



# ***Bus Host Team Leader***

*In companionship with our 'Bus Host Team Member' this resources is designed to assist Team Leaders and Service Leaders with accountability in the growth of a service, building the Bus Ministry, and aiding the Team Leader to know what they are responsible for.*

## POSITION DESCRIPTION: Bus Host Team Leader

*"I see a church that is big enough to dream on a global scale, yet personal enough for every ONE to find their place. I see a church that beckons 'WELCOME HOME' to every man, woman and child that walks through the doors."*

Excerpt from 'The Church I Now See' - Brian Houston



<b>Position Title</b>	Bus Hosts Team Leader
<b>Team Members</b>	Bus Hosts Team Members
<b>Team Leader</b>	New People Leader
<b>Purpose of Position</b>	<p>To outwork 'The Church I Now See' by leading and developing a Bus Host team to:</p> <ul style="list-style-type: none"> <li>- Transform the bus from a mode of transport to a mobile welcome lounge, a hub of connection, ensuring that all people on the bus (whether a person new to our church (or church in general) or existing church attendee) feel welcome, connected and at home</li> <li>- To value, care for and ensure that all team members have had adequate training to fulfill their role with confidence</li> <li>- To effectively communicate the vision, purpose and goals of the Bus Hosts team and as it relates to church vision and mission</li> </ul>
<b>Area of Responsibility</b>	<p><b>BUS HOSTS TEAM:</b> A significant number of people come to church on buses each week and their first impression of church is the encounter they have with you and the Bus Host team!</p>
<b>KEY RESULT AREA</b>	<b>DESCRIPTION (MAIN TASKS)</b>
<b>Communicate with New People Leader and other New People Team Leaders</b>	<ul style="list-style-type: none"> <li>- Regular 1-1 and team meetings with New People leader and other New People team leaders, be empowered to come prepared and answer 'How can I help you?'</li> <li>- Weekly email/SMS report to New People leader by Sunday night with good stories from that weekends' service, passenger numbers, and any other highlights or opportunities that may or may not require further discussion</li> <li>- Communicate and coordinate with other New People team leaders as relevant</li> </ul>
<b>Grow healthy and effective team</b>	<ul style="list-style-type: none"> <li>- Assess past and current success, and develop strategy for Bus Hosts team moving forward</li> <li>- Regular meeting with Bus Hosts team members, incl. good reports, vision, goals/mission, review goals/progress, hold individuals accountable for outcomes and unify around big picture objectives, ask 'How can I help you?'</li> <li>- Occasional socials with Bus Hosts team members</li> <li>- Raise up 2IC</li> <li>- 1-1 meetings with individual team members to build relationship and pastorally care for and disciple individuals</li> </ul>
<b>Clean and tidy bus</b>	<p>Exact tasks depend on location, but may include:</p> <ul style="list-style-type: none"> <li>- Delegate coordination of cleaning bus (interior sweep/mop and empty bins, exterior wash and hose the body of bus)</li> <li>- Effectively delegate the development of a cleaning roster that involves all bus hosts team members</li> </ul>

	<ul style="list-style-type: none"> <li>- Be part of a team that thoroughly cleans the interior and exterior of our buses once per month</li> <li>-</li> </ul>
<p><b>Prior to Volunteer Prayer Meeting [VPM] and at VPM</b></p>	<p>PRIOR TO VPM:</p> <ul style="list-style-type: none"> <li>- Meet the bus driver at church or in the bus bay</li> <li>- Meet team and be ready at least 15 minutes before any bus run</li> <li>- Ensure that the bus interior is clean and tidy, bins emptied etc</li> <li>- Ensure that all team members are identifiable, e.g. bus driver wearing high visibility vest if required, team members wearing volunteer tshirts or lanyards)</li> <li>- Brief and motivate team, share good stories</li> <li>- Follow up volunteers recently added to the team with one-on-one conversations</li> </ul> <p>ATTEND VPM:</p> <ul style="list-style-type: none"> <li>- If bus run is being undertaken during VPM, develop a roster to ensure that all team members attend VPM at least fortnightly</li> <li>- Bring a faith-filled atmosphere to VPM</li> <li>- Touch base with other team leaders who you will be communicating with on the night (e.g. Concierge team leader, Seating Communities team leader/s, NP team leader) to ensure seamless transitions between bus to concierge/seating communities etc</li> </ul>
<p><b>On the bus runs – welcoming every person and making genuine connections</b></p>	<ul style="list-style-type: none"> <li>- Disembark to welcome passengers onto the passenger, or stand and greet them when on route to stations</li> <li>- Ensure passengers are seated safely at all times</li> <li>- Welcome every person with a genuine smile and warm connection</li> <li>- Give bus announcements upon leaving the station and on the way to church, e.g. Guest Speakers, Alpha, Baptism Info session etc</li> <li>- Identify and approach new people on the bus, seeking to make a meaningful connection with them and helping them to feel welcome and at home, connecting new and visiting people with our Concierge team upon arrival at church (walk with them to concierge stand in foyer if the concierge team is not waiting at bus bay upon arrival at church)</li> <li>- Know the names, faces and stories that regularly catch the bus, helping them to take their next step, which for many is our Seating Community team or may be to join the Bus Hosts team as a volunteer</li> </ul>
<p><b>Mid-Week Commitments</b></p>	<ul style="list-style-type: none"> <li>- Complete volunteer team attendance report by Monday 12pm</li> <li>- 1-1 phone/digital and face-to-face communication with team including pastoral care, discipleship and leadership development</li> <li>- Send team message on Friday/Saturday/Sunday (whichever proves to be most effective day/time to communicate this message) encouraging team around that weekends' service</li> <li>- Development of plans and strategies around team growth and effectiveness of team to achieve goals and purpose</li> <li>- Recruitment and training of new team members</li> <li>- Follow up of individuals (e.g. new people) met via Bus Hosts with relevant follow ups team for that service</li> </ul>