cancellations and declines. Part of your role for this year is to serve as a shock absorber: you are serving to lessen the blow that all of the above factors can have on a church.

Practically, this mean that, within healthy measures, you will be asked to be the first POC when it comes to filling in the gaps of cancellations (see protocol below).

- Children's Ministry Coordinator:
  - *Point of Contact:*
    - For all Classroom Leads. When a CL has exhausted all resources on their own team after having received a cancellation, the CMC will be responsible to fill the position from the sub-list.
  - *Resource Manager:*
    - Responsible for making sure each volunteer has filled out the appropriate volunteer application before serving. Executive Pastor should be sending this when he sends intro videos.
    - Responsible for ordering and dispensing curriculum to CL.
  - *Relational Manager:*
    - The CMC will oversee the CLs and if there are issues that come up, CMC is the go between before taking issues to Executive Pastor.
  - *Quality Assurance:* shared responsibility with CLs and EP!
    - You are responsible to ensure the best quality we can achieve for the environments of our ministry teams. Specifically, this looks like regular communication with your CLs and adequately equipping them to be successful, as well as overseeing all “best practices” and standard operating procedures in all classrooms. (NOTE: CMC and EP are responsible for providing these resources).
  
- Executive Pastor (Wes):
  - *Pastoral Support:*
    - Responsible to provide counsel, equipping, and leadership to MTLs. Specifically, you should feel like a better leader from your time spent with us!
  - *Congregational Communicator:*
    - The pastoral voice speaking on behalf of all MTLs and volunteer culture at Anchor Church. Specifically responsible for culture of blocking dates and communicating with team.
  - *Lead Assimilator:*
    - Responsible to champion and oversee all levels of assimilation at Anchor Church.
  - *Quality Assurance:* shared responsibility with MTLs and CMC!
    - You are responsible to ensure the best quality we can achieve for the environments of our ministry teams. Specifically, this looks like regular communication with your MTLs and CMC and adequately equipping them to be successful.

### **Cancellation Protocol:**

- Step 1 - cancelling volunteer sends email via planning center to their team. If volunteer contacts MTL/CL directly, then ask/remind them to do this step, referencing the instructional video on how to do this in the weekly emails.
- Step 2 - MTL/CL monitor the situation for 24-48 hrs. depending on day of the week/proximity to Sunday. Ideally, the issue is resolved here in step 2 in the form of someone on the team stepping up and/or switching a later date with the cancelling volunteer. NOTE: if dates are switched, MTL/CL is responsible to update that on planning center.
- Step 3 - if no sub from within the team found due either to urgency (Sunday pm cancellation) or inability, then the MTL may need to fill the position themselves so long as they are serving within healthy measures (which are determined by the individual MTL). In step 3, CLs will contact the CMC and other MTLs will contact the EP for assistance.